



Volunteer Conduct Guidelines

Purpose:

Establish clear behavioural standards for all IAA volunteers, ensuring their conduct reflects the values and public interest mission of the IAA in all interactions and activities.

Objectives:

- Reinforce expected standards of professional conduct.
- Support effective and inclusive collaboration.
- Provide a framework for addressing conduct concerns.

Scope:

These guidelines apply to all IAA volunteers in any setting, including interactions with fellow volunteers, IAA staff, member associations, engagement partners, and the public, whether in person, virtual or electronic.

Terms and abbreviations:

EC: Executive Committee

Guidelines:

IAA volunteers are expected to conduct themselves appropriately, in keeping with the values the IAA seeks to uphold.

IAA volunteers must:

1. Act with honesty, integrity and good faith at all times.
2. Treat others with respect and dignity at all times. Including other volunteers, IAA staff, representatives of member associations, key IAA engagement partners and the public at large.
3. Seek to be inclusive in how they conduct meetings and discussions (be they in person, virtual or electronic). Ensure that conversations are welcoming of diverse views and all participants are encouraged to contribute.
4. Act in the best interests of the IAA recognising its intent to serve the public interest and provide value to the global actuarial profession.
5. Be sensitive to the cultural and language differences across the world which may necessitate additional time to ensure that discussions are accessible to all participants.

Failure to conduct oneself in accordance with these conduct guidelines or to adequately carry out responsibilities will be referred to the EC. The EC will investigate the matter and take the action the EC determines, based on the seriousness of the specific circumstances in each case. That may include seeking a replacement for the role.

These guidelines were approved by the Executive Committee on 6 March 2025. They are to be reviewed in March 2028.