

## POLICY TITLE: APSP VOLUNTEER CODE OF CONDUCT

The success of the Association of Pool & Spa Professionals (APSP) depends on a network of volunteers serving in a variety of roles. This document contains the Code of Conduct for all persons volunteering their services to APSP. It outlines the behavioral characteristics that are expected of APSP volunteers serving in any capacity. Accepting the role as a volunteer for the association assumes the acceptance of these principles.

We need a forum that will facilitate a free flow of information and positive interaction among and between member volunteers and paid staff. Staff is hired by APSP to carry out the programs and policies determined by the association's membership, usually through the auspices of the APSP Board of Directors. Staff has the responsibility of implementation as well as providing advisory, administrative, legal and political support to the association. The individuals constituting the APSP staff are professionals and should be treated in a professional manner. The following Code of Conduct is intended to ensure that member volunteers and paid staff operate in just such a forum. Accordingly, we agree as follows:

Be Considerate - You are working with others as a team so be considerate of how your actions or contribution affects your colleagues and the community as a whole.

Be Respectful - Treat fellow volunteers, members and staff with respect. Everyone can make a valuable contribution to the association. We will communicate with each other, whether orally or in writing, civilly. We may not always agree, but disagreement is no excuse for poor manners. We might all experience some frustration now and then, but we cannot allow this to result in personal attacks. We will maintain decorum at all meetings. We will not denigrate or disparage any people, the products or services of any other business, whether or not that business happens to be an APSP member.

Be Collaborative - The association is all about collaboration and working together. Collaboration reduces the tendency toward duplication or conflict of efforts. Disagreements, whether political, technical or financial are to be expected when working in a collaborative environment.

Disagreement, debate and constructive criticism often results in progress and are a natural part of any team working together. The important objective is not to avoid disagreements or differing views, but to resolve them constructively. Above all, avoid making conflicts about the work into personal conflicts.

Be Responsive – Value the necessity of two-way communication. Be sure to seek advice when necessary. Check your messages regularly and respond in a timely manner, even if it is a simple acknowledgment of receipt of the message.

Speak with One Voice - Volunteers are expected to uphold the goals, mission and standards of the association. We will make decisions based solely on the best interests of the organization. We will strive for fairness in all decision-making. Once decisions are made by the group, we will support those decisions. We recognize that some decisions are very difficult. We recognize that some decisions, in retrospect, may have been less than optimal. In such cases we will work together to make appropriate corrections. We will not waste our valuable time by pointing fingers and assigning blame. We will not engage in back-room politics. Rather, we will address issues openly in the context of our meetings. We will be positive, solutions-oriented, and if at all possible, persons raising new problems will be prepared to suggest solutions to those problems. Many decisions will become public information. However, we will keep confidential the nature of the deliberations that result in such decisions.

Be Truthful – We will be truthful and honest with our colleagues and ourselves. Volunteers may express views openly and directly without fear of favor, with tact and in accordance of known available facts.

Protect Confidentiality – As a volunteer, depending on your role, you may become privileged to confidential information about the association, its operations and its members. You are expected to keep any such confidential information secure at all times. Breaches in the area of privacy and confidentiality are unacceptable to the association.

Step Down Considerately - People serving in all capacities may need to leave for a variety of reasons. When you leave or disengage from the community in whole or in part we ask that you do so in a way that minimizes the disruption to APSP.

Code of Conduct Infractions - Any APSP volunteer, member of the association, paid staff member or those working on behalf of the association, may report suspected violations of the Code of Conduct listed above to the CEO or Chairman of the Board of Directors for appropriate action.