

Volunteer Service Policy

Participation as a volunteer member on a COPAA Committee provides an opportunity for members to network and serve the profession. We know that volunteers have many demands on their time and we appreciate the willingness to use part of that time to serve COPAA.

COPAA Volunteer Service Policy

Confidentiality.

During the course of service as a member of a Committee, members may have access to, or receive, information which is proprietary or confidential. Such information includes, but is not limited to; trade secrets, customer, employee or member data, information related to the operations or plans of COPAA or of firms, companies or individuals doing business with COPAA which is otherwise personal, private or of a sensitive nature. Volunteers should consider all information received or discussed during their service as confidential and members may not disclose any such information without express permission from the Committee Chair or Executive Director. Given the nature of the work performed by the Governmental Relations (GR) Committee, volunteers serving on the Governmental Relations Committee are required to sign and adhere to the GR Committee Confidentiality Agreement.

Conflict or Duality of Interest.

Members who volunteer agree to protect COPAA's interests during a specific committee or workgroup assignment. Protecting COPAA's interest includes being free of conflict of interest or self-dealing; acting in good faith, demonstrating the care an ordinarily prudent Volunteer would exercise under similar circumstances.

Members of a COPAA Committee (the "Committee") are required to conduct the business of the Committee within guidelines that prohibit actual or potential conflicts of interest. Conflicts of interest may arise in relation to Committee members with third parties including but not limited to:

- Competing or affinity organizations
- Donors and other supporters of COPAA
- Agencies, organizations and associations that affect the operations or mission of COPAA
- Family members and friends
- Persons, organizations, and governmental representatives or organizations with whom COPAA is dealing or planning to deal in connection with the its policy objectives and strategies

Conflicting interest may be defined as an interest, direct or indirect, with any persons or organizations when COPAA's position differs or might differ from the interest of position of another entity or individual with whom the COPAA member is associated. Examples of when conflict of interest might arise include through holding office, serving on the board, participating in management or the legislative affairs of any competing or affinity organization, entity, or individual.

Conflicts can arise from many ordinary and appropriate activities; the existence of a conflict does not imply wrong doing on one's part. But when conflicts do arise, they must be recognized and disclosed, and then either eliminated or resolved so as to not negatively impact COPAA's interests. Some relationships may create an appearance of a conflict; those too are important to disclose and either eliminate or resolve so that we may maintain public confidence in our activities and enable maximum success with COPAA's policy objectives.

A person has a duality of interest if the person, directly or indirectly or through a family member, serves in a substantial leadership role with another organization whose interests may be adverse to, in conflict with, or in competition with those of COPAA. A substantial leadership role would include serving on a governing body or advisory body to the organization or having a prominent public connection with the organization. A duality of interest is not necessarily a conflict of interest. In some cases, it may be to the advantage of COPAA for a committee member to have a substantial leadership role with another organization. A person who has a dual interest should disclose such any existing or potential duality of interest as above.

A Volunteer will disclose to the Committee Chair(s) and Executive Director any potential conflict or duality of interest as soon as the conflict arises. The Committee Chair and Executive Director shall review such disclosure. In the event the conflict has the potential of negatively impacting COPAA's interests, the Chair and/or Executive Director may limit the Committee member's participation on the Committee or terminate Committee membership.

Communications.

All statements concerning COPAA policy or technical matters issued on the authority of Volunteer Committees or Workgroups should be clearly identified as such.

Pronouncements and outside communications on behalf of COPAA must be approved via the Communications Policy prior to issuance.

Actions Which May Discredit COPAA.

Volunteer members should not engage in, promote, or participate in any activities which would reasonably be anticipated to discredit or result in damage to the

COPAA's reputation or otherwise discredit the core standards and principles it represents.

Volunteer Relations.

Procedures are needed in any organization to guarantee fairness and consistency in the treatment of individuals and in the conduct of good relations, to promote good management and to assist the organization to operate effectively. Volunteers are appointed according to the criteria defined. If there is a concern about a volunteer's conduct, it is first raised with the Committee Chair. After an initial review and discussion with the volunteer, the Committee Chair will discuss with COPAA Executive Director and jointly decide whether the volunteer's conduct is something that can be improved or if the volunteer or COPAA can no longer serve.

The Committee Chair and Executive Director will write to the volunteer with copies to the Executive Committee within ten business days to convey and explain their decision. An appeal of this decision must be made in writing within ten business days to the COPAA Chair. Within two weeks, the COPAA Chair will investigate and discuss the situation (as deemed necessary) and will reply to the volunteer in writing. The COPAA Chair's decision is final.

Terminating the Volunteer Agreement.

Apart from terminating a volunteer agreement due to competency or disciplinary action, volunteers should provide adequate notice for the termination of their work at COPAA. Volunteers who leave COPAA for any reason will be invited to an exit interview. This procedure is designed to help improve the support given to volunteers and to record their achievements and provide vital statistical information.

Service Policy Statement.

All volunteers for Committee Work (includes Committees, Subcommittees, Boards, Panels, Expert Panels, Centers, Technical Resource Panels and Task Forces) must review and adhere to the Volunteer Service Policy.