

urBIZassist Code of Conduct

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1. BACKGROUND

- 1.1 We have one mission: to help entrepreneurs succeed. urBIZassist seeks to promote entrepreneurship and support the growth and success of start-ups and small businesses by sharing templates and connecting entrepreneurs with experienced mentors and specialists.
- 1.2 This Code of Conduct sets out terms and rules in which we expect the community, users, mentors, specialists, customers and other members (“You”) to use our Services, interact with one another and overall use of urBIZassist website and Service. These should be read in conjunction with urBIZassist Terms & Conditions.

2. A PLATFORM OF MANY VOICES

- 2.1 We are proud to be a very international community, promoting differences that unite us, and striving to build a platform of many voices, that represents a variety of backgrounds, perspectives, and skills. You may interact or help entrepreneurs on the other side of the globe or across the street, no matter their creed, race, or belief system.
- 2.2 We are an equal opportunity community striving to give back, guide, mentor and make a positive impact. We have a genuine interest in helping entrepreneurs succeed, in training, sharing knowledge, collaborating and creating value. As a member of our community, You must uphold these values.

3. COMMUNITY RULES

- 3.1 By using urBIZassist website and by using urBIZassist Services, You confirm acceptance of all terms of use and agreement to comply with urBIZassist Code of Conduct.
- 3.2 You must follow applicable laws and regulations. You are responsible for obtaining and maintaining all necessary consents and licenses necessary to receive or use urBIZassist Service.
- 3.3 These terms of Code of Conduct set out the permitted and prohibited uses of our site, and urBIZassist Service, keeping in mind that urBIZassist is a community of people helping people, and a safe place to reach out to one another for help. You must be respectful at all times and use the golden rule of treating others how you would like to be treated.

You must not transmit, encourage or undertake the following:

- o threatening, abusive, defamatory, illegal, obscene or otherwise objectionable material or behavior

- advertising or marketing material or spam
- chain mails, malicious software code or any bulky or disruptive attachments or graphics of a nature which may cause problems to other users
- infringement of another's privacy or confidentiality
- a security breach or network security risk
- use of a false name or details, misrepresent your role or who you work for or otherwise deceive urBIZassist or other users
- sharing of your password or account
- any information which to your knowledge is inaccurate
- threatening, abusive, defamatory, illegal, obscene or otherwise objectionable material or behavior

3.4 You agree to inform urBIZassist, using the “Contact us” page or via email, of any security issues which may affect other users, or which may affect the Service.

3.5 urBIZassist does not routinely monitor, verify, act as editor or represent the accuracy of, any material on or sent via our platform, nor does urBIZassist accept any liability for such material. Comments and opinions submitted are those of the individual users. Your reliance on any such material is at your own risk and you are solely responsible for the information you submit or share.

3.6 You may not post information or distribute information that infringes another person’s copyright, intellectual property rights or otherwise violates law.

4. HOW TO FURTHER HELP & INSPIRE ONE ANOTHER

4.1 The members on urBIZassist platform are joining for help. They may feel shy, vulnerable and even anxious if their business is not doing well. They are putting themselves out there and chose urBIZassist because of our reputation and offerings. We need to treat them respectfully, with compassion and strive to elevate positive impact.

4.2 If someone posts a “Help” request and you have encountered the same issue, you may reach out and offer to help. You will build your network and you never know that very person might help you in the future. Think of how good you feel after a problem is solved. Pay it forward! pass some knowledge along to someone else and spread the good vibes.

4.3 We strive to respond with help and encouragement and offer guidance when we can. We may also be a voice of inspiration for entrepreneurs to take action. Remember, being an entrepreneur can get lonely.



5. INDIVIDUAL SESSION CONDUCT

5.1 urBIZassist request to keep our core values in mind, while interacting on urBIZassist platform and during the Mentor/Specialist calls. This includes:

- being kind
- being humble
- listening
- managing expectation; No one has answers to all
- being honest
- treating all members of the platform with respect

5.2 Let's think about how we can help entrepreneurs after the call is over. Perhaps a mention of their business on social media or an email introduction to someone else we know in our network, that would be helpful for them to know.

3.3 Everyone on urBIZassist is here for the same reason – growing a business, and another commonality we all share is to genuinely help entrepreneurs reach their goals.

6. NON-COMPLIANCE

6.1 If you have problems with the Service, including someone's behavior, please contact urBIZassist at your earliest and we will investigate complaints raised.