



AmCham-Kazakhstan human resources policy

Version 2, August 5, 2025, approved by Jeff Erlich, Executive Director

Changes are highlighted in blue

All AmCham operating policies apply to employees; where applicable, i.e. harassment, they shall be applied to board members, Chamber members and stakeholders.

Policies will be updated regularly, with changes highlighted in an appendix.

1. Team Values

1. We are **values based**. We support AmCham's corporate values of free enterprise, fair competition and rule of law.
2. We put **members first**. We serve AmCham's members. We always ask what they want, seek their evaluation of our work, and orient our planning and execution to deliver member satisfaction.
3. We achieve **outcomes**. We agree on expected outcomes, and then organize our work to achieve them.
4. We **improve**. We are constantly learning from our experience to improve member service and grow AmCham.
5. We **talk**. We regularly update the team on our progress and barriers. We share information, other than to preserve business confidentiality.

2. Conflict of interest

This policy protects AmCham's corporate interests when they may conflict with those of a staff or board member and is part of our stewardship of members' contributions.

When making recommendations or decisions concerning finances, staff and board members must always consider the interests of AmCham as an organization. They must not make decisions to promote their personal financial interests and further must avoid any perception of conflicts.

Staff and board members must disclose actual or potential conflicts of interest, and unless given explicit permission, must refrain from making decisions concerning their conflicts of interest.

A potential conflict of interest arises when a staff or board member, or that person's relative or business, (a) stands to gain a financial benefit from an action the Corporation



takes or a transaction into which the Corporation enters; or (b) has another interest that impairs, or could be seen to impair the person's independence or objectivity.

3. Workplace behaviors

3.1 Harassment

AmCham strives to be a happy, safe and productive workplace. We will not tolerate any harassment.

This policy applies to all employees, members, vendors and anyone else whom employees encounter at work.

Harassment includes insults, demeaning or ridiculing, shouting, physical abuse, malicious gossip, discrimination, undermining another's work, and unwanted sexual advances. This list is not exhaustive.

If an employee or stakeholder suspects harassment by anyone *other* than the executive director, he or she should report it to the executive director. If the executive director is suspected of harassment, the complainant should communicate the concern to a member of the board of directors.

Punishment for harassment depends on the severity of the offence and may include counseling, reprimands, suspensions or termination; for stakeholders, consequences could include ending the business relationship.

4. Information

4.1 Confidentiality

AmCham employees have access to extensive information about member companies, needed to perform their work. However, they may not use this information for personal use or share with others outside AmCham, unless they receive explicit permission from the executive director.

4.2 ICT resources

AmCham may provide computers, other ICT devices, software e-mail addresses, etc. These are exclusively for work purposes, and must be returned on the date of termination or resignation.



4.3 Photos and recording

AmCham member agreements and event registration shall have a default photo release form. If in doubt, the photo subject's permission should be sought before publication.

Employees and guests may not make video or audio recordings inside the AmCham office without the express permission of the executive director.