Ethics & Code of Conduct

Authority
Art. VII, §§ 3(Q) & (R) of the bylaws require the Board to adopt a policy for the “identification and management of conflicts of interest,” and to “[e]stablish such additional policies and procedures as may be necessary for the orderly conduct of the Association’s business,” respectively.

Policy
To work in 9-1-1 is to be part of one of the most important institutions in America and across the globe. Since the first 9-1-1 call was placed in February of 1968, untold millions of lives have been saved because of 9-1-1 professionals’ dedication to public safety and service. NENA: The 9-1-1 Association—comprised of its members, board, staff, volunteers, and event participants—is a community for all who are devoted to carrying this legacy forward and setting the standard for excellence in the industry. To do so, NENA strives to exemplify and embody the core values of respect, integrity, commitment, and cooperation.

Each Officer, Director, employee, committee member, Association member and contractor, along with any other person(s) representing this Association are required, at all times, to:

• comply with all applicable laws;
• conduct themselves in accordance with the highest ethical standards; and
• promptly report any self-serving, unfair, unprofessional, or unethical activities to the CEO or the Board.

Individuals determined by the CEO or the Board, or its designee, to have violated the terms of this Ethics and Code of Conduct policy may at NENA’s sole discretion, act to resolve the violation through the application of measures that may include notification of the person’s agency or employer, forfeiture of event attendance or revocation of membership. Should the NENA Board, or its designee, determine to remove an attendee from a NENA event or revoke membership it shall provide the affected person with an opportunity to respond to NENA’s concerns or allegations.
Procedures

For all Covered Persons

Each Officer, Director, employee, committee member, Association member, contractor and event participants along with any other person(s) representing this Association shall:

1. Represent the Association’s membership honestly, equally, professionally and refuse to surrender any responsibility to special-interest or partisan political groups;

2. Avoid any conflict of interest or impropriety which could result from her or his position, and refrain from using her or his status as an Association officer, member, committee member, employee, or agent of the Association for personal gain or publicity;

3. Take no public or private action that might compromise the actions, mission, reputation, or integrity of NENA, and respect the confidentiality of confidential information obtained in the representation of the Association;

4. Only exercise that authority which is lawful;

5. Abide by the bylaws, policies, and procedures of the Association; foster an environment of cooperation and collaboration that engenders trust, openness and confidence; one where diverse perspectives and views are encouraged and valued.

6. Encourage the free expression, through proper channels and means, of opinions held by others;

7. Faithfully and diligently perform all duties properly assigned;

8. Disclose and refuse any gift, loan, reward, or promise of future employment offered in exchange for a commitment to vote or take any other action affecting association business;

9. Follow all accounting rules and financial controls imposed by the association;

10. Follow all laws relative to the ethical conduct of a not-for-profit corporation;

11. Conduct himself or herself in a fair, honest, responsible, trustworthy and unbiased manner;

12. Conduct the business of the association without respect of persons, keeping deliberations and actions free from bias, prejudice, harassment, and discrimination on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, political affiliation, genetic information, veteran status, ancestry, or national or ethnic origin.

13. Remain professional, respectful to others in both word and deed, and protective of NENA, its brands, services and reputation in all communications - email, list-serves, or social media (blogs, wikis, social networks, chat-rooms, or other virtual worlds); to be committed to excelling in my role and support my peers’ efforts to do the same; share the association’s goals of improving 9-1-1 and the 9-1-1 industry; facilitating growth, change, and innovation; developing leaders; driving diversity; and creating community.

For Officers and Directors

In addition to the above requirements, each Officer or Director shall:

1. Abstain from making motions, and commenting or voting on issues or action items which could create a conflict of interest with his or her employer and/or may impact the personal or financial livelihood of the board member or their employer;

2. Resign from any and all leadership positions on NENA committees or boards (e.g. Government Affairs, NENA Institute, National Joint TERT Initiative, Education Advisory Board, chapter board) within 30 calendar days from the commencement of his or her term of office, and hold no such position during the remainder of that term, except as the duly appointed NENA Board of Directors Liaison to a committee or board; a member of the NENA Bylaws, Membership, Nominating, Election, Finance, or Personnel committees; or part of a limited-scope/duty special committee, taskforce, or Presidential Blue Ribbon Commission;
3. Neither request nor receive any payment or gifts for required, assigned, or necessary work, travel, presentations, meetings, or other activities made in the performance of official duties (with the exception of reimbursement for/of out-of-pocket expenses made during or in the performance of their official Board of Directors duties); refrain from accepting prizes associated with chapter drawings;

4. Neither apply for, seek, request, or, if offered, accept any full or part-time employment with the association, nor enter into any contract for services, goods, work, and/or involvement in any contract labor for the association, including, but not limited to, payment for “services rendered” or other contracts for financial gain (with the exception of teaching an authorized NENA educational course and/or for the reimbursement of “out of pocket expenses” made during authorized travel, etc.) for a period beginning simultaneously with each term of office and extending 12 calendar months beyond the termination therefrom or at such other time that the Board may approve;

5. Freely and openly communicate information regarding the association and its chapters and members in a timely matter to any and all NENA Board of Directors Members, so that no one board member is unaware of the goings-on of the association, its chapters, or members;

6. When using social media and other public communications mechanisms, refrain from posting or otherwise disseminating dishonorable, derogatory, defamatory, or profane content including racial, ethnic, sexual, religious, or disability slurs;

7. Refrain from discussing or disclosing any information regarding Board of Directors matters (discussion items, pending actions, other) with exception of official actions approved by the Board, or contained within approved meeting minutes, without prior approval of the CEO.

Annual Acknowledgement
Each member of NENA leadership (CEO, Staff, and Board of Directors) shall formally acknowledge understanding of and compliance with the Ethics and Code of Conduct policy on an annual basis.

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