



NATIONAL ASSOCIATION OF MEDIA ARTS (NAMA) MEMBERSHIP CHARTER

1. Purpose of the Charter

This Membership Charter sets out the standards of service, values, rights, and responsibilities that guide the relationship between the National Association of Media Arts (NAMA) and its members. It serves as a mutual commitment to professionalism, integrity, accountability, and excellence within Zambia's media and creative arts sector.

2. Our Commitment to NAMA Members

NAMA is committed to:

- i. Providing prompt, professional, fair, and efficient services to all members.
- ii. Acting at all times with honesty, transparency, and integrity in the administration of the Association.
- iii. Providing clear, accurate, and timely information regarding membership, programs, opportunities, policies, and decisions.
- iv. Treating members' personal, professional, and financial information with strict confidentiality.
- v. Promoting inclusivity, equal opportunity, and respect for diversity within the media and arts ecosystem.
- vi. Listening to members' views, concerns, and proposals, and determining appropriate mechanisms to address them.
- vii. Advocating for the rights, welfare, and professional growth of members at national, regional, and international levels.
- viii. Upholding good governance, accountability, and ethical standards in line with the NAMA Constitution.

3. What We Expect from NAMA Members

As a member of NAMA, you are expected to:

- i. Conduct yourself with professionalism, courtesy, and mutual respect in all dealings with NAMA, fellow members, partners, and the public.
- ii. Provide complete, truthful, and accurate information during registration, renewal, and engagement with the Association.
- iii. Abide by the NAMA Constitution, policies, codes of conduct, and all membership terms and conditions.
- iv. Respect the rights, dignity, and creative space of other members.
- v. Actively contribute to the growth, unity, and positive image of the media and arts industry.
- vi. Work collaboratively with NAMA structures to resolve challenges or disputes amicably.
- vii. Remain in good standing by fulfilling membership obligations, including subscriptions where applicable.

4. Membership Rights

Every registered member of NAMA has the right to:

- i. Fair and equal treatment without discrimination.
- ii. Access accurate information about NAMA programs, decisions, and opportunities.
- iii. Participate in NAMA activities, consultations, and general meetings as provided for in the Constitution.
- iv. Elect and be elected into NAMA leadership structures,

subject to eligibility criteria.

- v. Have their concerns, complaints, or appeals heard and addressed in a timely and transparent manner.

5. Complaints and Grievance Procedure

If a member has a complaint or grievance:

- i. NAMA shall acknowledge receipt of the complaint within five (5) working days.
- ii. The complaint will be reviewed and efforts made to resolve it within fourteen (14) working days, depending on complexity.
- iii. Where a matter requires extended review, the member will be kept informed of progress and timelines.
- iv. If the member is dissatisfied with the initial response, the matter may be escalated to the Executive Committee, and thereafter to the National Executive Council, in accordance with the Constitution.

All complaints shall be handled fairly, confidentially, and without victimization.

6. Communication and Feedback Channels

Members may communicate with NAMA or submit feedback and complaints through:

- i. Official NAMA email addresses
- ii. The NAMA Secretariat
- iii. Provincial or sector representatives
- iv. Formal written correspondence to the Association
- v. Official NAMA meetings and forums

Details of official contacts shall be communicated through NAMA circulars and official platforms.

7. Review of the Charter

This Membership Charter shall be reviewed periodically to ensure alignment with the NAMA Constitution, industry developments, and the evolving needs of members.

8. Adoption

This Membership Charter is adopted as a guiding document of the National Association of Media Arts (NAMA) and is binding upon the Association and all its members.

9. Professional Conduct and Contractual Obligations

NAMA upholds fairness, professionalism, and accountability in all creative and production engagements. In this regard:

- i. All members, including producers, production houses, and individual creatives, must honor and fulfill all contractual obligations with fellow creatives and partners.
- ii. Any member (including members of a production house) found in breach of contractual obligations shall be subject to disciplinary action within the Association in accordance with NAMA policies and the Constitution.
- iii. Where a matter escalates beyond internal resolution, NAMA reserves the right to pursue appropriate legal

recourse to ensure justice and accountability.

- iv. These provisions apply equally to both parties in a contract: the contracting producer/production house and the contracted creative or service provider.

10. Protection Against Exploitation

NAMA strictly prohibits exploitative practices within the media and creative sector. Therefore:

- i. No member or production entity shall require creatives to pay fees in order to access auditions, casting calls, or employment opportunities.
- ii. Any member or production house found soliciting or accepting payments from creatives for auditions or casting opportunities shall face disciplinary action.
- iii. Such actions may include suspension, sanctions, or revocation of membership, including cancellation of membership certificates.
- iv. Where necessary, escalated cases may be referred to relevant legal or regulatory authorities.

NAMA affirms that no creative should pay to look for work and is committed to protecting members from exploitation and unfair labor practices.

Together, we commit to building a professional, united, and vibrant media and creative arts industry in Zambia.

**KNOW YOUR
RIGHTS**

