



Volunteer Code of Conduct

Introduction

The success of the University of Massachusetts Amherst Alumni Association (UMAAA) in meeting its mission – to connect, represent and engage alumni, students and the university community while advocating for the University’s interests – depends largely on the commitment and contributions of a diverse network of volunteers serving in a variety of roles. The UMAAA strives to create programs, services and other resources to support its volunteers and enhance their involvement in promoting the interests and values of the UMAAA.

As ambassadors of the UMAAA, all volunteers are expected to safeguard the interests of the UMAAA and the University, to conduct themselves professionally in the performance of their UMAAA duties, and to maintain the highest standard of ethical conduct deserved by all UMass Amherst constituencies.

To that end, the UMAAA operates under this *Volunteer Code of Conduct*, applicable to all volunteers serving as members of the UMAAA Board of Directors or its subcommittees, as alumni network officers, or as other volunteers in the UMAAA’s governance structure.

All volunteers serving in the aforementioned roles are required to review and sign the *Volunteer Code of Conduct*, prior to beginning their UMAAA volunteer service, or anytime thereafter as Board approved revisions are made to the *Volunteer Code of Conduct*, acknowledging their understanding of its content and agreement to abide by the expectations noted within.

Duty of Care and Loyalty

UMAAA volunteers owe a duty of care and loyalty to the organization and shall at all times act in good faith, demonstrating prudence and high ethical standards in executing their volunteer responsibilities.

UMAAA volunteers will:

- Act in the best interests of the UMAAA with honesty, integrity, due diligence and reasonable competence, and in accordance with UMAAA policies and procedures;
- Serve as fiduciary stewards of the UMAAA’s assets, resources and reputation;
- Refrain from using their volunteer position for personal, political, third party or financial gain, or from improperly exercising individual authority or undue influence over any other individual or group;
- Comply with all applicable federal, state and local laws and regulations, as well as UMAAA bylaws and other governance documents.

Confidentiality

In connection with their volunteer service, UMAAA volunteers may be given or have access to organizational or third party information that the UMAAA considers to be confidential or proprietary in nature. All UMAAA volunteers have a duty to maintain this information in confidence.

Confidential information may include, but is not limited to, sensitive information regarding the organization’s operations, policies and procedures, programs and services, contractual obligations, finances and investments, alumni directory data and membership information. Confidential information may also include, but is not limited to, unpublished or pre-released versions of UMAAA or third party documents, emails or other information intended for the organization’s internal use or limited circulation.

UMAAA volunteers will:

- Use reasonable efforts to protect and maintain the confidentiality of UMAAA confidential and proprietary information, both during and after their completed tenure as a UMAAA volunteer;
- Safeguard personal alumni information and maintain privacy guidelines as outlined within the *Alumni and Donor Database Access and Use Policy*;
- Refrain from sharing, reproducing, transmitting or otherwise disclosing any UMAAA confidential information to persons not authorized to receive such information;
- Refrain from using UMAAA confidential information for their personal benefit or that of any third party, or using such confidential information to the disadvantage of the UMAAA.

Conflicts of Interest

It is the duty of all UMAAA volunteers to protect the interests of the organization. UMAAA volunteers must avoid and disclose any potential personal or professional conflicts of interest as they become aware of them. A conflict of interest can be considered to exist in any instance where the actions or activities of a volunteer, conducted on behalf of the UMAAA, also involve the potential for that volunteer to obtain direct or indirect personal gain or advantage, or involve the potential for creating an adverse effect on the interests of the UMAAA.

UMAAA volunteers will:

- Accept and abide by the legal and fiduciary responsibilities outlined within the UMAAA's *Conflicts of Interest Policy*;
- Annually review and complete the *Conflicts of Interest Disclosure Statement*, disclosing as required any involvement with other organizations, businesses or individuals where such a relationship(s) might be considered an actual or potential conflict of interest, and disqualifying themselves from participating in any decision with respect to those conflicts;
- Refrain from accepting duties, incurring obligations, soliciting or accepting gifts or favors, engaging in private business or professional activities, or entering into a business contract with the UMAAA, when there is, or would appear to be, a conflict between their personal interests and those of the UMAAA;
- Exercise caution whenever it may appear they are engaging in political activities in the name of or on behalf of the UMAAA or University; engaging in such activities could threaten the tax-exempt status of the UMAAA and volunteers should consult with the UMAAA President or Executive Director prior to any such activity.

Conduct

All UMAAA volunteers shall maintain the highest standards of ethical and professional conduct in fulfilling their volunteer responsibilities.

UMAAA volunteers will:

- Use their best efforts to provide progressive, collective leadership and direction to the UMAAA in support of its vision, mission and mandate;
- Be prepared to commit sufficient time and energy to fulfilling their UMAAA volunteer responsibilities in a prepared, professional and timely manner;
- Interact with volunteers, staff, and other constituents in a responsible, respectful and professional manner, and avoid any discriminatory or harassing behavior directed toward any of these persons;
- Contribute and adhere to appropriate and constructive discourse during Board, subcommittee and other volunteer discussions or efforts in a positive, courteous, and respectful manner;
- Refrain from publicly undermining in any way specific positions, policies or decisions officially approved and communicated by the UMAAA Board of Directors;
- Adhere to the principle that the UMAAA President or Executive Director are designated as official spokespersons of the UMAAA, and will refer all public requests for comment on UMAAA matters to the President or Executive Director;

- Avoid misrepresenting their authority to act as an agent or spokesperson of the UMAAA in any third party contractual negotiations, agreements or other dealings;
- Refrain from utilizing their UMAAA affiliation to authorize the use of the UMAAA's name, logo, endorsement, services or property to benefit any person or third party without appropriate approval from the UMAAA Board of Directors;
- Maintain their annual UMAAA sustaining membership, or life or legacy membership, in good standing as determined by Board policy.

Volunteer Code of Conduct Violations

Any volunteer or member of the UMAAA, or staff member working on behalf of the UMAAA, should report their reasonable suspicion or knowledge of any volunteer act committed against the best interests of the UMAAA, or in violation of this *Volunteer Code of Conduct*, to the UMAAA President or Executive Director. Upon receipt of such report, the President shall appoint an ad hoc Ombuds Committee to investigate the report, in accordance with the procedures outlined within the *Violations of the Volunteer Code of Conduct Policy*. All volunteers shall cooperate with the investigation and review of any suspected violations.

This *Volunteer Code of Conduct* cannot be all inclusive, and any acts or omissions by a UMAAA volunteer that are destructive or bring discredit to either the UMAAA or university shall constitute a violation of this code.

Acknowledgement

By signing this document, I acknowledge that I have read and understand the information contained within the Volunteer Code of Conduct, and agree to abide by the expectations noted herein.

Print Name

Volunteer Position

Signature

Date