



Report to the Executive Committee of the International Association of Movers

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&

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Joint Report of IAM Program Manager and
Chairman of IAM Commercial Affairs Committee

Denver, Colorado
August 10th & 11th, 2010

INTRODUCTION

When the Executive Committee last met in February, discussion focusing on IAM Programs and Services occupied more time than ever before demonstrating its increasing importance to the Association. At that meeting, the Executive Committee set a number of initiatives in motion and these have now been implemented. From a programs perspective, we report the following:

- IAM Staff augmented the Receivable Protection Program (RPP) with the Invoice Dispute Resolution Process (IDRP) that has been designed to improve the membership experience on a number of fronts for both RPP participants and IAM members alike.
- In its fourth year, the Hall of Honor has chosen yet another distinguished crop of personalities who have shaped and molded both the industry and the Association.
- Major steps are also being taken to improve how IAM responds to ethics disputes between members through the creation of the IAM Code of Ethics Enforcement Procedures (See Appendix A) and the IAM Members' Ethics Council Policy (See Appendix B)
- Due to time pressures, the updating of the IAM Shipper Guides has been outsourced to Catherine Goodrum's Trilogy Group who has made more progress with the project.
- The IAM Standardized Electronic Inventory is steadily progressing toward obtaining designation as a global standard.

The Commercial Affairs Committee supports many of the activities listed above and remains active as well on overseeing the changes to the RPP, monitoring the creation and maintenance of IAM Shipper Guides, and providing guidance on the Federal Maritime Commission Fact Finding Investigation #27. Lastly, IAM staff and the Commercial Affairs Committee have been active in



following up on privacy issues; in particular, the disclosure of Personally Identifiable Information (PII) by CBP.

RECEIVABLE PROTECTION PROGRAM

Membership

At the last Executive Committee meeting, IAM Staff reported that IAM members continued to embrace the RPP at an unacceptably slow pace. Since that meeting, IAM has signed up only one new member. At present, our current participation level stands at 109 companies. Two years ago, there were 99 companies enrolled in the program.

Invoice Dispute Resolution Component for the RPP

On May 1st, IAM Staff formally implemented the Invoice Dispute Resolution Process (IDRP) as a feature of the Receivable Protection Program (RPP). Since implementation, the Invoice Dispute Resolution Process has been successful in resolving disputes between members but a disappointment in that it has not yielded more applications and members for the RPP. While we have received a number of inquiries about RPP membership, only one company has submitted an application. Based on the increased staff investment made to promote the program and administer it, this meager return is very underwhelming. IAM commitment to the RPP has not been matched by the membership, which indicates that the program is not being marketed correctly or it is not a useful program for our members.

Regarding its successes, the IDRP has provided IAM staff with greater tools in which to mediate on member-to-member invoice disputes. By establishing a standard process through which the Association approaches these issues, all parties are aware of IAM capabilities and limitations in these matters. Specifically, alleged debtors understand what punitive actions they face once they have been reported to IAM. Lastly, and perhaps most importantly, invoice disputes are being resolved sooner and more effectively.

By administering this new feature, IAM Staff have identified changes that will help us better achieve the goals stated in the preceding paragraphs. The proposed changes are as follows:

1. For non-RPP participating companies, IAM Staff currently intervenes on disputes that meet or exceed \$3,000. The threshold has been set at \$3,000 because that is the limit written in the By-Laws by which a member may be expelled if they owe that amount or greater to another member. IAM Staff proposes that this figure should be raised to somewhere from \$7,500 to \$10,000 in order to focus on more serious invoice disputes and create further incentive for IAM Members to join the RPP (Since the Staff will follow up on all invoice disputes regardless of the amount outstanding for RPP Participants). **Please confirm that the amount can be increased and what that amount should be increased to?**



2. IAM Staff currently intervenes on disputes where invoices are a minimum of 60 days old. Staff proposes that number be increased from 90 to 120 days. For the same reasons above, this requirement should be lengthened in order to focus on more serious member-to-member cases. **Please confirm that this time period requirement can be increased and what that time period should be increased to?**

With greater hurdles for IAM members to request IAM intervention, staff would be able to more convincingly persuade these companies to join the RPP and focus on the more egregious disputes between members.

RPP Claims

For the 2011 fiscal year, we have received 12 separate claims so far this year. Our maximum exposure at this point would be \$29,836.80. One company, **Relogistics** is responsible for over 80% of that amount. If they go out of business, which looks very likely, the RPP will have to pay out at least \$25,000.

MEMBERSHIP ETHICS

Development of Code of Ethics Policies

During the last meeting, Executive Committee members had reflected on this issue and tasked IAM Staff with developing an official process to adjudicate on ethics disputes in conjunction with the Core Members Management Board and the Commercial Affairs Committee. In line with this request, an IAM Code of Ethics Enforcement Policy (Appendix A) was created along with a Members' Ethics Council (Appendix B). Both of these draft policies can be found in the appendix at the back of this report.

The Code of Ethics Enforcement Policy has been designed to establish a standardized process by which IAM members will determine whether to hear ethics disputes between members and provide a judgment on those cases. This will remove staff from making adverse judgments between members and set up a "jury by their peers" for members. The Members' Ethics Council will incorporate a diverse array of member volunteers who will be well equipped to provide a broad, non-biased perspective on disputes and can set policy for the adjudication of ethics disputes as we move into the future.

Please read through each policy and provide feedback on them.

Membership Expulsion

Prior to May 1st, IAM had recorded **three requests for expulsion**. Immediately following the Executive Committee meeting, Staff will follow up on each dispute to determine if it has been resolved or not. If not, we will notify the Executive Committee of any possible expulsion proceeding that may come before them at the Annual Meeting.



SHIPPER GUIDES

Progress remains slow in updating the IAM Shipper Guides. To date, there are 78 updated Shipper Guides on the IAM website. To increase the speed with which Shipper Guides are completed, IAM has contracted with the Trilogy Group to once again provide support to IAM Staff on this project. We began this process in early July and are starting to see the Guides get done at a quicker rate.

Core Members' Representative, Jackie Agner, was able to solicit a wealth of new information from Core Members throughout the world. We will utilize this new content and information to check to see if our existing Shipper Guides are still current and update new countries.

CUSTOMS AND GOVERNMENT

Federal Maritime Commission Fact-Finding Investigation #27: The United States Federal Maritime Commission (FMC) issued their final report on their [fact-finding investigation no. 27 \(I-27\)](#) on April 15th. As you are aware, the I-27 examined "potentially unlawful, unfair, or deceptive ocean transportation practices related to the movement of household goods or personal property in U.S. -Foreign Ocean borne trades." After reviewing the recommendations made in this report, IAM has confirmed its full support to the FMC and invited the fact-finding officer in charge of carrying out the I-27, Commissioner Michael A. Khouri, to speak about and present these recommendations at the IAM Annual Meeting this year in Denver.

Distribution of Personally Identifiable Information (PII) to 3rd Party Vessel Manifest Information Companies:

This issue has been on our radar for almost two years now but it seems that it is affecting our members and their clients more everyday. In essence, CBP compiles and distributes certain data elements found on all import and export shipment manifests to 3rd party Vessel Manifest Companies online like Import Genius who, in turn, sell it online to their subscribers.

Up until earlier this year, clients and companies could request confidentiality on their shipments by simply filling out a webform on the CBP website. That functionality has since been disabled and those who wish to obtain confidentiality must either mail CBP or send them an email with all of the required information that CBP needs. Unfortunately, this required information is not spelled out clearly anywhere. As of this writing, IAM Staff are still waiting for CBP to confirm the necessary information required when requesting confidentiality.

In order to streamline this process for our members, IAM Staff has created a standardized form that our members and their clients can use when emailing CBP to request confidentiality. Once we receive the aforementioned clarification from CBP confirming the required information, we



will circulate this form to the membership so they can more easily request confidentiality on shipments.

IAM ELECTRONIC INVENTORY STANDARD

ANSI Audit

ANSI requirements dictate that once an Accredited Standards Developer (ASD) has successfully had a standard approved as an American National Standard (ANS) for the first time, the ASD's processes must be audited to ensure that they conform to ANSI Best Practices.

IAM initiated this process immediately after the Annual Meeting and was concluded in May of 2011. IAM's policies and procedures have been revised to reflect the findings of the audit. As a result of the completion of the audit, IAM has been reconfirmed as an accredited Standards Developer for another five years.

Process to Become a Global Standard with the International Organization for Standardization (ISO)

On this front, the standard has been confirmed as a fast-track submission with ISO. As a result, it has skipped the first three stages of the normal ISO submission process and proceeded directly to stage 4 of 6. In stage 4, the standard is designated as a draft International Standard (DIS) and is circulated to all ISO member bodies for voting and comment within a period of five months.

It is approved for publication as an International Standard if at least two-thirds majority of the Participating members of the Technical Committee are in favor and no negative votes have been received. If at least two-thirds majority are in favor and not more than one-quarter of the total number of votes cast are negative, the standard will be approved as a final draft International Standard (FDIS). If the approval criteria are not met, the text of the standard is returned to the originating Technical Committee for further consideration and a revised document will again be circulated for voting and comment as a draft International Standard (DIS).

The five-month comment period began in July and is scheduled to end on December 13th, 2011. IAM Staff is working on signing up members to deliberate on the standard and persuade their country's member bodies to vote for the standard to become an international one.

HALL OF HONOR

2011 Inductees

IAM will be inducting the following people into the Hall of Honor at the Annual Meeting:

- George Pasha III
- Richard DeWitt
- Colin Quarrington
- Dolf Gosselin



HOH Scoring System

As Staff advised in early June, the mathematical threshold that was built into the new scoring system was set too high and no one candidate attained a score high enough to meet or exceed it (35 points). The four inductees this year all attained scores of 20 points or higher. Based on that, they were recommended to the Executive Committee as the inductees for this year.

This issue will be discussed in the Hall of Honor Selection Committee Business Session at the Annual Meeting in order to prevent it from happening again. After the HOH Business Session, Staff will revise the scoring process and present it to the Executive Committee for their review and approval prior to the 2012 HOH Selection.

REGISTERED INTERNATIONAL MOVER (RIM) PROGRAM

IAM has been approached by AMSA to cooperate with them on promoting the RIM program. What they are proposing is more of an affinity program whereby IAM members would be allowed to sign up for RIM certification. Under this arrangement, IAM would receive a kickback or promotional fee for every one of our members who signs up. This could be used to fill a gap in our services for training and certification.

Please give us your feedback on this potential arrangement?

IAM & SOCIAL MEDIA

IAM Staff has taken the initial steps to develop a comprehensive social media strategy and implementation plan. As part of this strategy, we will look to gradually integrate social networking and media into our existing and future communications in order to reach out to our desired audiences. While this remains a work in progress, Staff will be addressing the following issues and questions in the near future as we work to implement this strategy:

1. A long-term blind spot in our communications has been IAM's inability to connect with the lower-level employees and/or those affiliates who may not receive our communications directly. Social media would enable us to connect with this audience and build additional relationships and links with people and groups in the industry.
2. Social Media would also provide us with an enhanced capability to connect and influence other audiences like government regulators and other associations within our industry.
3. Social Media requires investment. Based on her people skills, education, and new full-time status, Lane Johnson has been envisioned to spearhead this effort once implemented.
4. What are the best social media tools to use for our purposes? Twitter and blogs will almost certainly be utilized as part of our strategy along with LinkedIn.



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5. Would it be more effective for staff to communicate as themselves? Or as General IAM Staff?
 6. What is the feasibility of using a Wiki to aid in the maintenance of the Shipper Guides? Or Best Practice Guides?
 - a. A [Wiki](#) would allow Members to access and edit their own country's Shipper Guide directly on our website (i.e. A Belgian Member would only be able to edit the Belgian Shipper Guide) or update our Best Practices Guides. They could edit directly onto IAM's format and template. Before a change would take place, the IAM Staff member in charge of the guides would review the change made and approve it or go back for more information.

By the next time we meet, this strategy shall be completed and ready for implementation.



APPENDIX A

IAM: The International Association of Movers

CODE OF ETHICS ENFORCEMENT PROCEDURES

The International Association of Movers' Code of Ethics Enforcement Procedures have been adapted from recommendations put forth in the "Association Law Handbook," third edition, by Jerald A. Jacobs. The handbook states, "Administration of reasonable and nonrestrictive sanctions for violations of association codes or guides must be fair and impartial. Procedures should include: 1) A written notice to the member of the alleged violation, the proposed sanction, and the right to comment or hearing. 2) A hearing on the matter, if requested, at which the member may present views personally or through a representative, such as a lawyer. 3) The right to appeal an adverse decision to some higher authority, such as the governing board or ad hoc appeals board established for that purpose. 4) Avoidance of any competitive motive or conflict of interest among all staff and volunteer individuals participating in the code enforcement proceeding on behalf of the association."

Processing the Complaint

Upon receipt of a complaint, the IAM President, with the administrative assistance of the IAM staff, shall promptly undertake the following actions:

1. The President shall make a preliminary determination that the complaint is directed against a Company and/or Individual Member of IAM and alleges an act or omission that could be a violation of the IAM Articles of Incorporation, By-Laws, or Code of Ethics. The President may seek additional information from the Complainant to make the preliminary determination.
 - a. If it is determined that the Adverse Party is not an IAM member or the complaint is not a violation of the IAM Articles of Incorporation, By-Laws, or Code of



Ethics, the President or his/her delegate shall notify the Complainant that the IAM will not take jurisdiction of the complaint and the reason why it will not accept jurisdiction.

- b. The President may also wait or decline to take jurisdiction of the Complaint if the matter is also the subject of a complaint previously filed with either IAM or with an IAM affiliated organization; or, if it is still the subject of existing or current litigation.

The Complainant would also receive notice of the right to appeal the President's decision.

2. Prior to accepting a complaint, the President may, in his or her sole discretion, elect to contact the Complainant and the Adverse Party to pursue a private settlement of the complaint.
 - a. If the Adverse Party indicates a willingness to pursue a settlement of the complaint, the President may opt to hold the complaint for up to thirty (30) days without filing it in order to give the parties an opportunity to reach a private settlement.
 - i. If the parties reach a private settlement, the President shall close the matter without filing the complaint.
 - b. If the parties do not reach a settlement at the end of the thirty (30) day period; or, if one of the parties indicates to the President that a resolution cannot be reached prior to the expiration of the thirty (30) day period, the President shall accept the complaint.
3. If the complaint is accepted by the President, he or she shall turn the complaint over to the Chairperson of the IAM Ethics Council.
 - a. The Chairperson of the IAM Ethics Council shall acknowledge in writing to the Complainant that the complaint has been accepted and inform the Complainant that the Investigator will be contacting the Complainant. A copy of these Enforcement Procedures shall be sent with the notice.
 - b. The Chairperson of the IAM Ethics Council shall acknowledge in writing to the Adverse Party that a complaint has been filed against the Adverse Party and that the Investigator will be contacting the Adverse Party. A copy of the complaint and these Enforcement Procedures shall be sent with the notice. The notice shall also be sent to the Investigator along with the relevant documentary evidence within thirty (30) days of the date of acceptance by the Chairperson.

Units of Review

Each unit of review will be carefully selected to avoid any competitive motive or conflict of interest among all staff and volunteer individuals participating in the code enforcement proceeding.

If a complaint is accepted by the President, the following **Review Task Force** shall be formed.

1. **Review Task Force** – Once a complaint has been accepted, a Review Task Force will be formed of at least three (3) members from the IAM Ethics Council, the Ethics Council Chairperson, and the IAM President. The job of the Ethics Council along with the IAM staff is to process the complaint according to the procedures stated in these Code of Ethics Enforcement Procedures. The roles of the Review Task Force are as follows:
Chairperson - The Chairperson of the IAM Ethics Council will serve concurrently as the Review Task Force Chairperson.
Investigator - The IAM President will serve as the Investigator with the assistance of the IAM Staff and IAM General Counsel.
Hearing Panel – The three members chosen from the IAM Ethics Council will be assigned to the Hearing Panel of the Review Task Force in the event the Investigator or Chairperson recommends that the complaint be brought before a Hearing Panel. The Hearing Panel will elect, among the three members, its own Chairperson to lead the panel when making procedural decisions.

When possible, none of the three members selected for the Hearing Panel shall compete directly with the Complainant or Adverse Party; and, every effort shall be made to avoid conflicts in selecting the panel. If for any reason, a member of the panel cannot fulfill his or her duties or fill out a term for any reason, the Association President can replace that person with a new appointment for the remainder of the unfulfilled term with the concurrence of the Executive Committee.

Filing a Complaint

Any IAM Member Company and/or Individual Member (the “Complainant”) in good standing who believes himself/herself/itself to be aggrieved by any action or omission of an IAM Member Company, IAM Member Companies, and/or Individual Member that violates the IAM Articles of Incorporation, By-Laws or Code of Ethics may file a complaint with IAM (the “Complaint”). The complaint shall:

1. Be submitted in writing to the IAM President at the IAM headquarters.
2. Be signed by an officer of the company that is an IAM member.
3. Include the complainant's address, telephone number, email address, and shall set forth a contact person in the company for the complaint.
4. Include a concise statement of the complaint, the names of the IAM member(s) allegedly responsible for, causing or whose conduct is otherwise the subject of the complaint (the “Adverse Party”), including if available any applicable names, addresses and phone numbers of the Adverse Party and all persons related directly to the occurrence, and



5. State the relief sought. If the Complainant is an entity, the Complainant shall designate one spokesperson or designated contact.

If the Complainant is not a member in good standing, the complaint shall be dismissed by letter from the IAM President to the complaining party.

Investigation and Report

The Investigator or his/her delegate shall contact the Complainant, the Adverse Party and any other persons having information related to the subject matter of the complaint.

1. The Investigator may attempt to mediate between the parties in order to obtain a resolution of the Complaint. If mediation is successful, the agreed-upon resolution must be in writing, signed by each of the parties and submitted to the Ethics Council Chairperson.
2. If mediation is not successful, the Investigator, after conducting the interviews and obtaining any written responses or documentary evidence submitted by the parties, shall draft a written summary of the facts of the case containing any relevant documentary evidence (the “Case Summary”) and a separate written recommendation on the appropriate resolution of the complaint to the Chairperson (the “Investigator’s Recommendation”). The Case Summary and Investigator’s Recommendation shall be submitted to the Chairperson within sixty (60) days of the receipt of the complaint by the Investigator.

Preliminary Action by Chairperson

Within ten (10) days of the receipt of the Case Summary and Investigator’s Recommendation, the Chairperson shall take one of the following actions on the complaint:

1. Attempt to mediate between the parties using any meeting format acceptable to the parties and the Ethics Council Chairperson. If mediation is successful, the agreed upon resolution must be in writing and signed by the Chairperson and each of the parties.
2. Refer it to a Hearing Panel (see Hearing Panel guide below)
3. If the Investigator’s Recommendation finds that there is no probable cause to believe the Adverse Party violated the IAM Articles of Incorporation, By-Laws or Code of Ethics, and the Chairperson agrees, the Chairperson and Investigator will jointly inform the Complainant and the Adverse Party that the complaint is being dismissed, and provide each party with a copy of the Case Summary and Investigator’s Recommendation. The Complainant would also receive notice of the right to appeal.

Hearing Panel

If any attempted mediation is unsuccessful or if the Ethics Council Chairperson deems mediation inadvisable, the Chairperson will then turn the complaint over to the Hearing Panel.

1. The Hearing Panel Chair will select the time and place for the hearing so as to have the hearing occur at the earliest convenient date. The Panel Chair may, at the Chair's option, conduct the hearing by conference call or other similar electronic means.
2. The Ethics Council Chairperson will communicate the information about the hearing schedule to the Complainant and Adverse parties.
3. Prior to the hearing, the Ethics Council Chairperson will provide to the Hearing Panel a copy of the Complaint, any written response previously submitted by the Adverse Party, documents collected by the Investigator, and the Case Summary. The Hearing Panel will not receive (and neither party may introduce as evidence) the Investigator's Recommendation nor any statements or offers made by the Chairperson of the Ethics Council or any of the parties during mediation.
4. At the Hearing, each party may be represented by counsel at their own expense, present oral or written evidence, cross-examine witnesses and present such factual or legal claims (legal counsel may be called on to determine proper legal claims) as are desired. If requested, the hearing shall be recorded electronically with a transcript made available to each party, at that party's expense.
5. All procedural and evidentiary decisions shall be made by the Panel Chair.
 - a. Decisions regarding the merits of the complaint and the form of any discipline shall be made by majority vote of the Hearing Panel.
 - b. The Hearing Panel shall report its decision on the merits in the form of written findings of fact, conclusions, and any discipline imposed within ten (10) days of the conclusion of the hearing (the "Panel Report").
 - c. The Panel Report, together with notice on the right to appeal shall be sent to the parties, the Ethics Council Chairperson, and the IAM Executive Committee.
6. The Decision of the Hearing Panel shall be final and binding on all parties, unless the decision is appealed in accordance with the procedures below.

Discipline

The Panel Report may decide to impose no disciplinary measures or its decision may be to impose one or more of the following disciplinary measures on the Complainant or Adverse Party:

1. Reprimand. A reprimand may be issued against the Complainant. The Hearing Panel may direct that the reprimand be private or public.
2. Probation. A ruling of probation that, for a specified time depending upon the circumstances of the violation, the Adverse Party's continued participation in IAM



- activities, member benefits, or membership programs is conditioned upon satisfaction of certain conditions. These conditions shall be described specifically, as shall the consequences of failing to meet them. The Hearing Panel may direct that the probation be private or public.
3. Suspension. A ruling that the Adverse Party is prohibited from participating in IAM activities, programs, and any other privileges of membership. The Hearing Panel may limit the effect of a suspension to certain benefits or programs, and may establish conditions that, if satisfied, will result in the lifting of a suspension.
 4. Termination. A ruling that, either permanently or pending reinstatement, the Adverse Party's membership in IAM is terminated. The Hearing Panel may establish conditions that, if satisfied, will result in reinstatement. If a membership is terminated, IAM shall not be required to refund or reimburse membership fees or dues.

It is the intent of the Enforcement Procedures that the range of disciplinary measures be as broad and flexible as possible so that disciplinary measures can be employed to remedy and redress the violation that has been committed. In dealing with violations committed by Company Members, the disciplinary measures may be tailored to address particular branch(es) owned by the Company Member or personnel employed by the Company Member who are responsible for the violation.

Appeals

An appeal from a dismissal of the complaint by the Chairperson or an appeal from the Panel Report may be taken by any party to the IAM Executive Committee.

1. A notice of appeal must be filed within thirty (30) days of the date of notice of the action being appealed.
2. The notice of appeal shall be in writing, must set forth the basis for the appeal, and shall be sent to the IAM President.
3. Upon receipt, the IAM President, through the IAM Staff, will forward copies of the notice of appeal to the other party, who shall have the right to submit written responses to the appeal within thirty (30) days of receiving the notice of appeal. Any responses must be in writing and delivered to the IAM President.
4. The IAM President will then deliver to the Executive Committee the complete record of appeal, including the notice of appeal, and any responses submitted by the other party. The Executive Committee shall, by majority vote of all non-abstaining members and without considering new evidence or conducting additional hearings, render a decision with respect to the appeal.



5. A written notice of that decision shall be sent to all parties within ten (10) days of the Executive Committee decision. The decision of the Executive Committee with respect to an appeal shall be final and binding on all parties.

Report of Suspension or Termination. If an Adverse Party's membership in IAM is suspended or terminated and such disciplinary measures is final and non-appealable, IAM shall publish notice of such membership suspension or termination in any IAM publication of general circulation among IAM membership and shall send notice of such suspension or termination to any applicable licensing board or certifying agency with jurisdiction over the Adverse Party.

General. All notices, reports and decisions under these Enforcement Procedures shall be made in writing and delivered in person by overnight delivery, or certified mail or other form of delivery to the IAM Headquarters Office creating a record of receipt. If necessary, the IAM General Counsel will be available to the Ethics Council and the Hearing Panel to maintain compliance with these Enforcement Procedures. The Ethics Council, IAM staff members who have been designated to provide administrative assistance to the Ethics Council and, if necessary, IAM General Counsel shall protect against unauthorized disclosures of confidential information (within their legal obligations) concerning the Ethics Council activities and records.

Disclosure of Information. Members of the Ethics Council, IAM Staff and, if necessary, IAM General Counsel shall utilize the following directives in the disclosure of information regarding ongoing and completed activities of the Ethics Council:

- A. If a Complaint has been filed and an investigation is on-going, that fact may be confirmed by the statement: *"A Complaint on this matter has been received and is under investigation; no further information may be released while the investigation is on-going."*
- B. If a Complaint has been dismissed without a finding of any violations by the Adverse Party, if a Complaint has been resolved by mediation, or if a Complaint is resolved by a finding that a violation has occurred, but either no discipline is imposed or the discipline imposed is not to be publicly disclosed, then the completion of the investigation shall be confirmed by the statement: *"The matter has been resolved and no further information may be released."*
- C. If the Complaint results in a finding of a violation and the imposition of disciplinary measures which are to be publicly disclosed, then that fact may be confirmed by the statement: *"The Ethics Committee determined that [name of Adverse Party] committed a violation or violations of [name of section or sections] of the Code of Ethics and has imposed [description of discipline imposed] against [name of Adverse Party]. No other information regarding this matter shall be released by IAM."* If needed, this format will also be used to notify any applicable licensing board or certifying agency with jurisdiction over the Adverse Party.



Limitations Period,

- A. The Code of Ethics Enforcement Procedures took effect on _____. Therefore, a violation of the Code of Ethics must have occurred on or after _____ in order to be the subject of a Complaint.
- B. Complaints alleging violations of the Code of Ethics shall be brought within two hundred and seventy (270) days after the cause arose. A cause arises upon the date the alleged violation occurs or the date on which, by the exercise of reasonable diligence, the Complainant should have become aware of the alleged violation, whichever is later.

Admission or Re-Admission to IAM Membership,

If a complaint is brought against a non-member or if a member with a pending complaint chooses to withdraw from IAM membership before the complaint is finally resolved, the non-member or the withdrawing member shall not be admitted or re-admitted into IAM membership until the complaint has been satisfactorily resolved. The Ethics Council Chairperson shall be notified by IAM of the applicant's request for admission or re-admission into membership and shall establish the requirements for admission which shall include resolution of the complaint through any of the means available under these Enforcement Procedures. The applicant may appeal any final action, concerning their admission or re-admission, to the Chairperson of the IAM Executive Committee using the procedures set out in the Appeals section above. In the event that the Ethics Council Chairperson is not available any longer, a new Chairperson will be elected among the remaining members of the current sitting Ethics Council.



APPENDIX B

Draft Proposal to develop IAM Ethics Council June 15th, 2011

Ethics Council Policy Proposal

In conjunction with the development of the IAM Code of Ethics Enforcement Procedures, IAM Staff has developed a proposal for the IAM Ethics Council Volunteer Policy.

The IAM Code of Ethics was developed in 2007. Since this time, the International Association of Movers has not had a formal policy in place to enforce the Code of Ethics. Based on recommendations made by IAM Staff at the Executive Meeting in February of 2011, enforcement procedures have been developed. During this process, IAM Staff identified the need to create a permanent institutional body comprised of volunteers from the membership who will review the details of each dispute and adjudicate on the cases when necessary. The name of this body shall tentatively be known as the IAM Ethics Council.

The IAM President shall appoint 12 IAM Members representing a diverse array of stakeholders within the Association to serve as the Ethics Council. This body should be composed of members from various membership categories and a wide geographic scope in order to provide a variety of experiences and industry knowledge to the Council. The initial 12 volunteers will be selected prior to the IAM Annual Meeting in Denver.

These appointments will initially be staggered as follows:

1. Four of the initial members will serve a two year term
2. Four of the initial members will serve a three year term
3. And, the four remaining initial members will serve a four year term.

Each subsequent group of volunteers will serve 3 year terms so there will be a consistent turnover in volunteer participation each year without losing institutional knowledge. These members will be expected to serve when called upon to adjudicate on ethics cases involving IAM Members and participate in an IAM Ethics Council meeting at the IAM Annual Meeting each year. Should a member of the Ethics Council withdraw from the Council, the IAM President shall appoint a new person to replace them on the Ethics Council.

Upon appointment, the Ethics Council members will convene and elect a Chairperson. The Ethics Council Chairperson will serve an initial two-year term and be eligible for re-election. The Ethics Council Chairperson will be responsible for overseeing all ethics cases brought



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before the Association and conducting the Ethics Council meeting each year at the IAM Annual Meeting.

The IAM Ethics Council will serve In accordance with the IAM Code of Ethics Enforcement Procedures.