

## Volunteer Code of Conduct

Document 220071

### Context and Purpose

Volunteers are central to the operation of the Canadian Institute of Actuaries (CIA). The CIA's success is attributable to the dedication and hard work of the many volunteers who support the work of the Institute. Our goal is to foster an environment and culture of professional and courteous service for all CIA volunteers, members, stakeholders, and employees.

The Volunteer Code of Conduct describes volunteer responsibilities and the potential consequences of one's conduct during the term of service. Volunteers are accountable for their personal and professional conduct as per the terms of this policy.

### Scope

Applies to all CIA volunteers except the CIA Board, which has its own [code of conduct](#).

### Policy Statements

All volunteers have the right to a respectful and safe environment while volunteering/working for the CIA, free from harassment, violence, or prejudice. The Institute expects all of its volunteers to maintain a level of personal conduct that will reflect positively on themselves and on the reputation of the Institute.

The CIA expects volunteers to be courteous at all times, to be respectful of fellow volunteers, members, staff, other persons and organizations, and to convey a friendly, approachable image to its stakeholders—partners, sponsors, and the community within which it works. Whatever the nature of the business interaction, whether it is a telephone call, a face-to-face meeting, or other event, a volunteer is a representative of the CIA and must act accordingly.

#### The Code

This code sets out the duties for each volunteer. CIA volunteers affirm their endorsement of the code and acknowledge their commitment to uphold its principles and obligations by accepting their volunteer term of service. At the beginning of a new term of service, CIA volunteers must sign a statement that they have received and read the code of conduct and accompanying policies.

CIA volunteers whose conduct does not conform to the code may be subject to the procedures deemed appropriate and imposed by the Director, Operations, the Executive

Director, and/or may be referred to the Professional Conduct Board (PCB) where warranted.

CIA volunteers will, at all times, abide by and conform to the following code of conduct and principles.

### **Integrity**

1. Each volunteer must act in good faith with honesty, dignity, and integrity.
2. Each volunteer shall conduct the business affairs of the CIA with due diligence and reasonable competence and shall take no action that could bring the CIA and/or the profession into disrepute.
3. Each volunteer must abide in all respects by the rules and regulations of the CIA (including but not limited to the CIA articles of incorporation, Bylaws, Rules of Professional Conduct, and policies).
4. Each CIA volunteer must obey the law.
5. Each volunteer shall consider the best interests of the CIA as a whole when making decisions and not the interests of a particular practice area, geographical location, or other subset of CIA stakeholders.
6. Each volunteer must contribute to an environment of respect, cooperation, and collegiality. No volunteer should unduly disrupt one's volunteer group from operating in an efficient and effective manner. Each volunteer must treat peers, CIA members, staff, other persons, and stakeholders with courtesy, allow them to express their views, and respect differing opinions. Where volunteers disagree on an issue, this disagreement should be resolved with a high standard of civility and respect.

### **Confidentiality**

7. While serving as a CIA volunteer, the individual may be provided with or may become aware of certain personal and confidential information, such as trade secrets and proprietary data of organizations, including but not limited to insurance companies or other organizations (collectively referred to hereinafter as "Confidential Information"). Any questions as to whether certain information qualifies as Confidential Information should be referred to the chair of the relevant volunteer group.
8. Except as the volunteer group may otherwise require or as otherwise required by law, no volunteer shall share, copy, reproduce, transmit, divulge, or otherwise disclose any Confidential Information related to the affairs of the CIA.
9. Each volunteer must uphold the strict confidentiality of all information shared at meetings or in other deliberations and communications of the volunteer group, unless the nature of the information is such that it is intended to be shared (i.e., it will be included in the minutes, which become public following the meeting).

## **Loyalty**

10. The CIA is dedicated to leading by example in serving the needs of its members and also in representing the interests and ideals of the actuarial profession. Each volunteer is expected to share this dedication.
11. Volunteers shall not take undue advantage of other volunteers, the CIA's staff, services, equipment, resources, or property for personal or third-party gain.
12. Volunteers must refrain from publicly representing that their view is that of the CIA as a whole unless authorized to do so, and to take care in ensuring that their view is not misinterpreted as such.

## **Conflicts of Interest**

13. Each volunteer must act in the best interests of the CIA and not for personal or third-party gain or financial enrichment.
14. Volunteers shall not use their position as such to promote their personal, professional, or business interests.
15. When encountering a potential conflict of interest, volunteers must disclose the conflict to the volunteer group and, as required, remove themselves from all discussions and voting on the matter. The following guidelines will assist volunteers to identify conflicts:
  - a. Volunteers should avoid the appearance of conflict. While the receipt of incidental personal or third-party benefit may necessarily flow from certain CIA activities, such benefit must be merely incidental to the primary benefit to the CIA and its purposes.
  - b. Volunteers should not engage in any outside business, professional, or other activities that would directly or indirectly materially adversely affect the CIA.
  - c. Volunteers should not solicit or accept gifts, gratuities, free trips, honoraria, personal property, or any other item of value from any person or entity as a direct or indirect inducement to provide special treatment to such donor with respect to matters pertaining to the CIA without fully disclosing such items to the volunteer group; and
  - d. If a volunteer wishes to provide goods or services to the CIA as a paid vendor to the CIA, the volunteer must do so only pursuant to any related procedures adopted by the CIA including full disclosure to, and advance approval by, the CIA.
16. Upon termination of a term of service, retiring volunteers must keep confidential all documents, confidential information, and other property entrusted to that volunteer for the purpose of fulfilling their responsibilities.

### **Alcohol, Drug, and Substance Abuse**

17. The Institute is committed to fostering a safe and healthy work environment. Recognizing the potential negative effects of alcohol, drugs (prescribed or not), or organic substances (i.e., marijuana or homeopathic products), intoxication while volunteering will not be tolerated and will result in action required under the circumstance. Volunteers are cautioned to use good judgment when consuming the products listed above. It is the volunteer's responsibility to know when the use of the above-mentioned substances

- Might impair their ability;
- Might endanger the safety of others; or
- Is inconsistent with their intended or medically-prescribed purpose.

### **Indemnification**

18. The CIA may indemnify the volunteer and save him/her harmless in accordance with bylaw 16.02 and with the [CIA Policy Regarding the Process Related to the Application of Bylaw 16.02](#).

19. The volunteer also undertakes to comply with the process set out in the [CIA Policy Regarding the Process Related to the Application of Bylaw 16.02](#).

20. The CIA's liability insurance policy (as amended from time to time) essentially covers all volunteers while acting on behalf of the CIA and within the scope of their duties, for damages and reasonable and necessary legal fees and expenses, which the CIA would be required to pay as a result of a legal proceeding instituted against the CIA for damages due to a wrongful act of a volunteer. The current coverage includes any actual or alleged act, error, omission, misstatement, misleading statement, or breach of duty or neglect committed by a volunteer. However, if the volunteer is found guilty of committing a criminal act, or if the volunteer is intentionally dishonest or fraudulent, or has committed a willful violation of statutes, rules, or law, in relation to this policy, the volunteer agrees to reimburse all damages, reasonable and necessary legal fees, and expenses incurred.

### **Exemptions**

CIA Board, which has its own code of conduct.

### **Escalation Procedures/Management of Non-compliance with this Policy**

Depending on the severity of the infraction, measures included in the whistle-blowing policy, harassment and violence policy, or measures imposed by the PCB and Head Office staff will apply.

**Definitions and Abbreviations**

N/A

**Associated Documents**[CIA Policy Regarding the Process Related to the Application of Bylaw 16.02](#)[Volunteer Workplace Violence and Harassment Policy](#)[Volunteer Whistle-Blowing Policy and Response Procedure](#)**References**

N/A

**Monitoring, Evaluation, and Review**

Approval date	December 4, 2019
Effective date	January 1, 2020
Approval authority	Board
Review owner	HRFAR
Prior review and revision dates	September 19, 2018; November 21, 2018
Review cycle	Every year
Next review date	2020

**Procedures**

N/A

## **Appendix – Acknowledgment Form**

Please sign this form and return it to Volunteer Services Department at the CIA Head Office.

I acknowledge that I have read and understand the content of the CIA Volunteer Code of Conduct, Volunteer Workplace Violence and Harassment Policy, and the Volunteer Whistleblowing Policy and Response Procedure. I also acknowledge that I understand my obligations under these policies.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
**Volunteer Signature**

\_\_\_\_\_  
**Volunteer Name (please print)**

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
**Associate Director, Membership and People Management**