Communications Interaction Conduct Policy
Upholding Respectful and Professional Interactions

Purpose
The American College of Sports Medicine's (ACSM) is dedicated to upholding a standard of excellence in all professional relationships. We ask that all members, certified exercise professionals, vendors, and customers join us in maintaining an environment where mutual respect, ethical conduct, and professional collaboration guide every interaction.

Policy
This policy outlines the expectations for how staff, members, certified exercise professionals, customers, partners, and the public should mutually treat each other and interact in all forms of communication and engagement.

1. Treat one another with respect and professionalism.
All individuals interacting within ACSM are expected to maintain a professional and courteous tone in every exchange—whether written, verbal, or digital. Disrespectful, discriminatory, aggressive, or harassing behavior is not tolerated. Differences of opinion should be expressed constructively. All individuals are entitled to a safe and respectful work environment.

2. Communication should be collaborative and respectful.
Interactions should be defined by communications that are timely, honest, and in a direct manner. Clearly communicate needs, concerns, or feedback using appropriate channels. Engage in good-faith dialogue with an openness to mutual understanding. ACSM values collaboration between staff, members, certified exercise professionals, and customers to achieve shared goals. Interactions should be in the spirit of cooperation, partnership, and shared responsibility. Recognize the expertise and professionalism of each party.

3. Report concerns responsibly.
Should an issue or concern arise, customers are encouraged to directly contact ACSM HR (jstoelting@acsm.org) who will follow proper channels to resolve concerns. For ACSM members and certified professionals, failure to adhere to this policy may be subject to formal review by the applicable ethics processes.