

UNITED RODENT COMMUNITY'S CODE OF CONDUCT



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1. ABOUT THE CODE OF CONDUCT

The Code of Conduct will help guide us as we navigate the URC as well as the community outside the URC. We wish URC breeders to represent professionalism, integrity and tolerance in every aspect of their interaction with the public.

If the URC admins are made aware of a dispute that was handled in a manner that does not correlate with the Code of Conduct we will terminate the membership immediately.

We want each member of the URC to reflect a certain standard of conduct because we feel that our integrity as URC breeders are important and should be valued. It is not just how we act within the URC that matters. When we are interacting with pet owners and breeders outside the URC we still need to uphold a certain amount of integrity and professionalism.

Sometimes we might face a situation where the right thing to do is not obvious and this is where the Code of Conduct can help. It is made to guide you while preserving our reputation and values.

2. WHY DO WE HAVE A CODE OF CONDUCT?

3. HOW WE TREAT EACH OTHER

Mutual respect is an important part of being an URC member because while we operate under similar standards, we are a community of international and diverse breeders. Every member is expected to keep the URC a nurturing and safe place for all its members to share, grow and learn.

We should be willing to offer our support to struggling URC members when we are capable.

It is always safe to share concerns about misconduct or personal struggles that affects your rattery with the URC admin team. All personal information will be kept confidential.

4. DISPUTES AND CONFLICT OF INTEREST

URC breeders do not instigate, condone, encourage or engage in harassment, attacks, bullying, retaliation or false accusations for any reason, not as an individual breeder and never in the name of the URC.

The URC recognizes that disputes with buyers and other breeders will happen but it is our responsibility as URC breeders to handle these situations in a manner that do not tarnish our personal reputation or the reputation of the URC.

Sometimes doing the right thing is difficult so here is a few questions you can ask yourself before making a decision:

"Is this consistent with our Code of Conduct?"

"Will this benefit my reputation?"

"Would I be comfortable if my actions were made public?"

If the answers are "Yes" then the action is probably okay, however if the answers are "Maybe" or "No" you should reconsider and perhaps reach out to an URC admin to get more advice on how to handle the matter.

5.

**HOW TO
MAKE A
GOOD
DECISION**

6. TAKING RESPONSIBILITY

URC breeders take full responsibility of any animal they have produced. Any complaint or issue coming from a buyer should be addressed professionally and respectfully.

We do not dismiss, deny or ignore complaints for any reason.

Taking back an animal is our responsibility and should be done without argument if the buyer is experiencing temperament or health issues.

Asking questions about what led up to the issues is acceptable as long as the questions do not try to dismiss, deny or ignore the complaint from the buyer.