



MINUTES for Face-to-Face Board Meeting October 27th, 2021

Meeting Logistics:

10/27/2021 8:00am – 5pm Eastern Time

Location:

Hilton Cleveland Downtown | Cleveland, OH
with Zoom Link: <https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

ATTENDEES

Presiding Officer:

Carson Rivers – **Chair**

Board Member Attendees:

Rohan Shahani – **Vice Chair**

Korey Hampton – **Secretary**

Cameron Annas – **Treasurer**

*Via zoom link

Bahman Azarm – **Member**

Victor Gallo – **Member**

Keith Jacobs – **Member**

Connor James – **Member**

Billy Simpson – **Member**

Shawn Tierney – **Executive Director**

Quorum?

Yes

No

Guests:

Melissa Webb – Events Director

Meeting called to order at 8:01 AM Mountain Time by Carson Rivers.

Welcome Guests & Housekeeping (Carson Rivers)

Reading of the ACCT Mission Statement (Connor)

The Association for Challenge Course Technology (ACCT) establishes and promotes the standard of care and measure of excellence that defines professional practice and effective challenge course programs. ACCT develops, refines, and publishes standards for installing, maintaining, and managing challenge courses; provides forums for education and professional development; and advocates for the challenge course and adventure industry.

Reading of the ACCT Anti-Trust Statement (Connor)

It is the policy of the Association for Challenge Course Technology, and it is the responsibility of every Association member company, to comply in all respects with federal and state antitrust laws. No activity or discussion at any Association meeting or other function may be engaged in for the purpose of bringing about any understanding or agreement among members to:

- (a) raise, lower, or stabilize prices;
- (b) regulate production;
- (c) allocate markets;
- (d) encourage boycotts;
- (e) foster unfair trade practices;
- (f) assist monopolization, or
- (g) in any way violate federal or State antitrust laws.



Any questions regarding the meaning or applicability of this policy, as well as any concerns regarding activities or discussions at Association meetings, should be promptly brought to the attention of the Association Executive Director or the Chair of the Board of Directors.

Approval of Agenda (Carson)

Motion:	Review and approve the meeting agenda
Made by:	Keith
Seconded by:	Billy
Discussion:	None.
Vote:	In Favor – N/A Opposed - 0 Abstaining - 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Staff Reports

Executive Director, Shawn Tierney – see *2021-10-22 Report_ED to BOD*

- The second PPP loan for \$61,400 has been confirmed as forgiven, and that will no longer show as a liability in the budget.
- Nov 11-14th is the AEE virtual conference, and ACCT will be hosting a booth. If BOD members want to participate let Shawn know.
- International calls – the Latin America and Asian region calls have combined into one, the next one is on Oct 29th.

Events Director, Melissa Webb – see *2021 10 20 Event Department Staff Report*

- Discussed the new conference app, it is from Cvent (the registration platform), so it'll hopefully integrate better.
- There are a few more sessions than normal because we are hoping to be able to increase social distancing.
- Discussed promotional marketing efforts for exhibitors, sponsors, and presenters, including giving them resources such digital media kits for videos.
- We need to start talking about future conferences, not just locations but overall strategies - how many rooms, are we in hotels versus conference centers, etc.
- The next deposit to Portland for the 2023 conference is due a week before we go to Cleveland for 2022 conference. The staff have heard that Portland may be enforcing maximum capacities on groups. If we are going to be limited, we might want to look at the cancellation policy or see if they would make some concessions.

ACTION ITEM – BOD and Melissa: Discuss future conference plans and locations as well as the international considerations for those and the idea of expert presenter compensation.

- Discussed exhibitor policies and using ECI to help enforce them. The staff will define and disseminate the consequences to exhibitors.
- Talked about the PVM symposiums – virtual in the fall and in-person at the 2022 Cleveland Conference. Requested that a representative from the BOD help update RE: COVID conference updates, Board voting, etc.



Program Manager, Heather Brooks – see *2021 10 20 Staff Board Report - Programs*

- Discussed ICE eligibility policy updates, and how and why the policy changed. ICE prep course is now mandatory for Level 1 in-house and professional, so that all candidates have at least received a basic minimum of knowledge. The prep course will be re-vamped to include more of what the inspector should know and how it relates to the standards. They had gotten feedback from regulators that that piece had been missing compared to other certifications.

ACTION ITEM – Korey: Post the ICE policy update for the BOD to review

Office Manager, John Voegtlin

- Discussed Informz marketing platform and Membership Workgroup efforts, as well as better categorizing target groups and the topics/categories of info that goes out. Also discussed ACCT Academy webinars. Both the PR & Marketing Workgroup and the Membership Workgroup need more volunteers. Talked about the web domains that the Association owns. We are keeping them all and forwarding them to the appropriate places (typically the main page) since they cost very little.

*Meeting called to recess at 9:42 Eastern Time by Carson Rivers.
Meeting called to order at 10:02 Eastern Time by Carson Rivers.*

Committee Reports (Carson)

ACC – see *2021-10-20 BOD_Report_From_ACC*

- Discussed the Program Development Policy. The BOD will want to review the policy once the ACC finalizes a draft, and to review/discuss the ACC's Terms of Reference (TOR) as it relates to policy development.
- Discussed the timeline for Trainer Curriculum public comment, which is slated for December.
- Discussed the upcoming ACC conference session, and what content will be presented.

ACTION ITEM – Korey: set up a time for the ACC to join a BOD meeting and discuss the items above and other topics such as the VAP revamp progress.

TIRE – see *2021-10-26 Report TIRE to BOD*

Ethics – see *2021-10-22 Ethics Committee Board Report*

Consensus Group – see *2021-10-22 BOD Report CG*

Leadership & Nominations – see *2021-10-20 Report Leadership and Nominations to BOD T3*

Insurance & Risk Management – no report, liaison not present

International – no report, discussed the following:

- The previous Chair is still involved and assisting the group and the new Chair. The calls have recently included a presentation from Kathy Haras on standards. The group has expressed that they are still interested in virtual conference options and/or non-US conference locations. Discussed potential streaming and recording models for this as well as the potential hurdles. Also discussed how recorded sessions would have value to other members and could be a revenue stream for the Association.

ACTION ITEM – Research and discuss any options for the recording of conference sessions



Finance – no report, discussed the following:

- Two new members recently joined the committee, one rotated off. Discussed their challenges with the immediacy of some financial decisions versus only having monthly Committee meetings, so they have decided to join the biweekly finance review calls. Reviewed the 2020 990 tax form and identified a few items that need correction. Sent back to the Finance Committee, and the BOD will approve once necessary changes are made. Discussed financial policies document and the recent changes made.

ACTION ITEM – Discuss at a future meeting: term limits and succession planning for Committees

Approve Financial Policy Document

Motion:	To approve the ACCT Financial policies document
Made by:	Keith
Seconded by:	Connor
Discussion:	Rohan: Based on the size of the ACCT budget, \$25K is a high threshold to set for triggering the bid process. The Finance Committee received the concern and felt like lowering that number could tie up the ED's time unnecessarily. They added the last bullet point in the document to establish the intention that the ED shall vet multiple options.
Vote:	In Favor – Billy, Connor, Keith, Victor, Cameron, Korey Opposed – none Abstaining – Rohan, Carson
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

ACTION ITEM – Cameron, Korey, and Shawn: Format the financial policies document and determine where the document should be filed.

Meeting called to recess at 11:49AM Eastern Time by Carson Rivers.

Meeting called to order at 1:00PM Eastern Time by Carson Rivers.

Guests:

Pete Sawyer
Heather Brooks
Rhonda Mickelson
John Lazarus

Consensus Group (Connor)

- ANSI Accreditation Audit Preparation – Discussed how to prepare for the audit and if we could or should hire an outside consultant to help with the process. Most of the current members were not present during the last audit, so they've only seen the results but not been part of the process before. We need to review the things that were identified in the previous report and prioritize those items first. We are about a year out, so we need to be intentional about this effort.

ACTION ITEM – all BOD: review previous ANSI audit before the next meeting so we can better understand where we stand



- Discussed whether we have a contact at ANSI to discuss the process moving forward. Also, whether there are people in our ACCT community who were involved previously or that have ANSI audit experience.

ACTION ITEM – Connor: Develop a timeline for ANSI audit preparation.

- The Consensus Group (CG) is scheduled to host a session at conference; discussed the possibility of developing a session about the standards development process. They are interested in getting that content out but will soon be very busy with the audit process and the current standards development process. Discussed possibility of the TIRE Education Panel hosting a webinar on that. According to the CG Secretary, John Voegtlin, there may also have been a 2019 presentation on the standards development process that they could look to as a resource.

Board Elections (Rohan) See “2021-10-27 POLICY General Election Procedures – APPROVED”

- Process – discussed the draft proposal submitted by the Leadership and Nominations Committee (LNC). Priorities for the revisions include promoting participation in election voting, making the overall process more straightforward, and aligning the procedures and timelines of the two concurrent elections: the general membership election and the PVM election. Discussed tying the timeline to the Annual General Meeting: the AGM is not always the same day of the conference, but it has the advantage of being the only event mandated by Association bylaws. Discussed how having the opportunity for campaigning at the conference might drive participation, and how we might be able to push out a notice to potential voters during the conference itself. Reviewed how organizational membership translates to general election voting, such as how sub-accounts work and how the digital voting system for general membership excludes votes from those who are ineligible (such as PVMs and their sub accounts).
- The BOD reviewed and revised the General Election Procedures draft together, including updating the timeline, procedures, and voting process. Also clarified the runoff process, where votes will be delivered (to ACCT staff versus the Vice Chair), and the reason for the 45-day deadline for staff support (because staff get much busier as the conference approaches).
- Discussed finalizing the PVM election plans for the upcoming 2022 election, as per the current policy which calls for the BOD to decide on voting method (in-person versus online) and voting timeline (such as call for nominations and voting period) prior to each election.

Motion: To approve the document “POLICY - General Election Procedures”
Made by: Rohan
Seconded by: Billy
Discussion: The Chair would like to state that he is proud of the BOD for making decisions that promote more open and accessible elections.
Vote: In Favor – Rohan, Korey, Cameron, Keith, Connor, Billy, Victor, Carson
 Opposed – none
 Abstaining – none
Motion Carries: Yes
 No

Motion: To hold the upcoming PVM election via online ballot, with a voting period of 15 days, concluding 24 hours after the beginning of the AGM.
Made by: Rohan



Seconded by: Billy
Discussion: none
Vote: In Favor – Rohan, Korey, Cameron, Victor, Keith, Connor, Billy, Carson
Opposed – none
Abstaining – none
Motion Carries: Yes
 No

ACTION ITEM – Rohan and Korey: the approved General Election Procedure document is now in the meeting folder. It will need official letterhead and to be filed appropriately.

ACTION ITEM – Discuss at a future meeting: the implications of individual memberships for individuals who's companies are members, are not members, or are members in a different category (i.e. PVM versus general membership) as well as defining/limiting the number of votes per organizational membership.

- Discussed revising the PVM election policy document as well, so that it matches the general election procedures, and then make that policy applicable for all future PVM elections so that we don't have to re-visit policies and timelines every year.

ACTION ITEM – Bring the revised PVM election procedures to the next meeting to approve

Meeting called to recess at 2:49 Eastern Time by Carson Rivers.

Meeting called to order at 3:04 Eastern Time by Carson Rivers.

Executive Director Search (Rohan)

- Process Design Task Force Questions – The PDTF submitted a series of questions, and the BOD asked Rohan to draft a response to be reviewed and approved by the BOD. The BOD reviewed and revised this document together in the meeting.

Motion: Approve the document "Questions for BOD from the Process Design Task Force"
Made by: Rohan
Seconded by: Keith
Discussion: none
Vote: In Favor – Rohan, Korey, Cameron, Victor, Keith, Connor, Billy
Opposed –
Abstaining – Carson
Motion Carries: Yes
 No

Board Member Conference Registration (Carson & Melissa)

- Assisted getting the remainder of the BOD member registrations completed

Meeting Closing (Carson)

Motion: Motion to adjourn the meeting.
Made by: Cameron
Seconded by: Rohan
Discussion: Thank you to Melissa Webb for helping to organize this meeting



Vote:	In Favor – N/A Opposed – 0 Abstaining – 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Meeting adjourned at 5:00PM Mountain Time.

APPROVED



To: ACCT Board
From: Shawn Tierney, Executive Director
Date: 10/22/21

RE: October Board Report

Summary

September Financial Statement

The September monthly financial statement is in the Finance Drive (Finance - FY22 Financial Planning – Monthly Statements and Financial Reports).

2020 990

A draft of the 2020 990 (covering the fiscal period from July 1, 2020 to June 30, 2021) is currently ready for review and approval.

Budget Call

The next budget call will be held on Friday, October 29th at 1pm mountain time for whoever wishes to attend. The GoToMeeting invite is below:

Budget Mtg: Every Other Friday 1:00 p.m. MST

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/611869773>

You can also dial in using your phone.

United States: [+1 \(408\) 650-3123](tel:+14086503123)

Access Code: 611-869-773

SBA EIDL

The SBA EIDL loan application for a \$169,400 low interest loan (2.75% with 2 year deferred monthly payments), has been completed and was submitted on 10/1. Processing the application takes 3-4 weeks.

2nd PPP Loan Forgiveness

The 2nd PPP loan application for forgiveness of the \$61,400 amount was submitted on September 28th.

International Call

The next international call is scheduled for Friday, October 29th. The call information is below:

Colin Caines is inviting you to a scheduled Zoom meeting.

Topic: ACCT International Dialogue

Time: Oct 29, 2021 09:30 PM Singapore

Join Zoom Meeting

<https://us02web.zoom.us/j/85028932651>

Meeting ID: 850 2893 2651

ACCT booth at AEE Virtual Conference

ACCT will have a booth at the AEE virtual conference November 11-14. Once the booth is set-up, we will send the link to the BOD to view or participate in the event for those who are interested.

Cleveland Conference (as of 10/22)

- Registered attendees: 201
- Exhibitors / Sponsors: 34
- Gross revenue: \$146,000

See Melissa's report for more information.

Conference Waiver

Reb has prepared a waiver / release for the conference that all attendees will need to sign. The DRAFT waiver is in the BOD meeting folder for review.

ECI

The principals from Emergency Concierge International (ECI) would like to join the BOD meeting via a Zoom or conference call to introduce themselves, field questions, and provide their insight about planning for the Cleveland conference. An ECI service proposal is in the meeting folder.

Staff & Committee Reports

Staff and committee reports (those that were received) are in the meeting folder.

Staff Board Report

Name: Melissa Webb

Date: 10/20/2021

Please provide a brief narrative of the projects, initiatives, and tasks that you have completed (or are ongoing and in process) since the last F2F BOD meeting:

- **2021 Virtual Conference:**
 - Registration:
 - Numbers as of 10/20/21:
 - General Attendee: 424
 - Pre-con Only: 9
 - Virtual Exhibitors: 21 (including ACCT)
 - Sponsorships: FULL
 - One Tier 1, Three Tier II, six Tier III, as well as all 4 session track sponsorships were sold.
 - Workshops:
 - All content will be available to registered attendees until January 22, 2022.
 - John is currently exploring options for what to do with the Virtual Attendee Hub (VAH) content once it is no longer available in the hub for registered attendees.
 - We are trying to figure out how to monetize this for non-registered attendees to access the library via ACCT Academy once it is no longer available in the VAH.
- **HPN:** Our contract with HPN was renewed for them to provide services through our 2022 event.
- **CVENT:** Our contract with CVENT was renewed for both the registration platform as well as conference app.
 - The app is different than the Crowd Compass app and integrates much better with the CVENT registration portal and has more features. We did an on boarding call the 1st week of October to set some goals and learn more about the app's features / capabilities.
- **Cleveland 2022:**
 - Registration #'s as of 10/21/21:
 - Attendee:

- 201 registrants
- 20 pre-con | certification | training course registrants
- 127 ppl registered for the Awards Dinner
- **\$80,673.50** collected in attendee revenue via CVENT (this is before merchant processing fees from Stripe)
- Exhibitor:
 - 34 companies have registered to Exhibit
 - 42 booths have been secured which is 52% of phase 1 booths available for purchase
 - **\$84,623.00** have been collected in Exhibitor | Sponsor revenue via CVENT (before Stripe merchant processing fees)
- Sponsorships secured as of 10/21/21:
 - Conference App Splash Screen
 - 2 of 5 Digital Sponsorships
 - 1 of 5 Banner Ads
 - Technical Session Track
 - Operations Management Track
 - Registration Sponsor
 - 2 of 3 After Hours Receptions
- Workshops: All workshop, larger meetings (AGM / Awards), and Pre-cons will be at the Hilton Cleveland Downtown.
 - We accepted 80 sessions to be hosted in the span of 2 days during a total of 9-time blocks.
 - There will be 11 Certification Courses, Pre-con Sessions, Trainings offered between Tuesday and Sunday. This includes ICE Prep and Inspector Certification Testing on Sunday.

- We are not utilizing every breakout room we have contracted and wherever possible we are requesting airwalls be opened for additional space for social distancing.
- We would like to have face shields available for each presenter for use during their presentation(s).
- Our standard room set will remain theatre style with seating spaced out taking Social Distancing into consideration.
 - In a typical year we request Service Crew and Presenters to assist with putting seating back into this set if they require a different variation during their session.
 - We will need to provide disinfectant for SC and Presenters to wipe things down between sessions. We will also request an announcement be made by either the Presenters or SC during the session that there are disinfectant wipes for attendees to assist with this process by wiping down their seats at the conclusion of each session.
 - We plan to attempt to schedule “rovers” throughout the conference to assist in focusing on these efforts. This will be dependent on how many Service Crew applications are received.
 - We currently have received 24 applications only 5 of those being folks that have previously served as a Yellow Hat.
 - COVID:
 - ECI – we are in the process of securing a contract with them for assistance in developing our comprehensive emergency management solutions. This would include development of event specific Emergency Operations Procedures (EOP), Planning & Management for pre-event and on-site integration services, on-site emergency management personnel, COVID-19 Medical Contingency Plan, COVID-19 Medical Logistics Planning & Consultation.
 - Please understand that this process takes time just like building any safety and risk management plan. ECI is asking all the right questions to

get a pulse on exactly what our event might look like, how logistics are typically handled, chain of command etc. Knowing more about the COVID protocols the BOD will be requiring for attendance will allow us to really dig into this and figure out the logistical side of it as well as identify any additional needs, software, PPE, personnel, etc. to execute that plan. Please understand we cannot move forward with any of this without knowing what the COVID protocols are for attendees from the BOD. I fully understand many parts of this will evolve as the months go on and that several pieces (i.e., which COVID test we require if we do etc.) may not be identified right away as we need to allow some time before finalizing some portions of this.

- If we wanted to build a sturdy bridge over water, we would not just dump boulders in the river and ask folks to cross. We are working with highly skilled individuals, and we need time to do this right. In closing, we really need the BOD to back this publicly as many feel that since the “*plan*” has not been disclosed there is not one. That is false and we are working tirelessly to provide the BOD with information needed to make sound decisions for our entire community which will help guide us through this process.
- Convention Center - a representative from the center will be joining us on Tuesday during the F2F BOD meeting to discuss current hotel COVID protocols and answer any questions from the BOD.
- Hilton Cleveland – a representative from the hotel will be joining us on Tuesday during the F2F BOD meeting to discuss current hotel COVID protocols and answer any questions from the BOD.
- Olympics: The Conference Work Group has been discussing activities / initiatives that could be included in the Olympics keeping in mind social distancing and limiting physical interaction. The group has been asked to specifically identify PPE that would be needed to be able to host these in Cleveland. The Olympics will occur on Friday evening in the Exhibit Hall versus Saturday prior to the Awards.
- Attendee Waiver:
 - Shawn and I have been working with Reb to develop an *ACCT Attendee Release of Liability Agreement waiver*. In that document attendees will, among other

things, be asked to acknowledge that, notwithstanding any representations to the contrary, from any source, attendees at the conference will be exposed to certain risks, including COVID-19, its variants, and other viruses. No one will be admitted without a signed waiver.

- This waiver will also encompass things that have typically been in the Olympics waiver so attendees will not be required to sign multiple documents. Once finalized we would like to reach out to one of the industry registration / waiver platforms to see if they would be willing / interested in assisting us with digitizing this process for efficiently implementing this on-site without creating any bottlenecks at registration.
- Conference PR&M:
 - Staff have been and will continue to develop unique content to promote the in-person conference in Cleveland as well as whatever health protocols the BOD puts in place.
 - We are working on Digital Media Kits to be shared with Exhibitors, Sponsors, and Presenters that will include some copy, templates, customized logos, etc. to assist in the pre-promotion of our event. In this we will also be requesting each to tag our social accounts etc. for additional pre-conference promotional collateral.
 - When sharing digital media kits, we will also be sending a few prompt questions requesting Exhibitors, Sponsors, and Presenters to share what their involvement will be at the upcoming event and what they are looking forward to most about the Cleveland conference.
- **Future Conference Locations:**
 - We are currently still in a holding pattern on sourcing locations for 2024 because of the impacts of COVID as well as previous room block issues we have experienced over the last few years.
 - I have requested time with the BOD to have a more extensive conversation about this during their October 2021 meeting to stay on track with future contracting.
 - It is time to revisit our overall conference schedule for efficiency for attendees as well as to reduce conference meeting rental fees in the future.

- Portland 2023: We do have a deposit due to Portland just before our 2022 Conference in Cleveland. I think it will be very critical to do a pulse check on how things at that time as we've caught wind that they are enforcing maximum capacities for groups and have some other requirements in place for groups at the convention center. **Our sliding scale cancellation for Portland increase substantially after this point so its good for us to have a quick check-in at that time as well.**
- **Exhibitor Policies:** These policies have been updated, added to the registration process, sent to all past Exhibitors, and will be added to the Exhibitor Services Kit (ESK) as well as handed out to all on-site for Exhibitor load-in. Emergency Concierge International (ECI) will be assisting us in monitoring set-up and dismantle for violations to our policy.
 - **What repercussions should there be for someone in violation and who will enforce them?**
 - I would like to suggest a written warning from Staff | BOD for the first violation.
 - Ineligibility to Exhibit at ACCT Events for 1 year for the 2nd violation.
 - Longer term / permanent suspension Exhibiting for further violations.
- **ACCT International:**
 - I have not been in direct communication with the AIC to discuss their plans for this moving forward. One suggestion I could make would be to host a 1- or 2-day virtual event similar style to how PVM Symposiums are hosted. Run registration through our membership site (YM) and host via zoom. Have the AIC create an agenda to include some industry business updates hosted by various committees / staff and the remainder of time be spent on educational content the AIC deems appropriate for the region hosting.
 - **I would like to discuss bigger picture plans for translation at the conference, virtual events / webinars, ACCT Academy content etc. There is potential for huge growth in this area if done properly. I would like to see money budgeted, or a translation task force created to assist with this.**
- **PVM Symposiums:** To my knowledge there are plans for a virtual fall symposium and an in-person winter symposium. Space has been contracted for this group to meet in person in conjunction with the 2022 conference in Cleveland.
 - **It has been requested that we provide an update during the fall symposium regarding conference planning / COVID protocols etc. I would like to ask that once some of this has been firmed up that a representative of the BOD provide that update and assist with answering questions. This is a very contentious topic and while I am happy to share what we have been discussing / plan to implement etc. I feel strongly that the BOD needs to share this update with our community.**
- **Professional Development:** I have and will continue to join hospitality specific discussions, webinars, trainings etc. over the course of the next year to stay abreast on what is happening in

the events industry and remain relevant in the virtual world as we begin to move forward with in-person gatherings again.

- So far in 2021 I have participated in CVENT Connect Virtual 2021, Outdoor Retailer Summer Show (Virtual portion), and Trainual Playbook 2021 Virtual.
- **Thinking Ahead:** I know that the TIRE Membership Education Panel has conducted some webinars and they also have a few in the pipeline. Additionally, they have some speakers willing to host but are requesting compensation.
 - I think the topic of monetizing these as well as presenter compensation needs to be addressed.

Please provide a brief narrative of the upcoming projects, initiatives, and tasks that you will be working on between now and the next F2F meeting of the BOD:

Committee/Panel/Work Group Projects: Identify projects or initiatives that are currently being pursued within the committee(s) / panel(s) /or staff work groups that you oversee and write a brief description of the status of each project identified.

- **Conference Workgroup (CWG) Update** – We meet every 1st and 3rd Monday of the month and have been having a lot of open dialogue, brainstorming, and discussions in preparation for our 2022 event. Much of what this group is actively working on has been addressed in other portions of this report. I have a great team and I feel confident that if any group can attempt to pull off an in-person event giving attention to all the details necessary this group can.
- **Resources Needed** –
 - My biggest ask currently is more visible support from the BOD surrounding the upcoming conference. As noted above we have tried to get more creative with our approach to marketing the conference this year. However, given all at stake it would be great for our community to hear from you. I would like to record a few short videos while in Cleveland of Board Members sharing what they are looking forward to most about being back in-person.
 - PPE Equipment: We will need to discuss what PPE will be provided by the association to attendees, volunteers, and presenters as this will need to be purchased in advance to be sure we receive it in time for use in February. I have my team assessing what they think might be useful / necessary for each respective area so we can comprise a list of all that is needed.
 - This is something I would like the Board to discuss / consider during the F2F when discussing other COVID related pre-cautions etc. for Cleveland.

October 19th, 2021

Heather Brooks
Program Manager

Programs:

This has been an interesting few months since April. There has been a lot of work happening. I feel we are on the brink of shifting our Programs to be more reputable than they have been in the past. The bar has been set to past standards and now we are lifting the bar to represent what both the Association and the Industry is asking for.

One of the bigger conversations has been around Insurance and as it relates to Certification and Accreditations. This is obviously a very touchy topic, but I look forward to the continued conversation and to see what the future holds.

Moving forward, I do need to figure out how to follow some of the work Scott was doing with regulators to positively push our Programs further into regulations.

Inspector Certification

This program has updated the Policy, eligibility, and forms. The fees have also been updated.

2021-2022- (ICE Program Priorities)

- Finalize Eligibility and ICE Policy (COMPLETED)
- Looking for a Learning Management System that will fit the needs of certification AND ACCT Academy (In-Progress)
- Strengthening the In-House track to be something that can be used to enhance Operation Accreditation (In-Progress)
- Create a universal cover sheet for ACCT Certified Professional Inspectors (Not Started)
- Create more ACCT Inspector Trainings (In-Progress)
- Look at feasibility of doing mandatory trainings for ICE applicants (COMPLETED)
- Work with Scott Andrews to work on a plan to bring this program to AHJs. (re-planning)
- Look into feasibility of a new or updated website (In-Progress)

Left from last fiscal year:

- Introduce manufactured guideline questions and have less unnecessary questions that do not show much to support the knowledge of the inspectors. (In-Progress)

1. ICE Numbers

2021-2022

-Numbers reflect only one testing event this fiscal year

2-Year Renewals = 85

Completed = 3

4-Year Renewals =25

Completed = 1

Certification Transfers = 3

New applicants to date for 2021/2022:

In-house = 0

Professional = 2

2. Testing Events

- **Alliance Boot Camp Testing-Virtual: October 6th, 2021.** This event did NOT include a Prep Course. We had four people interested, three applicants, and ended with two testers (one renewal and one new applicant). One of the three applicants requested their application be transferred to the Fall Testing event.
- **Fall Testing Event- Virtual: November 9th, 2021.** This event would normally be in conjunction with the PA Safety Seminar, however, after not receiving an email back from Phill Slaggart, we have decided to host our own Prep Course and Testing virtually. This will also allow us to broadcast to those who may not be able to make the conference due to international restrictions to still have the opportunity to renew early if they need to. This will be the last event under the old eligibility requirements
- Conference Testing In-Person: February 13th, 2022. Registration for the test will open November 13th. Registration for the prep course (which will now be mandatory for all Level 1s) is currently open with the conference registration. This event will use the recently approved eligibility criteria.
- POSSIBLE EVENT: The ICP are looking to have at least 4 testing Events a year. This would include the conference. The extra opportunities would be virtual and possibly limited availability to still try and drive people to the conference. We are putting together a schedule, specifics, and any budget requests during the meeting around the conference in Cleveland.

3. ICP:

- Utilized open meeting and the Program Commenting Form to solicit feedback for Eligibility updates
- The Panel has finalized updating the Inspector Certification Policy.
- They have added in, and are working on, additional companies being added to a certificate.
- Currently revising sample tests
- Working through the procedure for "grandfathering" to updated levels based on new eligibility.

4. ICE Prep Course Workgroup:

I have not replenished this group, however, work is still being done. I am working on a workbook to accompany the prep course.

Moving Forward/ Resources Needed

- (Budget Item) As ACCT looks towards education through ACCT Academy and certifications, the need for a Learning Management System is starting to become more of a necessary next step to provide a professional and manageable platform. I am happy to put together a needs assessment and provide information on multiple LMS systems the staff researched during last year's conference switch.
- (Budget Item) We have received very positive feedback with the virtual testing. Images have been said to be much clearer and the information is easier to follow. We did receive some feedback in regards to the Blueprints. Whether in-person or online, we have repeatedly received poor feedback about this portion. It may be time to look at other options or better blueprints. (Still requesting)

Vendor Accreditation:

This program also needs to increase marketability and restore its reputation with members of their own PVM community and with the industry at large.

1. New Applicants/ Inquiries:

- RedPoint Adventures LLC is currently in the process of the Preliminary Application stage for the second time. After months of no response to emails, they are ready to start again. The VAP has sent the request to send updated documents.
- Helix Construction has sent a few emails inquiring about becoming a PVM- has not followed through.
- ADP & Associates, Inc.- Florida- Information Stage
 - Interested in: Inspection
- Capstone Inspections Ltd - UK- Information Stage
 - Interested in: Inspection
- OXO Consultants Pvt Ltd - India- Preparing Pre-Application
 - Interested in: Installation
- High Extreme Adventure Tours Limited- Jamaica- Information Stage
 - Interested in: Has not specified yet
- School of Outdoor Learning Pvt Ltd- Singapore- Information Stage
 - Interested in: Training/Certification

2. Addition to Accredited Services

- Project Adventure Japan has requested and received information on Certification- No development at this time
- Experiential Resources has also sent questions about Certification- No development at this time

3. PVM Audits:

- 2020:
 - Waiting on Exponent Asia and Project Adventure Japan to be completed

- 2021:
 - Virtual Site reviews: 6
 - On-site reviews: 5
 - Of the on-site review, 4 are scheduled
 - Of the virtual, we have received documents for review from 4 PVMs
 - Can not get a hold of one PVM company to start the process.

For 2022, we will have 13 PVMs going through site reviews. The reviewer assignments will be ready and sent out by the Cleveland conference.

4. Vendor Accreditation Reviewer Training Task Force:

- Put on pause for the moment.
- Last task: came up with a skeleton syllabus for Reviewer Training.

5. Vendor Accreditation Program Design Task Force:

- Niels has been acting chair with Micah Henderson who has been assisting while Alicia was on leave.
- This group has been working on updating the PVM eligibility requirements.
- This group has held two successful open meetings and will continue as they update each portion.
- This group will also have representation at the Accreditation Workshop at the ACCT Conference.

6. VAP:

- Annual Reports: The VAP is reviewing Annual reports and updating some questions. Those are scheduled to go out to PVMs December 1st and will be due January 14th.
- Site Reports review as they come in
- Maintenance of current program
- Training possible new chair

Moving Forward/ Resources Needed:

- No resources are needed at this time

Operation Accreditation:

Needs 100% more Marketing.

As you know, our biggest project has been with the Ministry of Education in Singapore. We are at the last piece I think of the discussions in regards to Governing Law and Liability. Shawn is reaching out to Ryan Winters to help with the conversation. This conversation might also include Paul Homsy who was recommended by Wyatt Stevens. I am hoping to receive the four applications by the end of this month.

1. Operation Reviewers:

- Recent Training: Operation Reviewer refresher training was August 9th, 2021 and September 22nd, 2021.
- OR list is on the ACCT Website and has been updated to reflect all current ORs after the refresher training.
- An OR CEU list has been put together for the conference

2. Operation Accreditation Applications:

- Applications received: 2
- Accredited Operations: 2

3. OAP:

The OAP has been more of a support group with Operation Reviewer at the moment. Through the process of reviewing the first two applications, we realized that there needed to be some updates to the OA Forms. Updates have been made to QCP formatting, Inspection Cover Sheet, Trainer Affidavit, OR Report, OR Guide, and OA Manual. This has been updated on the website and to the OR Resource Shared Drive. Update emails have been sent out to Accredited Operations and the OR Listserv.

We have also worked through the Annual Report for Accredited Operations. This will be sent out November 1st. I will be working with both Accredited Operations to see if a schedule similar to the PVM schedule would be feasible.

Trainer Credentialing Task Force:

- This task force has been disbanded
- The curriculum was shared with the TIRE Committee and we have received their feedback. The next step for the ACC is to do formatting edits and then that will be sent out for public commenting.

Universal Portfolio Task Force:

This TF will be on hiatus until the QCP task force has updated QCPs.

- Definitions- **Completed**. Definitions will be reviewed by TIRE
- Formats, including pricing- **In-Progress**
- Functionality- **In-Progress**

6. QCP TF:

With updates happening in almost every other part of Programs, it has become widely acknowledged that the QCP's need to be updated as well. This task force has a TOR and will be populated by individuals representing each portion of the QCP including (we are hoping) representation from TIRE. (**In-Progress**)

Board Report – Accreditation and Certification Committee (ACC)

Submitted: October 20, 2021

Committee Member	Email Address
Micah Henderson (2018) - Vice Chair	micahmmh@gmail.com
Kennerly DeForest (2017) - Chair	kennerlydeforest@gmail.com
Brian Lisson (2017)- Secretary	brian@adventureworks.org
Rich Petteruti (2017) -	rich@theadventureguild.com
Niels Damman (2017) -	niels@damman.us
Mike Smith (2019) -	adventuresmith@gmail.com
Michael Misenheimer (2020)	michael.misenheimer@gmail.com

Board Liaison – Korey Hampton

Purpose (Re-approved February 5,2019)

The purpose of the Accreditation and Certification Committee is to ensure that our accreditation and certification programs are coordinated, complementary to each other, relevant, and meet high standards of quality.

Terms of Reference (Re-approved February 5,2019)

1. Ensure that ACCT accreditation and certification programs meet the emerging needs of the industry.
2. Ensure harmonization between accreditation and certification programs.
3. Approve policies for eligibility, assessment, documentation, and awarding of all ACCT accreditation and certification programs.
4. Ensure that ACCT accreditation and certification programs meet current ACCT policies for accreditation and certification, as well as overarching Association policies.
5. Ensure that ACCT accreditation and certification programs meet the ACCT mission and build the ACCT brand.
6. Create, manage, and eliminate accreditation and certification panels and task forces as needed.
7. Create, maintain and update Terms of Reference for all accreditation and certification panels and task forces and appoint chairs to those groups.
8. Ensure ongoing communication is effective between ACCT staff, committee, panels, and task forces.

9. Oversee ongoing review and audit of all accreditation and certification programs on a regular basis to ensure quality, and relevance.
10. Support the ACCT staff in administering and delivering accreditation and certification programs.
11. Create and maintain an appeals process for all accreditation and certification programs.
12. Submit an annual meeting schedule to the Board of Directors for approval, including at minimum one face to face meeting per year.
13. Submit annual budget requests, including sub-group requests, to the Board of Directors for approval no later than March 15th of each year.

ACC Committee Projects: Identify projects or initiatives that are currently being pursued within the committee and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Vendor Accreditation 2021 plan	2021 plan in place and on-going	Emails sent to all 11 companies up for review VAP working on maintenance of program. New TF ToR created and approved by ACC for Vendor Accreditation Program Design Enhancement TF. Chair assigned and populating TF
2. Program Development Process Policy	Develop written policy and procedures as well as associated forms to guide in the development of new programs and the revamping of existing programs	Draft policy created, requires final edit and voting by ACC. . IN PROGRESS
3. QCP Document Plan	The ACC continues to get questions about how to edit the QCP document to align with program requirements and changes.	ACC has created and approved ToR for QCPTF. Chair assigned and work will begin once UPTF breaks to allow work on QCP – no work completed – see Staff report

4. "Complaints" process development	To align programs with the current BOD certification and accreditation policies requirement for a process to levy complaints is being considered.	Initial conversations between the ACC chair and the Ethics Committee have begun. All parties are still in the information gathering phase. Board Emeritus is engaged as well. IN PROGRESS – no progress to report
5. Trainer Curriculum	Received work from TF and disbanded. ACC to re-format materials for release for public comment	In Process- Intent is to have complete to submit for public comment and receive feedback prior to conference.

Upcoming ACC Meeting Schedule:

1. Proposed 3rd Thursday of each month -

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

- 1.

Volunteer groups managed by ACC

1. Vendor Accreditation Panel (VAP):

Panel Member	Email Address
Wayne Berger - Chair	wayne.berger5@gmail.com
Andrew Hubert - Vice Chair	andrew@challengesunlimited.com
Brenda Reed	brenda@ropeworksinc.com
Chris Ortiz - Secretary	adventureortiz@gmail.com
Alicia Bourke	aliciabourke86@gmail.com
Lye Yen-Kai	lyeyenkai@gmail.com
Robb Krug	RobbKrug@gmail.com
Lori Pingle	lori@adventuredevelopmentteam.com
Austin Paulson	apaulson@pa.org

ACCT Staff & ACC Liaison - **Heather Brooks**

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

GENERAL:

- Monthly conference calls to keep accreditation processes moving forward and to remain updated on changes and issues in the industry and within ACCT that relate to the Vendor Accreditation Panel.

Project Name	Task Description	Description of Status
1. Annual Reports	Review 2020 Annual report	All reports have reviewed and VAP questions have been answered. This process was finally completed in September which is much later than usual.

		Not sure of the reason for the slow response from vendors.
2. 2020 Site Visits	PVM Site Visits (Please reference Staff Report for specifics)	Continued review of Virtual Site Reports. This is still on-going as we have two international PVMs still working through the process and are currently not complete.
3. 2021 Site Visits	PVM Site Visits	12 PVMs are being reviewed. 4 on-site reviews have been scheduled, 1 is still working through their calendar. We have received documents from 5 PVMs for their Virtual review, 1 is still putting theirs together. Currently can not get into contact with 1 PVM company. See Staff Report
4. VAP Leadership / Membership	Recruiting new members for role of Chair and Secretary	Wayne and Chris have reached (exceeded) term limit. Wayne will resign after the F2F (virtual) meetings in January. Austin Paulson is strongly considering becoming Chair. Unsure of the need for Chris to step down. If necessary, it is likely that an internal candidate could be found. Continued recruitment for additional VAP members

- Four members of the VAP, Wayne, Andrew, Yen Kai and Alicia are also on the Design Task Force; although due to scheduling conflicts, Wayne has had VERY limited involvement in the Task Force.

Upcoming Meeting Schedule:

Second Monday of each month - 10:00 Eastern Time

Starting May 2021, moving to second Friday of each month- 10:00 Eastern Time

Requests for Support– Identify types of support, approvals or direction requested from the ACC Committee, the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

The Revamp Task Force is working hard and their efforts are greatly appreciated. At the same time, completing this task will be greatly appreciated. Continuing to maintain a program that has is held together with programmatic and administrative change band-aids, remains challenging.

The finalization of these changes also needs to assure that the entire ACCT is in agreement that Vendor Accreditation is a worthy and necessary program. The evaluation of this program cannot be based solely on the financial impact to the ACCT. It needs to be evaluated on the importance to the ACCT and the industry. If there is any doubt regarding the need for this program, it needs to be stated and addressed. If the program is going to continue, it needs to be supported and marketed appropriately – to the end consumer who is the beneficiary of the program. The end consumer needs to know the value and importance of the Vendor Accreditation Program.

2. Operation Accreditation Panel (OAP):

Task Force Member	Email Address
Tim Prairie - Chair	timp@campshiloh.com
Andy Brash- Vice Chair	acbrash@gmail.com
Kyle Hansen – Secretary (nomination)	khansen2@unl.edu
Erik Marter	erik@teamsynergo.com
Kara Ridenhour	kara@alpinetowers.com
Dick Hammond	dick@leadershiponthemove.com
Heather Brooks- ACCT Staff & ACC Liaison	

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. OA Clarifications	Answer questions and solve problems as they arise in the OA world.	Ongoing
2. Assist in Portfolio and Application review as necessary	Assist ACCT staff in looking over OR portfolios and OA applicants as needed.	Ongoing
3. recommend changes to the program as necessary	Report to the ACC and recommend changes to the program based on industry need, standard compliance or promotion of the ACCT.	Ongoing
4. Add members to the OAP	Find and recruit qualified quality people to help on the OAP	Ongoing
5. Assist in OR trainings and approvals	Assist ACCT staff in developing and implementing trainings for reviewer approval as well as portfolio review of those seeking to become approved reviewers for OA.	Ongoing

Upcoming Meeting Schedule:

Oct 22 – Nov5th – Every two weeks or more as needed.

Requests for Support– None needed at this time

Notes-

- Marketing - we need a marketing budget really badly to in order to promote and increase knowledge of this program - please
- Dick Hammond was added to the OAP in early June.
- The OAP is working on finalizing the annual report for accredited operations to complete. The work is very nearly finished and should be out to the current accredited operations very shortly.
- We are aware of two more reviews towards accreditation currently underway. This does not include reviews taking place in Singapore.
- The OAP and staff of ACCT have been working with the Ministry of Education (MOE) in Singapore to start implementing accreditation for adventure courses in that country. They will be starting with 4 operations and that will likely become a standard for the country.
- Work has been done to update and clarify forms for clarity and ease of use such as a recent update to the OR Site report.
- Recent trainings have gone very well. We are learning more and more how to best facilitate these trainings and keep them relevant to the reviewers both seasoned and new.
- The OAP will be presenting at this years conference. We are excited about getting the word out and seeing many operations decide to become ACCT Accredited operations!

3. Inspector Certification Panel (ICP):

Panel Member	Email Address
Don Nagy - Chair	don@expsys.co
John Turman - Vice Chair	jturman@bonsai-design.com
Bodhi Ogle - Secretary	ogle.ross@gmail.com
Henry "Hank" Backofen	hank@4thcliff.com
Jonathan Lumb	jonathan@expsys.co
Mark Taber-Miller	spiritadventuresllc@gmail.com
Paul Hancock	paul@challengeworks.com
Luis Acevedo	airelibrepr@gmail.com
Adam Wood	awood@lajitasgolfresort.com

ACCT Staff & ACC Liaison – **Heather Brooks**

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Feedback	Received feedback on proposed eligibility requirements for certification through open meetings and comment form.	Completed
2. Document Updates	Revised ICE policy document	Completed
3. Implementation	Develop "Grandfather Clause" for new eligibility requirements	Successfully conducted on line testing. Exploring offering on a permanent basis
4. Budget Request	Learning Management System for educational opportunities through ACCT Academy	In progress.
5. CEU Form	Update CEU values and create a form that can be used remotely (to capture CEUs not obtained at the ACCT conference)	In progress
6. Affidavit Forms	Revise forms to move to move from affidavits and Supervisor and Self Attestations	Completed

7. Policy	Develop a process for inspectors to attach their certification to multiple companies	Completed
8. Tests	Update and approve practice tests and evaluate options to address issues with being able to read test blueprints	In Progress
9. Level	Revise requirements for each level.	Completed

Upcoming Meeting Schedule:

The ICP has a standing meeting time on the second Thursday of the Month from 9am to 11am MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. Creation of Grievance Policy
2. Request actuals/data/findings from 2020 (examples include certification #s, actual program finances, satisfaction levels related to program, an overview of any program issues, F2F ICP expenses breakdown from 2020)
3. Learning Management System (Finance Approval)
4. Blueprints (Finance Approval)

4. Vendor Reviewer Training Task Force (VRTTF): THIS TF IS GO ON APPROVED HIATUS WHILE VADETF CONTINUES WORK

Task Force Member	Email Address
Alicia Bourke- Chair	alicia@abeeinc.com
Corey Wall- Vice Chair	corey@cdiinfo.com
Kathy Haras	kathy@adventureworks.org
Jeffrey Chua	jejochua@me.com
Morgan Wiseman	mwiseman@advexp.com

Committee Liaison - Micah Henderson

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Gather Information	TF discussion and Reviewer survey to formalize opinions about training content	In Progress. The TF has started to create a rough curriculum for consideration.
2. Draft curriculum	Develop draft requirements for Vendor Reviewer	TF request that initial Vendor Design TF work be created to make sure there is alignment of program with review
	NOTE: ACC has approved hiatus for this TF while the VAPDETF ramps up and begins work	

Upcoming Meeting Schedule:

1. No Meetings scheduled as **this TF is on Approved Hiatus.**

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

5. Universal Portfolio Task Force (UPTF): THIS TF WILL GO ON HIATUS WHILE QCPRTF STARTS WORK

Task Force Member	Email Address
Kathy Haras- Chair	kathy@adventureworks.org
Alex Moore- Vice Chair	alex@teamsynergo.com
Leslie Sohl- Secretary	leslie.sohl@state.co.us
Wayne Berger	wayne.berger5@gmail.com
Don Nagy	don@expsys.co
Tim Prairie	tprairie@humelake.org
Marissa Angellatta	m.angellatta@gmail.com

Committee Liaison - Michael Smith

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1.Portfolio content	Consider portfolio content for a number of practitioner and professional types	Complete
2.Term Definition	Identify portfolio terms that need a formal definition	Complete
3.Approach	Identify and approach for dealing with new and existing portfolios	Complete

4. Terms	Propose definitions for identified terms.	In Progress
5. Format	Identifying a digital platform and Identify a format.	In Progress
6. Content	Deciding how content will be categorised and sorted.	In Progress
7. Presentation	Develop the content and delivery plan for the presentation	Future
8. Implementation	Coordinate an effort to streamline all programs to use the final terms and updated portfolio in their program.	Future

Upcoming Meeting Schedule:

1. The TF is wrapping up work and will present a report in Mid-May.
2. It is proposed that this TF take a Hiatus while the QCP Revision TF begins work and submits draft revisions

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

6. Vendor Accreditation Design Enhancement Task Force (VAPEDEF):

Task Force Member	Email Address
Alicia Bourke – Chair-ish	alicia@abeeinc.com
Wayne Berger	Wayne.berger5@gmail.com
Andrew Hubert	andrew@challengesunlimited.com
Lye Yen-Kai	lyeyenkai@gmail.com
Morgan Wiseman	mwiseman@advexp.com
Jeffrey Chua	jejochua@me.com

Committee Support

Niels Damman – ACC Liaison niels@experientialresources.net

Micah Henderson – ACC Leadership Coach

Heather Brooks – ACCT Staff member

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Initiative TF	Populate TF	Complete, though needs to be reevaluated due to lack of participation of some TF members
2. Review	Gather and review current program and proposed enhancements	On-going
3. Current Service Areas	Implementation Plan *reviewers * Applicants (current and new)	Currently determining qualifications for the general and inspection service areas. This

	* Pass/Fail criteria	should help us determine the requirements for the other service areas
4. Future work	Criteria for <ul style="list-style-type: none"> ● Design service area ● Operation Review service area 	

Upcoming Meeting Schedule:

We meet bi-weekly, with occasional open meetings to request feedback from the rest of the community

Requests for Support– I

Higher attendance at the open meetings

7. QCP Revision TF: - **SEE STAFF REPORT** – nothing additional to report

Task Force Member	Email Address
Kathy Haras- Chair	kathy@adventureworks.org

Committee Liaison - Michael Smith

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Stand up TF	Populate TF	On-Going.
2. Draft QCP updates	Develop draft QCP categories and revisions	Future

Terms of Reference

1. Using the definitions for competent and qualified as present in the ANSI/ACCT-03 2019 Standards, identify the qualifications for an individual who would be considered a “competent person” for each of the following areas.
 - a. Design
 - b. Installation
 - c. Inspection - In-house, Professional (all levels)
 - d. Training -In-house, Professional, (all levels)
 - e. Certification Testing (Level 1, 2, CCM)
 - f. Operation Reviewer
 - g. Vendor Reviewer
 - h. Course Practitioner
 - i. Course Manager

2. Using the definitions for qualified from the ANSI/ACCT-03 2019 Standards identify the qualifications for an individual who would be considered a “qualified person” for each of the following areas.
 - a. Design
 - b. Installation
 - c. Inspection - In-house, Professional (all levels)
 - d. Training -In-house, Professional, (all levels)
 - e. Certification Testing (Level 1, 2, CCM)
 - f. Operation Reviewer
 - g. Vendor Reviewer
 - h. Course Practitioner
 - i. Course Manager

3. Task Force members should familiarize themselves with the current ANSI/ACCT 03-2019 Standards, The ACCT Standards, Ninth Edition: Practitioner Certification Standards (published in ANSI/ACCT 03-2016, p.52-57), current QCP guidelines, and current credentialing program requirements including:
 - a. Inspector Certification
 - b. Vendor Accreditation
 - c. Operation Reviewer
 - d. Draft Trainer Credentialing Curriculum
 - e. Practitioner Certification

4. Interact with the Inspector Certification, Vendor Accreditation, and Operation Accreditation Panels; Trainer Credentialing, Vendor Reviewer, and Universal Portfolio Task Forces; and the Technical Information Research and Education Committee.

Upcoming Meeting Schedule:

1. No Meetings scheduled as this TF is not populated

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

Board Report: Technical Information, Research and Education Committee (TIRE) Submitted: Oct 26, 2021.

Committee Member	Email Address
Rich Klajnscek (2021) – Chair	Rich@seafoxconsulting.com
Michelle Hepler (2021) – Vice Chair	michelle.hepler@gmail.com
Sarah Oosterhuis (2021) – Secretary & Liaison to ACC	sarah@challengesunlimited.com
John Winter	winterjohnl@icloud.com
Josh Tod	josh@ropeworksinc.com
Melanie Wills	korey@frenchbroadadventures.com
Kathy Haras	kathy@adventureworks.org
Randy Smith	vestalsgapventures@gmail.com
Board Liaison – Victor Gallo	vgallo@adventureplaygd.com
Liaison from ACC- Brian Lisson	brian@adventureworks.org

TOR Last Approved: 01 APRIL 2020

Purpose: The Technical Information, Research, and Education (TIRE) Committee serves as the source of technical information for the ACCT community, through research and documentation of relevant technical information, creation of white papers relevant to the aerial adventure industry, and the creation of draft standards for submission to the Consensus Group

Terms of Reference:

- Ensure that the ACCT meets the emerging needs of the industry identifying and researching relevant technical information.
- Coordinate the gathering, creation, and dissemination of information pursuant to technical research.
- Manage, coordinate, and ensure harmonization of draft standards.
- Create, manage, and administer relevant Task Forces and research groups as necessary, including but not limited to creating or updating Terms of Reference and appointing chairpersons.
- Submit draft standards to the Consensus Group for the ANSI review and approval process.
- Submit annual meeting schedule to Board of Directors for approval including at minimum one face-to-face meeting per year.
- Submit annual budget requests, including sub-group requests, to the Board of Directors for approval no later than March 15th each year.

TIRE Committee Projects:

Project Name	Task Description	Description of Status
Administration Tasks	<ul style="list-style-type: none"> • TIRE populating Committee and Task Forces on ongoing basis. • Research Reference Document Folder: This is used to organize/collect/house historical research documents that have been used for standards development and for documents that could be used in the development of future standard revisions and standards. • Historical Technical Documents Folder: This is used to house historical technical documents. 	Ongoing
Education Panel	<ul style="list-style-type: none"> • Panel is working on writing a policy for BOD review for how questions submitted to ACCT about Standards are answered. • Responsibility for ACCT Academy. Currently ICE website page has ACCT documents for test prep (e.g. white papers, technical bulletins & other resources). Working to create a link to ACCT Academy for these documents to ensure they are using the most current version. • Development of draft process /criteria that ACCT Staff can use for release of Technical Notices/Recalls. • Development of draft process/criteria for what gets published on the website and the process for review. • Review of issue of “Hidden” documents on website. Need to access, review and organize them. • Assessment of what the membership and ACCT Task Forces and Committees need/want published. • Provided Operation Review webinar at the 	Actively working on defined tasks.

	<p>end of September with 13 people attending. Working on webinar to educate membership on Standards Process and Consensus Group.</p> <ul style="list-style-type: none"> • TIRE will present sessions at the upcoming conference. 	
Zip Line Brake Systems Task Force	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Dec 2020. 	
Ground Anchor Task Force	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Oct 15, 2021. 	
Critical Rope Task Force	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Oct 15, 2021 	
Certification Standards Task Force	<ul style="list-style-type: none"> • Terms of Reference Approved by Committee. • Populating Task Force. • Re-writing Certification Standards. 	Ongoing

Future / On-Hold Projects:

- Terminology Task Force identified as future required Task Force

2021 -2022 Meeting Schedule: Committee meets the first Monday of each month 7:00 p.m .EST.

Secretariat/Board Report – Consensus Group

- Chair – John Lazarus
- Vice Chair – Pete Sawyer

Members – John L Lazarus, Pete Sawyer, Keith Jacobs, Etienne Leblanc, Dave Merrell, Mitchel McWilliams, Shawn Moriarty, Loui McCurley, Joe Peters, Paul Chapman, Rhonda Mickelson, Richard Bourlon, Curtis Britcher, Mike Lane, General Category position – Vacant.

Recording Secretary – John Voegtlin

Terms of Reference from Accredited ANSI Procedures (Latest Revision 2020.02.20)

2.3 Consensus Group

The Consensus Group shall be established by the Secretariat and will be responsible for:

- a) reviewing standards or changes to standards proposed through the published comment portal and making any changes to the proposed standards.
- b) voting on approval of American National Standards within its scope.
- c) maintaining the standards developed by the Consensus Group.
- d) complying with policy and procedures for interpretations as defined in Section 10 of these Procedures.
- e) responding to requests for interpretations of the standard(s) developed by the Consensus Group.
- f) other matters requiring committee action as provided in these procedures.

Summary:

Please reference past Meeting Minutes for specific information on tasks completed.

Consensus group has been spending a majority of their time this year on developing internal processes for organizing information and decision making by the members. This includes discussions of priorities and planning around development of processes for the review and evaluation of proposed drafts for inclusion in the next standards publication; looking at efficiency of file structures; use of Agenda's and Minutes for managing CG tasks and projects; creating outlines and flowcharts for education of members; the use of Asana for managing CG tasks and standards development processes and steps; review of the Accredited Procedures for possible revisions.

Membership:

Mike Lane was added to the CG in the General Category in March. Leslie Sohl left the CG in August due to an incident involving Scott Andrews. There is an open Ballot in progress to fill the open Position in the General Category with one applicant. This Ballot should close no later than November 11th 2021.

We received letters from the PRCA regarding their continued membership on the CG. The one applicant in the above mentioned Ballot for the position in the General Category is from Sean Fisher who lists himself as a representative of the PRCA.

Standards Development:

Due to the volume of possible draft standards being submitted through the standards management portal, the members voted in July to approve a PINs announcement for the next standards publication which was submitted to ANSI. No public comment was received during the comment period for this PINs.

Members are currently working on all of the proposed draft submitted by the public to determine the scope of the next draft standard and determine the process for getting to the first public comment period.

A Task Force in the process of being developed consisting of five persons representing the Consensus Group and TIRE Committee for the purpose of compiling all the proposed draft into one document for CG member review.

Administration Changes:

In September John Voegtlin was assigned to replace Scott Andrews as the consensus group secretary. The chair and vice chair of been working with John to help educate him as much as possible on the secretary responsibilities. John will continue to need support from the active ministration and executive Director around a lot of the systems and structures that Scott created which John will then need to take responsibility for. The loss of Scott though raises the question as to who within the administration now has the expertise to manage the associations accreditation responsibilities and the upcoming anti-audit due in 2022. It is not within the scope of skills or knowledge base of any of the current consensus group members or leader ship to help in this process.

Requests for Support:

At this time the only request for support would be in the areas of supporting our new secretary in managing his responsibilities.

Board Report – Leadership and Nominations Committee

Chair - Rachel Hailey

Members

- Gary Cwidak
- Deirdre Goodwin

Board Liaison - Rohan Shahani

Purpose: Identify & encourage new volunteer leadership for the association. Support the Board of Directors' evaluation of the effectiveness of committees and committee leadership.

Terms of Reference:

1. Recruit volunteers for leadership positions within ACCT
2. Identify, develop, and evaluate leadership skills of volunteers within ACCT
3. Assist the Board Vice Chair in managing annual elections
4. Ensure that there are qualified candidates for all elected positions in the organization.

Project Name	Task Description	Description of Status
Terms of Reference	Review and update TOR	In Progress. Will submit new TOR in 2022 Term
General Membership Election Procedures	Create and review these for alignment with PVM election	Complete. Waiting BOD response
Create materials for supporting BOD candidacy	Create FAQs, Job descriptions, and ads for promoting BOD election	In progress. projected completion 11/1

Future/On-Hold Projects

Elections Panel	Create sub group to administer elections	

Upcoming Meeting Schedule:

1. Dates and times

**Meetings are Alternating Tuesdays at 5pm MT, with a duration of 60 minutes.
Next meeting is 10/26**

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. Review and approve the General Membership election policy.
2. Marketing request from the office for the election process.

Ethics Committee Quarterly Report 10.22.2021

Committee Chair: Jennifer Marter

Committee Members: Tim Prairie, Ken Jacquot (Emeritus) and Andrew Hubert (Emeritus)

Board Liaison: Billy Simpson

Committee Update

Grievance Process:

No new grievances to report to the board

Committee work on revising the grievance process will continue over the next few months. ***We'll have the revised process ready to submit to the BOD at your next quarterly meeting***

Committee Work:

Ethics vs Compliance: As we noted in our last board report we have been working on the revision of the grievance process. This work continues and will focus on Compliance / Non-Compliance (objective) vs Ethical violations(subjective).

As discussed at the September BOD meeting, the future grievance process will focus on: Compliance with the ACCT Standards, compliance with the criteria of the credentialing programs of the ACCT, and compliance to the Code of Ethics.

At the September board meeting the BOD was leaning toward the Compliance Committee handling issue of compliance for the association vs compliance issues being handled at the committee/program level. ***More discussion/detail on this would be appreciated.***

In an effort to move away from Ethics towards Compliance we requested approval to move forward with editing the Code of Ethics to be more of a Code of Conduct. The ACCT BOD approved a revision of the Code of Ethics to include name change and edits to the document resulting in a version that aligns with conduct (objective) vs ethical behavior (subjective). ***Work will begin on that this fall.***

Compliance Committee Next Steps:

- Revise Code of Ethics to Code of Conduct and Submit to BOD for approval
- Develop a plan for roll-out/ member notification of code of conduct
- Continue revision of the Grievance Process
- Connect with ACCT Committee Chairs/Members share new grievance process and vision for including committee expertise as a resource for resolving grievances
- Increase number of members on the Compliance /Ethics Committee

BOD Elections: General Membership Seat Election Procedures

NOMINATION

- Open General Membership BOD positions are announced
 - Call for nominations shall be announced by the ACCT office
 - The Call for nominations should precede the voting period by 60 days or more
 - The LNC and ACCT volunteers at large shall solicit and advertise the positions
- Nominating Process
 - A nomination form must be submitted to the ACCT Staff along with a picture of the candidate and position statement
 - Candidates will be accepted up to 48 hours before the voting period.
 - ACCT Staff checks viability of nominees
 - Must be member
 - Must know about and accept nomination
 - ACCT office and PR/Mktng will support candidates submitting their nomination 45 days previous to the voting period by broadcasting their position statements to ACCT members on ACCT channels.
 - Candidates submitted for nomination less than 45 days before the voting period are not guaranteed ACCT office support. Support will be given if available.
- Notice of voting period is announced and notice is sent by VC or designee(s)
 - The Voting period will be 15 days
 - The Voting period will close 24 hours after the beginning of Annual General Meeting

VOTING

- Votes will be cast via online ballot utilizing the membership database or other system that allows for verification of eligibility.
- ACCT office prepares ballot
 - Ballot lists all eligible nominees
 - Ballot should allow one vote per Individual, Stakeholder, B2C, or B2B member for the available position
- Eligible voters:
 - Must be Individual, Stakeholder, B2C, or B2B member in good standing
 - Members voting for seats representing Professional Vendor Members are not eligible to vote in this election
 - Eligibility is verified by ACCT staff
- ACCT Staff conduct election
 - Digital voting shall be used and administered by ACCT staff
 - The Voting period will be 15 days
 - The Voting period will close 24 hours after the beginning of Annual General Meeting
- Ballots are counted by ACCT Staff and verified by LNC and designated members
- Results are announced
 - Ties would require a run-off
- BOD is responsible for setting a date for a second vote in the event of a tie.
 - Voting will be conducting as indicated above

Questions for BOD

This is a running list of questions from the PDTF to communicate with the BOD

Either 1 answer (consensus) per question, or an answer indicating that there is lack of consensus with some direction of

Submitted after the October 5, 2021 PDTF meeting:

- Current job description says: “The primary function of the Executive Director (ED) is to manage the day-to-day operations of ACCT. The ED has the full authority and responsibility for managing the Association, its staff, and all programs as outlined below within the established guidelines.”

- BOD: please write up the relationship between the BOD and the ED
 - Does the ED approve all items/make all decisions?

The ED should make all day to day decisions and approve all items relevant to their direct reports. The BOD should set association goals and directives with some notable exceptions:

- *Large financial transactions are subject to approval of the Chair and Treasurer in certain circumstances, as outlined within ACCT financial policies (document pending)*
- *Though the ED creates and manages the budget, the BOD ‘owns’ and approves the budget - supported by the ED, Treasurer, and finance committee.*
- *Creation or elimination of new long term programs require BOD approval; for example, the ED should not eliminate the PVM program without BOD approval.*

- What categories of Items/decisions require a BOD vote or approval?

Though not requiring BOD vote or approval, the ED does tend to seek the counsel of and/or notify the BOD of significant changes in staffing, especially in regards to changes to the organizational structure

- IN what circumstances would ACCT groups report to the BOD vs the ED/ACCT staff? Please provide an org chart with explanations?

<https://www.acctinfo.org/page/Committees>

ACCT committees currently report to the BOD, with Work Groups reporting to staff. In all cases Volunteers chair and drive the groups with Liaisons providing support and relaying information from the BOD or Office as needed.

The BOD is open to different structures. This structure was implemented around 2016 or so.

- Currently, is the Association is ED/staff run and the BOD is a consulting body, or does the BOD make final/direction decisions and the ED executes them? OR some other relationship?

This is currently a bit of both. Some decisions and initiatives are run fully by the ED, staff and volunteers, and others are run by volunteer groups that report to the BOD with the support of the staff and ED. For example, anything pertaining

to staffing of the association or duties of work groups is owned by the ED and staff, supported by whomever. ACC programs are run by volunteers and the programs manager, who come to the ED as needed for support, who comes to the BOD if they feel that they need the support or endorsement of the BOD.

- How does the BOD want this relationship to look in three years?

The BOD would like to be more of a governing body, with little to no committee work of note done by the BOD; rather, the BOD would like to focus purely on governance and strategic initiatives that develop the association or refine and further its mission.

- Does the BOD think the above sentence needs to be reframed? Does this need to say “under the direction of the BOD” or “In partnership with the BOD” - or maybe “currently the Association is BOD driven and the goal is to get to a point where it is staff-driven” ?

The BOD - ED relationship is closer to a partnership, and the Association should be primarily Led by the ED. The goal of the BOD is to be in ‘Policy Governance’

Currently, with our volunteer structure and dynamics, the Staff and BOD are frequently reacting to the initiatives or actions of volunteer groups as opposed to setting the direction of said policies and groups.

- Of the essential duties currently in the job description: Supervise, PR, Internal relations & Project management, HR, finance & legal - put these in order for the ED on which they are most vs least responsible for (most responsible means no one else is responsible, ED is primary VS least responsible means there are others already doing this/supporting this and the ED oversees another person in completing this duty)

The framing of this question doesn't lend itself to completion by percentages, nor are we able to speak for the current ED on how they manage their time. Rather, we've indicated below the level of responsibility that is owned or shared, and how that currently is supposed to look

- What % of time does each take:

- Supervise (Supervision)

The ED supervises 3 full time positions and a few part-time positions. The ED owns all staffing decisions and org chart decisions of the professional ACCT staff.

The ED liaises and supervises committees and task forces as needed at their discretion. For example, recently (2019-21) the ED has been more involved in the direction and supervision of the International committee as it required more attention to meet engagement goals

20-25%

- PR

The ED is one of two (also the chair) authorized to speak on behalf of the ACCT. The PR/mktng committee supports PR initiatives as requested by the staff. The

Events department and Programs department also support PR as directed by the ED. This is currently around 5% time spent. This is a Job Role that has been identified as requiring more support or resources, up to and including additional staff.

- Internal Relations

This is a key part of the ED role and this is roughly 15% of time spent. The ED is the main coordinator and communicator between the Staff and BOD, and has communication and relations with all permanent volunteer groups, as well as conference volunteers and member groups - such as the PVMs and B2B/B2C members

- Project Management

The ED should be supervising staff that are specifically managing projects, and supporting volunteer chairs that manage projects. However, the ED has the discretion to take on or directly manage any and all projects of the association. As a result, the ED does not directly manage most ACCT projects, rather supervising those that do. Management of the ED's own projects is a lower percentage - 10-15%

- HR

In regards to ACCT staff, this is fully owned by the ED. The BOD supports the ED as requested. In regards to volunteers, this is unclear and currently under review by the BOD. 5%

- Finance

This is a key part of the ED role and is currently owned by the ED and BOD, with the ED leading budgeting and financial analysis. The ED spends time on this daily, and is supported by the Treasurer (BOD member) and Finance Committee. 30%

- Legal

The ED is the primary liaison with any and all ACCT legal counsel consulted for any reason. 5%

- What specific *objective* skills or qualifications does the BOD see the ED needs to have, ie IT, public speaking, finance budgeting, etc?

The below list represents what is a 'preferred but not mandatory list'. We know it's long.

- *Ability to use ACCT technology and systems at an 'Administrator' level. These include and are not limited to Microsoft Office, Google Drive, Slack, Asana, the Yourmembership platform, the Informz or other campaign management/marketing platform, jotform, docusign, quickbooks, zoom, CRM suites, social media platforms and environments, and databases such as lexis-nexus*
- *Management of organizational budgets and non-profit finance in the 1m - 3m range*

- *Awareness of and experience with 501c6 organizations*
 - *Recruitment, training, and management of volunteers*
 - *Public Relations and Marketing*
 - *Engagement of volunteers and stakeholders*
 - *Strong Public speaking skills in both live and digital environments*
 - *Conflict and crisis management*
 - *Awareness of and/or experience with ANSI and/or other standards developers (ISO, EN, UIAA, ASSP, ASTM, etc.)*
 - *Awareness of and/or Knowledge of International legal and regulatory environments pertaining to the outdoor, recreation, education, and/or construction industry*
 - *Small business HR; familiarity with hiring, onboarding, training, and firing organizational staff*
 - *Event Planning, Management, and coordination for events sized 50 - 1300 persons*
 - *Program management of Credentialing, Training, and certification programs*
- In looking at the organization's needs/vision/goals - between the current staff and the to-be-hired ED: Are there any qualities or skills that have been lacking or are perceived as a future need that you want in the next ED?

The below list represents in no particular order qualities and skills required for the next phase of the association

- *Financial management and the ability to forecast financial needs and build reserves*
 - *Strong communication, presentation, and conflict resolution skills*
 - *Ability to track regulatory initiatives in progress, engage with regulators, and develop relationships with regulators and jurisdictions across North America, Asia, and Latin America. These jurisdictions currently represent the bulk of ACCT membership*
 - *Familiarity with structure, liabilities, and laws pertaining to 501c6 organizations*
 - *Experience developing and implementing marketing campaigns and sales strategies aimed at increasing the visibility of the ACCT organization, standard, and membership*
 - *The ability to use, evaluate, and leverage technology*
- What does the BOD think the top 5 things an ED should be focused on/spend time on regularly?
 - *Management of Association staff and administration of ACCT programs*
 - *Financial management and health of the Association*

- *Building relationships with regulators with the goal of helping drive and lead regulatory processes and gain recognition of the ACCT standard*
- *Supporting the ongoing development of the ACCT standard*
- *Managing and developing Association revenue streams, specifically the Conference, Membership, and Standards sales*
- What are 3-4 projects a year that ACCT/the ED might be involved in (1 being the conference)?

The projects the ED is involved in are fluid, changing with the needs of the industry and its stakeholders. The below list represents an example of some projects the ED may engage in every year.

- *International initiatives such as trainings, professional development events, or symposiums*
- *Lobbying specific jurisdictions or tracking specific regulatory actions as they happen*
- *Building and managing an aggressive reserve plan*
- *Supporting initiatives to recruit, train, and develop volunteers*
- What are the strategic goals/plans for the next 5-10 years?

We do not currently have a 5-10 year strategic plan. This process was stalled by the pandemic, and we seek to be led in this process by the next ED. There is money budgeted in the 2022 budget for such a process.

- Should the ED be facilitating the Board with anticipatory leadership in the industry, or should the ED be reacting to the direction and/or guidance of the Board?

The former, with an asterisk - we seek to be led by an ED, however at the end of the day, the ED reports to the BOD.

- In regards to Association finances, what might be a long term vision for Long term \$\$ savings/fund and other funds available?

We aim to maintain six months of operating expenses in a reserve account - we currently hold around \$500K in reserves.

Under what circumstances would you allow someone to work remote vs in the ACCT office?

This would be entirely based upon their ability to effectively manage and direct ACCT staff around the country, and manage and operate a business that is based in CO. Specific metrics to determine that are hard to define at this time.