

## CODE OF CONDUCT

### INTRODUCTION

Weddings (marriage ceremony) on Budget is one of the largest and most trusted registered online directory which connects engaged couples with local wedding professionals. The platform seeks to grow the sales and marketing of affordable wedding souvenirs and services.

### OUR VISION

Our vision is to connect engaged couples with local wedding professionals in a simpler and unique approach here in Ghana and beyond.

### OUR MISSION

Our mission is to build a stress-free digital weddings platform where weddings (marriage ceremony) needs are easily met and vendors are profiled for good returns.

### CORE VALUES

Service  
Truthfulness  
Confidentiality  
Equity  
Uniqueness; and,  
Timely delivery of quality services.

### WHAT WE DO

In fulfilling our mission, the following are the services we provide;

- (a) Our Vendor listings on our website provide a platform for products and services of wedding vendors to be featured.
- (b) With over 3,000 active users on our website, we are able to connect clients to vendors, making business easier.
- (c) Our Facebook page with over 76,000 followers also provides a platform for wedding vendors to engage with prospective customers.
- (d) We also run webinars with our vendor community to help them build solid brands, connect with clients and help develop and promote their businesses.
- (e) We are much concerned about the welfare of our vendors; hence, our regular meetings with vendors allows us to know and address the challenges vendors face day in and day out.
- (f) We know how to get clients to vendors. Our blog stories, wedding tips and social media (instagram, facebook & youtube) contents have always been doing the talking.

### THE ORGANISATIONAL STRUCTURE

To successfully fulfil the purpose of this business, we operate under the following divisions.

- (a) Consultancy
- (b) Management Services: events, business, website, etc.
- (c) Bloggers/ Content creators

## CODE OF CONDUCT

**Weddings on budget** as a business has its own code of conducts that guides and regulate the conducts of its vendors and clients. Code of conducts basically set out integrity, principles and standards of acceptable ethical behaviour and conduct. These codes serves as a pillar for entrenchment of good governance principles, and are used to combat corruption, enhance public confidence, public accountability and integrity for our business. There are two sections-conducts for vendors and another for clients. It is very necessary for both vendors and clients to read our code of conducts before any engagements and or transactions.

### FOR VENDORS

The welfare of our vendors is our outmost responsibility. In return to our duties in ensuring a trusted community of vendors and great returns, we hope vendors abide by the following conducts and responsibilities.

### VENDOR CONDUCTS

- (a) Vendors must be of high moral character and have integrity.
- (b) Vendors must strive for excellence to help maintain trust for their businesses and our organization as a whole.
- (c) Vendors must put customer interest first.
- (d) Vendors must review their responsibilities to know what they have to offer.
- (e) Vendors must have genuine means of business transaction.
- (f) Vendors must be tolerant and be willing to help prospective customers.
- (g) Vendors must honour and respect agreements with clients.
- (h) Vendors must cooperate with colleagues to provide high quality service at all levels of operations.

### VENDOR RESPONSIBILITIES

- (a) Vendors must have their businesses legally registered to operate within our community.
- (b) Vendors are required to pick up a form to join our listings and enjoy amazing benefits from our platform.
- (c) Once an official member of our community, vendors are required to pay an amount of 30 Cedis as monthly fee for joining our community. Failure to pay such an amount will result in suspension from our community. Management holds the right to increase or decrease the cost for joining our listings when necessary.
- (d) Vendors are responsible for the welfare of clients. That is to say, Weddings on Budget has no control over vendor-clients communication and transactions once relationship has been established.
- (e) Vendors are advised to share their Terms and Conditions of operation with clients for them to come to an understanding of what should be expected during the transactions.
- (f) Vendors must ensure the acceptance of their Terms and Conditions by Clients before any business transaction begins.

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### CLIENTS CONDUCTS AND RESPONSIBILITIES

- (a) Clients should be genuine and avoid any form of fraudulent act.
- (b) Clients should accord respect to vendors and acknowledge the terms and conditions given. Terms and Conditions of vendors should be reviewed before any business transactions.
- (c) Clients should understand that once relationship is established, they are responsible for the outcome of any form of client-vendor communication and transaction.
- (d) Clients should use the appropriate means to express their grievances. They could do so by drawing the attention of the vendors on their dissatisfaction or calling off the contract. Both parties should revisit the contract and receipts they signed as an evidence of work or deliverables and settle the matter amicably.

### GENERAL RULES AND REGULATIONS

- (a) Members of our community are expected to work in promoting the vision and mission of Weddings on Budget.
- (b) Members are expected not to engage in any form of harassment or discrimination.
- (c) Plagiarism is highly prohibited and members must desist from it. Any work or content plagiarised will be rejected by our team through the Admin.
- (d) To become a member, one must pick up a registration form of 50 Cedis, fill and submit for processing. Once a member, you will pay a sum of 30 Cedis every month as fee for benefiting from our community. Members must know that the cost for monthly fee is subjected to review in the future. Members are expected to pay such fee monthly. Failure to do so will cause for termination of contract with Weddings on Budget.
- (e) There shall be regular meetings with vendors to discuss matters relating to the community. All members are advised to make it a point to join when necessary. The days, venue and times for such meetings will be communicated duly.
- (f) Information about the community must be kept confidential unless asked to be publicised.
- (g) Any member who wishes to resign may do so through an official email to the team at Weddings on Budget expressing the reasons for such resignation.

We understand that vendors are independent entities, but the business practices and actions of a vendor may significantly impact and/or reflect upon us, our reputation and our brand, which is one of our most important assets. Because of this, WOB Team expects all vendors and their employees, agents and subcontractors (their “representatives”) to adhere to the Company’s Code of Business Conduct and Ethics while they are conducting business with and/or on behalf of WOB

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### REPORTING OF QUESTIONABLE BEHAVIOR OR POSSIBLE VIOLATIONS

All vendors should educate their representatives to ensure they understand and comply with the Code of Business Conduct and Ethics.

If you or your representatives wish to report any questionable behavior or possible violation of this Vendor Code of Conduct, the Company has a variety of resources available to assist you. You are encouraged to work with your primary Company contact in resolving a business practice or compliance concern. Please contact (0201927020) or email us on (weddingsonbudgetcatalogue@gmail.com).

Weddings on Budget Team will not tolerate any retribution or retaliation taken against any individual who has in good faith sought out advice or has reported questionable behavior or a possible violation.

Vendors and clients are expected to cooperate fully with any inquiry or investigation by the Company regarding an alleged violation of this Code. Failure to cooperate with any such inquiry or investigation may result in disciplinary action, up to and including discharge.

We thank you for your compliance with this important Vendor Code of Conduct and look forward to a mutually beneficial relationship with all of our vendors based on the highest levels of ethical behavior.

### DECLARATION AGREEMENT FOR VENDORS

I .....having read all the above content detailed in this code of conduct agree to comply and should be held responsible where there is any breach to any of the rules or conducts.

Date: .....

Signature: .....

Business Reg. ID/ Scanned ID Card: .....

Emergency contact: .....