



## Volunteer Code of Conduct

As constituents of a nonprofit, multidisciplinary, neutral forum for sharing information that optimizes the process of drug development and life cycle management, volunteers should reflect the diversity in the global membership and should take into account regional representation, professional interest area, and work place setting. The spirit of this document attempts to uphold DIA's Core Values of: passion for mission and vision; integrity; accountability and trust; treating people with respect and dignity; diversity; neutrality; and social responsibility.

Volunteers shall at all times abide by and conform to the following Code of Conduct in their capacity as a DIA volunteer:

### **General Expectations**

1. Volunteers shall make decisions in the best interests of the organization.
2. Volunteers shall contribute to a collegial, inclusive, professional, positive, and respectful work environment for fellow volunteers, stakeholders, and staff, and shall model the best in volunteer behavior.
3. Volunteers shall know, understand, and support DIA's mission, vision, core values, purpose and goals and become familiar with and follow DIA policies, procedures, guidelines, and the Volunteer Code of Conduct while acting on behalf of DIA.
4. Volunteers shall not discriminate and shall be respectful of ethnic, national, and cultural differences.
5. Volunteers shall use DIA's marks, insignia, name, logos, and trade dress (collectively, "DIA Marks") in compliance with guidelines issued by DIA from time to time.
6. Volunteers shall at all times obey all applicable laws and regulations of the relevant government authorities, including all laws and provisions that govern appropriate conduct in the work place while acting on behalf of DIA.

### **Meetings and Communication**

1. While acting on behalf of DIA, professional behavior and respectful discourse shall be required of volunteers. Disruptive or inappropriate behavior toward other volunteers, stakeholders or staff is unacceptable.
2. Only information deemed for public knowledge may be shared or discussed outside DIA, unless specifically authorized to do so by the Executive Director and/or the President. No volunteer shall share, copy, reproduce, transmit, divulge or otherwise disclose any confidential information related to the affairs of the Association, and each volunteer will uphold the strict confidentiality regarding any information discussed at meetings or any other deliberations and communications. Questions regarding the confidential nature of DIA information or documents shall be directed to the appropriate staff person or Board member.
3. Volunteers are not permitted to speak on behalf of DIA or the Board to external parties, such as the media or other interested parties unless specifically asked to do so by the Executive Director and/or the President.
4. All contractual agreements are the responsibility of the DIA office. Volunteers will not make such commitments on behalf of the DIA, except in accordance with established DIA policies.

5. All DIA correspondence, regardless of the medium, is a reflection on the Association. E-mail communications shall follow the same professional standards as verbal communication. E-mails may be considered legal documents and, therefore, caution shall be exercised when recording written opinions and statements pertaining to the role of the volunteer in DIA. The use of the "blind copy" function is strongly discouraged when conducting official DIA business.
6. Volunteers shall support DIA to other volunteers, members, and stakeholders. Inappropriate communication by email or in any public forum about DIA, its volunteers, staff, stakeholders, policies, procedures or guidelines is not acceptable. Issues regarding DIA shall be taken up in private with the appropriate DIA staff member.
7. Participation in committee meetings (in-person and teleconferences) is typically required to fulfill a volunteer's duties.

### **Relationship with Other Volunteers, Stakeholders and Staff**

1. Volunteers shall understand the scope of their authority and exercise good judgment in their dealings with other volunteers, stakeholders, staff, suppliers and the general public and shall respond to all constituents and the needs of the Association's members in a responsible, respectful and professional manner.
2. Volunteers shall not request special or personal favors or extensive information from other volunteers, stakeholders, or staff, without prior consultation and agreement of the Executive Director.
3. DIA events are professional gatherings and therefore appropriate behaviors are expected. Volunteers shall adhere to DIA policies, procedures, guidelines, and the Volunteer Code of Conduct in all interactions with other volunteers, stakeholders, staff, vendors, and other constituents.

### **Avoiding Conflict of Interest**

1. No volunteer will use any information provided by the Association or acquired as a consequence of the volunteer's service to the Association in any manner other than in furtherance of his or her volunteer duties. Furthermore, volunteers will not misuse Association property or resources and will at all times keep the Association's property secure and not allow any person not authorized by DIA access to such property.
2. Volunteers shall not persuade or attempt to persuade any member, exhibitor, sponsor, supplier, contractor, or any other person or entity with an actual or potential relationship with the Association to terminate, curtail or not enter into its relationship to or with the Association, or in any way to reduce the monetary or other benefits to the Association of such relationship.
3. Volunteers are expected to act at all times in the best interest of the Association and not for personal or third-party gain or financial enrichment. When encountering potential conflict of interest, volunteers will identify the conflict and report it to the Director of Volunteer and Member Services/Chairperson of the Regional Advisory Committee who may ask them to remove themselves from all discussions and voting on the matter.
4. Volunteers will not 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 Association without fully disclosing such items to the Director of Volunteer and Member Services in advance.

### **Confidential Communication**

Upon termination of service, volunteers will promptly return to the Association all documents, electronic and hard files, reference materials, and other property not already on file in the DIA office. Such return will not abrogate him or her from the continuing obligations of confidentiality with respect to the information acquired as a consequence of his or her tenure.

## **Violations of the Code of Conduct**

1. DIA staff shall resolve any issues with volunteers in a professional manner.
2. Volunteers violating the Code of Conduct may be asked to resign their volunteer position and may be requested to discontinue future volunteer roles. The Executive Director will determine if this action is necessary and will notify the volunteer.
3. Volunteers who have been removed from a volunteer position have 30 days to appeal the decision to the Executive Committee of the Board which will review the situation and respond within 30 days of the request for appeal. All decisions of the Executive Committee are final.

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Volunteer Code of Conduct Revision – Board Approved March 22, 2009

Resides on DIA's website: <http://www.diahome.org/en-US/Get-Involved/Volunteer-Program/Volunteer-Code-of-Conduct.aspx>