



IAAP POLICY MANUAL

Table of Contents

Financial Policies

1. Finance Committee
2. Approval of Plans and Commitments Before They Are Implemented
3. Accurate, Timely Financial Reports and Information Returns
4. Selection of Auditors
5. Banking Institutions and Accounts
6. Deposits
7. Grants, Gifts, and Pledges
8. Donated Goods and Services
9. Fixed Assets
10. Petty Cash
11. Credit Card
12. Procurement and Purchasing
13. Disbursements
14. Payroll
15. Reserves
16. Reconciliation of Banking Security Statements
17. Contracts
18. Investment Policy
19. Staff Salaries/Compensation

Legal/Insurance/Copyright/List Use Policies

1. Endorsement by IAAP
2. Insurance Coverage for International Operations
3. Logo and Trademark Usage
4. Communication with Legal Counsel
5. Use and Release of IAAP Member Contact Information
6. Disciplinary Procedures Addressing Member Misconduct

IAAP POLICY MANUAL

Table of Contents

Page 2

Convention Policies

1. Approval of Parliamentarian
2. Communication with Parliamentarian
3. Board Endorsement of Bylaws Proposals
4. Convention Comp Registrations
5. Selection of Convention Sites and Dates
6. Convention Theme
7. Sale of Fund Raising Items at Convention and Solicitation at International Convention
8. Time Limits on Convention Chair Service

Chapters

1. New Chapter, Who Can Sponsor
2. Classification for Chapters
3. New Chapter, Minimum Size
4. Financial and Direct Deposit Requirement
5. Disbandment of a Chapter Due to Lack of Required Officers
6. Disbandment of a Chapter by Vote of the Members

General Policies

1. IAAP Compliance with Federal, State and Local Laws
2. IAAP Board Approval of Programs
3. The International Theme
4. Membership Dues Refund Policy
5. Board Conduct
6. CPS/CAP Use by Individuals
7. IAAP Academic Surveys
8. Time Limits on Committee Service
9. Incoming Division Presidents Conference (IDPC)
10. IAAP Fundraising and Communication Policy
11. Scent-Free Policy

IAAP POLICY MANUAL

Financial Policies

The International Association of Administrative Professionals (IAAP) strives to have the best possible system of internal controls and financial accounting. These financial policies are approved by the International Board of Directors (the Board) to guide the work of staff and outsourced financial management.

1. Finance Committee

The Board of IAAP will appoint a Finance Committee that includes the International President, International President-Elect, International Treasurer, Executive Director, and Controller to ensure the appropriate preparation of an annual budget, appropriate handling and distribution of funds, and the appropriate preparation and presentation of regular financial statements.

2. Approval of Plans and Commitments Before They Are Implemented

The Board will approve the operating and capital annual budgets, based on the IAAP fiscal year (July through June), to direct how funds are spent. Board approval is necessary in order to spend funds in excess of \$15,000 to make financial commitments to expenses or projects that have not already been incorporated into the approved budget.

3. Accurate, Timely Financial Reports and Information Returns

The Finance Committee oversees that IAAP provides accurate, timely financial reports and information returns. The Finance Committee will review regular financial statements, including a balance sheet, a comparison of actual financial activity to the approved budget, and projected cash flow. The Controller will maintain a calendar of report deadlines and will advise the Board of Directors that all financial reports and information returns have been filed as required.

4. Selection of Auditors

The contracting of external audit services of the IAAP financial statements is the direct responsibility of the Board and they select the external auditor.

The Board directs the Executive Director to solicit and present to them a qualified candidate for External Auditor services in accordance with established policies and general guidelines.

Financial Policies (continued)

General guidelines include the following:

- A. Solicit accounting firms through a request for proposal (RFP), including current contractor;
- B. Multi-year agreements not to exceed three years in duration are encouraged;
- C. Use best value proposal allowing IAAP to procure the best technically qualified firm with a reasonable price rather than the best price only;
- D. The Executive Director will establish an Auditor Selection Team that includes the International Treasurer, Executive Director, and Controller who will evaluate the proposals submitted by CPA firms;
- E. The Auditor Selection Team will recommend the Proposer that has submitted the best value proposal to the Board of Directors for final approval.

5. Banking Institutions and Accounts

In order to minimize risk and maximize benefit, IAAP utilizes only federally insured local banking and savings institutions. The amount on deposit with any one institution may not in the usual course of business exceed the FDIC insured limit of \$100,000.

6. Deposits

All income intended for IAAP will be properly received, deposited, recorded, reconciled, and kept under adequate security. Any cash received must be promptly and fully deposited.

7. Grants, Gifts, and Pledges

All grants and gifts will be properly received and recorded. Compliance with terms of any related restrictions will be monitored by staff and reported to the Finance Committee. Pledges are recorded at the time they are made.

8. Donated Goods and Services

Donated goods and services are recorded in an "in-kind ledger" with annotations about source, materials, and estimated values. Estimates are recorded at fair market value.

Financial Policies (continued)

9. Fixed Assets

Expenditures for land, building, and equipment are recorded at cost. Donated assets and capitalized donated leases are recorded at their estimated fair market values at the date of donation.

IAAP capitalizes all fixed assets with a cost greater than or equal to \$1,000 and a useful life greater than one year, unless otherwise stipulated. Fixed assets may be acquired and disposed of only upon proper authorization by the Board of Directors (including by inclusion in the approved annual budget), will be properly recorded and will be adequately safeguarded. IAAP will conduct a regular inventory of fixed assets and maintain a central list of fixed assets.

10. Petty Cash

A petty cash fund may be maintained by staff to facilitate efficient operations. Such petty cash funds will be disbursed only for proper purposes will be properly recorded, and will be adequately safeguarded at all times.

11. Credit Card

IAAP may maintain a credit card account to facilitate efficient operations. Credit cards will only be issued in the name of authorized board members and specific employees with specific credit limits as appropriate and will be adequately safeguarded at all times. All credit card transactions will be only for proper purposes and will be properly recorded.

12. Procurement and Purchasing

IAAP will always seek to maximize value and cost-effectiveness in all procurement and purchasing. Purchases exceeding \$10,000 shall request at least three competitive bids.

13. Disbursements

The Board specifies authority to approve reimbursement of out of pocket expenses and payments for services and financial commitments of IAAP. Funds will be disbursed only upon receipt of supporting documentation, proper authorization, and only for valid business purposes. All disbursements will be initiated only from properly authorized documentation and will be properly recorded. No check may be made out to Cash. The Board shall designate any Board member or staff member deemed appropriate as authorized signers of checks on behalf of IAAP. No check signer may sign a blank check.

14. Payroll

Payroll disbursements will be made only to bona fide employees and only upon proper authorization. Changes to each payroll will be properly documented. IAAP will ensure that payroll disbursements are properly recorded and that related legal requirements (such as payroll tax deposit) are met. Payroll checks will not be released prior to payday, and employee advances are not permitted.

Financial Policies (continued)

15. Reserves

It is the goal of IAAP to maintain a minimum of **ten percent (10%)** of the operating budget between its operating and savings bank accounts at all times. However, these reserves may fall slightly below 10% during certain times of the year. In the event that balances fall below that amount, the President and Treasurer are to be notified immediately.

16. Reconciliation of Banking Security Statements

All banking/security statements will be delivered unopened to the individual designated by the Executive Director who is not otherwise involved in the preparation of checks and the depositing of funds. The designated individual shall review, reconcile, and initial each statement on a timely basis.

17. Contracts

A. Procuring contracts:

All procurement transactions will be conducted in a manner to provide practical, inclusive, and free competition. IAAP shall be alert to organizational conflicts of interests as well as noncompetitive practices among contractors that may restrict competition or restrain trade. In order to ensure objective contractor performance and eliminate unfair competitive advantage, contractors that develop grant applications, specifications, requirements, statements of work, invitations for bids and/or requests for proposals shall be excluded from competing for such procurement. Cost or price analysis will be made and documented in connection with every procurement action before a contract is awarded. Various ways of price analysis include comparison of price quotations submitted, market prices and similar indicia, together with discounts. Cost analysis is the evaluation of each element of cost to determine reasonableness, allocability and allowability.

B. Awarding contracts:

Awards shall be made to the bidder whose bid is most advantageous to the recipient after considering all factors. IAAP will clearly set forth all requirements that the bidder must fulfill in order for the bid to be evaluated by the recipient. Any and all bids may be rejected when it is in IAAP's interest to do so. No employee, officer, or agent shall participate in the select, award, or administration of a contract if a conflict of interest would be involved. Such a conflict would arise if the employee, officer or agent, or member of their immediate family, their partner, or an organization which employees are about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. Officers, employees, and agents of the recipient shall neither solicit nor accept gratuities, favors, or anything of greater than nominal monetary value from contractors' parties to sub-agreements, or parties receiving benefits or services from IAAP. Any violations of such standards by officers, employers, or agents of IAAP shall be subject to disciplinary action as outlined by Association Policies. Any gifts of whatever value received at IAAP will be considered gifts to the organization. Money and gratuities received from public appearance as representatives of IAAP will be deposited as unrestricted revenue to IAAP.

Financial Policies (continued)

17. Contracts (continued)

IAAP will maintain a system for contract administration to ensure compliance with terms and conditions of the contract, to ensure adequate and timely payment of all obligations, to ensure that contractors have met the terms, conditions and specifications of the contract, and to evaluate contractor performance. Procurement records and files for purchases in excess of \$10,000 will include the following: (a) basis for contractor selection, (b) justification for lack of competition when competitive bids or offers are not obtained and (c) basis for award cost or price.

18. Investment Policy

All investments of IAAP are authorized by the Board through a continuing Investment Plan. This plan authorizes the Executive Director and the Controller to invest IAAP funds from time to time, within the parameters established by the Plan. The Plan shall be reviewed annually by the Executive Director and the Controller, and any changes in the investment guidelines must be approved by the Board.

The Board must approve the broker or brokers used to manage the various investments of IAAP.

19. Staff Salaries/Compensation

IAAP seeks to recruit and retain qualified, high performing, and motivated employees to fulfill the organization's mission and support the organization's strategies and values. Fair compensation of employees is integral to this goal.

The basis upon which compensation is provided to each employee shall be documented and reviewed by the Executive Director. Any significant changes during the course of a year are brought to the Board's attention at its first regular meeting in each calendar year.

The Board determines the compensation range of the Executive Director.

Legal/Insurance/Copyright/List Use Policies

1. Endorsement by IAAP

Endorsements of other organizations by IAAP shall only be approved by the International Board. All standing endorsements shall be reviewed annually by the Executive Director with recommendations for any changes submitted to the Board for approval. Restrictions on endorsements shall also include events, products, and any services offered by organizations outside of IAAP.

2. Insurance Coverage for IAAP International Operations

IAAP shall provide the following insurance coverage:

- A. Mandatory general liability coverage of not less than \$2,000,000 in aggregate, including at times, but not limited to, products liability, fire and legal liability, personal and advertising liability, medical expense and hired and non-owned auto liability.
- B. Umbrella coverage of no less than \$1,000,000, for headquarters operations, protecting full-time salaried employees, part-time employees, Directors & Officers, Trustees and Committee and Institute members. Such coverage does not extend to Divisions, Chapters or members of Chapters.
- C. Directors & Officers Liability coverage of no less than \$1,000,000 for each loss, protecting the Directors & Officers of IAAP, IAAP Research and Educational Foundation, and Trustees of the IAAP Retirement Trust Foundation.

These policies shall be reviewed every two years to determine if such coverages should be adjusted.

3. Logo and Trademark Usage

The use of the IAAP logos and trademarks are copyrighted. IAAP International extends the use of logos to its Divisions and Chapters but is restricted to those logos provided by Headquarters which have the name of the Division or Chapter prominently displayed under the trademarked image.

Aside from using the logo with accompanying Division/Chapter name, it is against IAAP policy, and is not permissible for a member or Division/Chapter to use any official logo without express approval of the Board. Repeated infractions of this policy may result in the penalties including but not limited to revocation of the entity's charter. IAAP reserves the right to seek legal remedies for the unauthorized use of IAAP logos and trademarks.

4. Communication with Legal Counsel

In most cases, all communication with IAAP's legal counsel shall be through the Executive Director including legal assistance requests from its Divisions and Chapters. Exceptions include when the International President is seeking advice from legal counsel regarding various matters of a confidential nature.

Legal/Insurance/Copyright/List Use Policies Approved by the International Board of Directors,
June 27, 2008.

IAAP Legal/Insurance/Copyright/List Use Policies (continued)

5. Use and Release of IAAP Member Contact Information

IAAP does not rent its membership postal mailing list to approved vendors of products and services targeted to Administrative Professionals. Due to IAAP's commitment to privacy, members have the right to omit their name from inclusion on such lists and should contact Headquarters to do so. IAAP shall only use its member e-mail address list for the following purposes:

- Information Distribution
- Event Notification
- Research, including Surveys
- EFAM, PEC, Certification Conference Exhibitors and Sponsors
- Members will have the option to "opt out" from having their e-mail addresses provided to EFAM/PEC/Certification Conference exhibitors and sponsors.

Policy 5 approved by the International Board of Directors, March 8, 2009.

6. Disciplinary Procedures Addressing Member Misconduct

The International Board may discipline members for misconduct. The details of the formal disciplining process may be found in the document called ["Operating Procedures for Disciplining or Expelling a Member from the International Association of Administrative Professionals."](#) The Board of Directors shall establish operating procedures (reviewed bi-annually) for disciplining members to address member misconduct in order to protect the Association, its members, and the profession.

Convention Policies

The majority of work for convention is handled by the Convention Manager and headquarters staff.

1. Approval of Parliamentarian

The International Parliamentarian is recommended annually by the International President with the assistance of the Executive Director prior to the Spring Board meeting, and this recommendation is approved by the Board no later than the Spring Board meeting.

2. Communication with Parliamentarian

All communication with the Parliamentarian should be through the President and/or the Executive Director or his/her designee.

3. Board Endorsement of Bylaws Proposals

Bylaw proposals other than those proposed by the International Board may be endorsed or opposed by the Board, or the board may choose to take no position. Statements of support or opposition will be sent to the International Bylaws and Standing Rules Committee, and they will be published and distributed with any Bylaw amendment proposals.

4. Convention Comp Registrations

The International President is entitled to one full registration for a guest to the International Convention and Education Forum.

5. Selection of Convention Sites and Dates

The dates and location of the International Convention and Education Forum are to be set by the Board of Directors and announced at Convention no later than six years in advance. The week of the convention will be recommended by IAAP's Convention & Meetings Manager based on cost.

6. Convention Theme

The Host Committee recommends a theme/enthusiasm builder logo that reflects the flavor of the convention city and presents it to the International President for approval.

7. Sale of Fund Raising Items at Convention and Solicitation at International Convention Given the purpose of the International Convention is to promote education and to conduct the organization's business; members, chapters, divisions, and districts should not come to the International Convention for the purpose of fund-raising. Only the Convention Host Committee, the Retirement Trust Foundation and the Research and Educational Foundation are allowed to raise funds at the Office Expo during convention.

EXCEPTION: By Board action at the Spring Board Meeting 2007, the Greenspoint Area Chapter was granted exclusive rights to prepare an International Convention outline and sell to convention attendees prior to and during convention. This exclusive right shall end with the International Convention in 2010.

Convention Policies 1-7 Approved by the International Board of Directors, June 27, 2008.

Convention Policies (continued)

8. Time Limits on Convention Chair Service

Convention chair appointees shall serve no more than two consecutive years, regardless of which Convention committee they chair and that an individual be off for one year before being appointed back as a Convention chair; that the current president and incoming president work to groom committee members for taking on the chairman role.

That at the discretion of the current president, exceptions may be made to ensure succession planning, consistency and experience is utilized and that no more than two Convention chairs are new in any given year.

Convention Policy 8 was approved by the International Board of Directors, September 29, 2008.

Chapters

1. New Chapter, Who Can Sponsor

Only Divisions or Chapters can sponsor a new Chapter. Individuals may not sponsor a new Chapter without Division or Chapter support. The Division or Chapter can name a New Chapter Builder for the new Chapter. Refer to the New Chapter Builder booklet for step by step instructions and required forms for building a new Chapter.

2. Classification for Chapters

The Association offers several types of Chapters:

- An Open Chapter with members from any area business
- A Corporate Chapter with members employed directly by the sponsoring company
- A Virtual Chapter with members holding electronic meetings. A virtual Chapter is chartered in one Division but members can reside anywhere
- A Student Chapter

3. New Chapter, Minimum Size

- An Open, Corporate, or Virtual Chapter must have at least 15 members before it can be chartered.
- A Student Chapter must have a minimum of 10 student members and an advisor who is an IAAP member in good standing.

4. Financial and Direct Deposit Requirement

Direct deposit is the quickest, most reliable, and safest method of payment for membership rebates. All new chapters formed after April 1, 2009 are required to participate in the Association's direct deposit program and must provide the following information to the accounting staff at Headquarters prior to chartering:

- Name of financial institution
- ABA routing number
- Bank account number
- Chapter name
- Employer Identification Number (EIN) also known as a federal tax identification number, and is used to identify a business entity. More information may be obtained at the website for Internal Revenue Service - U.S. *NOTE: Direct Deposit is not currently available for Divisions or Chapters in Canada.*

IMPORTANT: It is also the Chapter's responsibility to notify the accounting staff at Headquarters when your account is closed or changed.

Approved by the International Board of Directors, March 8, 2009.

5. Disbandment of a Chapter Due to Lack of Required Officers

At a minimum, a Chapter must have at least a President and a Treasurer. If one or both of these positions is empty, the Chapter will be subject to disbandment.

6. Disbandment of a Chapter by Vote of the Members

Any chapter that votes to disband must send notification via a completed disbandment form to IAAP headquarters by April 30. Chapters who notify IAAP headquarters after April 30 will be disbanded in the next IAAP fiscal year.

General Policies

1. IAAP Compliance with Federal, State and Local Laws

IAAP shall comply with applicable federal, state and local laws/regulations and shall not create policies that conflict with such laws/regulations.

2. IAAP Board Approval of Programs

The International Board shall approve IAAP programs and benefits to members. Some of these programs are protected by copyrights such as *OfficePro* Magazine and *OfficePro Express* and thus are covered by copyright laws and regulations.

3. The International Theme

The International Theme will be approved at the Spring Board of Directors meeting each year. The International theme will be communicated at the Incoming Division President's Conference (IDPC), so that the incoming division presidents may share it with their incoming chapter presidents for planning purposes. Incoming division and chapter presidents are encouraged to use the International theme for their term of office. In addition, it is recommended that the theme be kept to text with little or no artwork. This is in line with IAAP's current branding guidelines.

4. Membership Dues Refund Policy

Refund requests for membership dues will be honored if the request is received within three business days of payment. Requests involving extenuating circumstances (i.e. death of the member) may be considered by the Membership Department on a case-by-case basis. In such cases such Division and Chapter funds will not be refundable if those portions of the total dues amount have already been rebated back to those entities.

5. Board and Committee Member Conduct

This policy shall be included in the Call for Nominations for all potential candidates.

All International Board members and International Committee Members are expected to sign and adhere to the following agreements:

- Conflict of Interest
- Confidentiality Agreement

These agreements provide guidelines that ensure ethical business conduct on behalf of those who represent and govern IAAP.

6. CPS/CAP Use by Individuals

If an individual prefers to use CAP only in her/his personal communications, they are not stopped from doing that; however, communications/mailers coming from headquarters (and any of its publications) will show CPS/CAP for anyone who has earned both ratings. Additionally, communications/mailers, anything being printed from IAAP's computer system automatically shows CPS/CAP for anyone who has earned both ratings.

General Policies Approved by the International Board of Directors, June 27, 2008 unless otherwise noted on a specific policy.

General Policies (continued)

7. IAAP Academic Surveys

Requests for surveys of IAAP members from academic institutions shall be considered based on the value of the anticipated results to IAAP's membership and the profession and must be approved by the Executive Director.

8. Time Limits on Committee Service

International Committee appointees shall serve no more than two consecutive years, regardless of which committee(s) they served on and that an individual be off for one year before being appointed back to a committee; that the incoming president and vice-president work to groom committee members for taking on the chairman role the second year they serve on a committee.

9. Incoming Division Presidents Conference (IDPC)

International Board officers attending and actively participating in the leadership of IDPC will be the International President-Elect, Vice President, Secretary and Treasurer. The President-Elect will chair the meeting, set the agenda and be responsible for ensuring that appropriate leadership training is provided.

Approved by the International Board of Directors, November 1, 2008.

10. IAAP Fundraising and Communication Policy

IAAP Chapters and Divisions shall only solicit donations for fundraising activities within their respective units to ensure that members' contact information remain private.

- Solicitations and communications are considered mass mailings (postal or e-mail), telemarketing, political campaigns, chapter or division ways & means projects, or any other fundraising or unauthorized mass communications.
- Solicitation of individual members should only be communicated from a chapter to its members or a division to its members and should never go outside those parameters.
- Chapters wishing to solicit donations from members in other chapters within their Division may only do so when approved by the Division President. These solicitations are limited to members within the respective Division's geographic area and should be communicated by the Division. Divisions should not solicit donations from members in other Divisions within their District (through the applicable Division President) without prior IAAP approval from their International District Director.
- Communications and or solicitations outside your District must be approved by the International President.
- The IAAP leadership contact lists (also known as the International Directory) is the property of IAAP and is not to be used or sold by anyone.
- Educational and training programs are considered a fundraising activity and must adhere to the outlined approval process.

General Policies Approved by the International Board of Directors, June 27, 2008 unless otherwise noted on a specific policy.

General Policies (continued)

10. IAAP Fundraising and Communication Policy (continued)

- The APW pin or any offering deemed essential by the International Board are exempt from this policy. This effort is commissioned by the International Board as an annual fundraiser for that year's Convention Host Committee.

Approved by the International Board of Directors, December 8, 2008.

11. Scent-Free Policy

For all IAAP meetings and public gatherings, the Board will request that all participants refrain from wearing perfume, cologne and other fragrances in order to promote a fragrance-free environment.

Approved by the International Board of Directors, November 1, 2008.

General Policies Approved by the International Board of Directors, June 27, 2008 unless otherwise noted on a specific policy.