



AGENDA for Board Meeting May 17, 2023

Meeting: 05/17/2023 7:30 am Mountain Time

Location: Zoom Meeting
<https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

ATTENDEES

Presiding Officer:

Korey Hampton – **Chair**

Board Member Attendees:

| | | |
|-----------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Rohan Shahani – Vice Chair | <input checked="" type="checkbox"/> Leslie Sohl – Member | <input checked="" type="checkbox"/> Jason Ong – Member |
| <input checked="" type="checkbox"/> Michael Smith – Secretary | <input checked="" type="checkbox"/> Kennerly de Forest - Member | <input checked="" type="checkbox"/> Billy Simpson – Member |
| <input checked="" type="checkbox"/> Erik Marter – Treasurer | <input checked="" type="checkbox"/> Connor James – Member | |

Quorum?

Yes No

Guests:

| | |
|-----------------|---------------|
| John Voegtlin | Lauren Stover |
| Heather Brookes | Alicia |
| Melissa Webb | |

Meeting called to order at 7:31 AM Mountain Time by Korey Hampton.

Welcome Guests & Housekeeping | 7:30a (Korey)

Approval of Agenda | 7:30a – 7:35a (Korey)

| | |
|------------------------|---------------------------------------------------------------------|
| Motion: | Review and approve the meeting agenda |
| Made by: | Rohan |
| Seconded by: | Leslie |
| Discussion: | |
| Vote: | In Favor – All Opposed – None Abstaining – None |
| Motion Carries: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |



Approval of Minutes from 04/17/2023 & 04/18/2023 | 7:35a – 7:40a (Korey)

Motion: Review and approve the minutes from Board Face-to-Face Meeting in Longmont, Colorado, April 17-18, 2023

Made by: Kennerly

Seconded by: Jason

Discussion: Minor corrections

Vote: In Favor – All
Opposed – None
Abstaining – None

Motion Carries: Yes No

Vendor Accreditation Program | 7:40a – 8:30a

The following motion was moved on April 24, 2023 over Slack and is recorded here.

Motion: To approve the 2023-04-21 letter from the Board of Directors and attached manual (edited) v2, to respond to the ACC's letter submitted to the Board on 2023-04-06 regarding the Vendor Accreditation Program (VAP)

Made by: Leslie

Seconded by: Michael

Discussion:

Vote: In Favor – Kennerly, Rohan, Mike, Jason, Leslie, Connor
Opposed – none
Abstaining – Korey

Motion Carries: Yes No

Program Fee Structure (Heather & Mike)

- To accomplish: Decisions that impact the budget. Stay focused on budget and program fee related issues. Other discussions can occur on Slack or the next meeting.
- PVM program has historically operated at a deficit with the losses covered by conference and membership dues.
- Current accreditation fees are \$1,510/year, not including membership dues and review/audit fees. The last increase to the Vendor Accreditation Fees was 2018. Increases have not kept up with inflation.
- When compared to other accreditation programs in the outdoor industry, we are on the lower end (ACA, AMGA, AEE). Many of these programs use a sliding fee model based on the revenue of the accredited member. Concerns about the fairness of basing dues on the accredited members' annual revenue have been expressed due to benefits we offer and the logistics required to issue and collect annual dues.
- Current PVM breakdown: 22 Full PVMs, 7 3-service PVMs, 5 2-service PVMs.



- Financials
 - Program income covers: partial salary for ED and ACCT Program Manager, plus their travel. Program income does not cover: marketing, policy work, government relations, program updates, education and community awareness, technology, and general overhead
 - New program costs that have not been budgeted for: new program rollout and education sessions, marketing, new branding and logo, training for vendor auditors and vendor liaisons, and ongoing program updates
 - Under the current program, some Administrative Reviewers are paid and some are volunteers. During the review year, the Accredited Member picks up the cost of travel. Administrative Reviewers have been paid a flat fee out of the budget. There has been no income offset for this other than the accreditation fees.
- Proposals were discussed to increase the base fee and look at adding an additional cost per service area. Need to also determine the cost for Vendor Auditors, especially if a 3-year and 5-year review cycle are adopted.
- There are ten (10) vendors in the pipeline that are waiting for the new program to be rolled out.
- Under the new program, a decision needs to be made about the role of the Vendor Auditor position. Will they be employees or volunteers? How much will they be compensated?

Insurance Policy for Accredited Vendors (Heather & Mike) – **PARKING LOT**

Budget/Finance | 8:30a – 8:55a (Erik)

- Budget has been put together. Normally this is done in-house by ED. This year it was completed by Erik, Corey, and Laura. Request for BoD members to closely review the budget. Make comments. It will be sent to the Finance Committee soon.
- Still more work to be done. Most income comes in through the conference; most expenses go out through payroll. Conference number projections—attendees, exhibitors, and sponsors—have to be set lower than last year.
- Need to look at curbing expenses while also focusing on increasing attendance at the conference. A small increase in the number of attendees at the conference will make the budget look a lot better.
- Need to review volunteer reimbursement policy

Connor James left at 8:50a MDT

Bylaws Survey Results | 8:55a – 9:10a (Leslie)

- A survey was sent out to BoD members. Only five members have completed the survey.
- Not enough consensus between those who submitted to say we can knock off several of the topics we have identified as needing updates quickly.
- Additional sessions will be scheduled to discuss.



- Our lawyer said that making the updates should be a light lift.

Secretariat | 9:10a – 9:15a (Leslie)

- The following motions were moved on Slack and captured here.

April 24, 2023

| | |
|------------------------|-----------------------------------------------------------------------------------------------|
| Motion: | To confirm the Terms of Reference for the ANSI Accredited Procedures Task Force |
| Made by: | Rohan |
| Seconded by: | Jason |
| Discussion: | |
| Vote: | In Favor – Leslie, Korey, Rohan, Connor, Mike, Rohan, Jason Opposed – none Abstaining – |
| Motion Carries: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

- Task Force will be made up with BoD Members, plus five additional volunteer members.
 - BoD Members: Leslie, Korey, Rohan, Michael
 - Leslie will pull together options for others.

Code of Ethics | 9:15a – 9:20a (Mike)

- Code of Ethics has not been updated since 2016 membership rollout. Changes were focused on updating the terminology used to describe member types.

| | |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Motion: | To approve the revised Code of Ethics as indicated in the document 2023-04-18 POLICY Code of Ethics DRAFT. This motion would sunset all previous documents and Policies pertaining to the Code of The Ethics |
| Made by: | Rohan |
| Seconded by: | Billy |
| Discussion: | Board should engage in a review of this document on an annual basis to revise and update the document with current terminology. |
| Vote: | In Favor – All Opposed – None Abstaining – None |
| Motion Carries: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

ACTION ITEM – Mike will complete formatting, post it to the policy folder, and send it over to John V. to post to website.



Conference Update | 9:15a – 9:25a (Melissa)

- Cleveland 2025 Conference date was scheduled over the Chinese New Year. Melissa presented alternative dates and fees to make a change. Current dates: Week of January 27 (29th is the Chinese New Year). The option with change fees is Week of January 21 is the week of MLK Day and moves us to a conference center with 30,000 sq. ft. more space than what we normally book. Cost is \$7,000. Discussion will be moved to Slack. The earlier week may still be problematic for Chinese New Year and our Asian members. Melissa is going to inquire about alternate dates.

Awards Staff Work Group | 9:25a – 9:30a (Melissa)

- Motion to review and approve the Terms of Reference for a work group to review and propose new awards

| | |
|------------------------|--------------------------------------------------------------------------------------------------|
| Motion: | Review and approve the ToR for the Awards Staff Work Group |
| Made by: | Leslie |
| Seconded by: | Mike |
| Discussion: | ToR seems overly detailed for task at hand. |
| Vote: | In Favor – Billy, Michael, Jason, Kennerly, Erik, Leslie Opposed - None Abstaining – Korey |
| Motion Carries: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

Meeting Closing | (Korey)

| | |
|------------------------|------------------------------------------------------------------------|
| Motion: | Motion to adjourn the meeting. |
| Made by: | Billy |
| Seconded by: | Kennerly |
| Discussion: | |
| Vote: | In Favor – All Opposed – None Abstaining – None |
| Motion Carries: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

Meeting adjourned at 9:37 am Mountain Time.

PARKING LOT

- Insurance Policy for Accredited Vendors (Heather & Mike)

Code of Ethics

Policy:

All ACCT members shall accurately represent themselves and their companies in accordance with the Code of Ethics policy.

Purpose:

It is understood and expected that members of the Association for Challenge Course Technology (ACCT) at every level strive to conduct business and interact with the highest good of the challenge course community in mind, including the clients, vendors, end users, and ACCT itself. The Code of Ethics serves to provide a frame of reference for members of ACCT and those served by the members. All ethical standards apply to Business to Business Members (vendors, suppliers, manufacturers), Business to Client Service Providers (operators, practitioners), Industry Stakeholder/Affiliate Members (organizations or entities that have an interest in the challenge course market), and individual members, their staff, representatives, volunteers, and contractors (herein referenced individually as “Member” and collectively as “Members”). All Members of ACCT are expected to follow the standard of ethical conduct as defined and detailed here. This code is not intended to establish a legal duty among ACCT Members or to persons or entities served by ACCT Members where one would not otherwise exist.

This document will...

- Clarify the ethical conduct expected of members of the Association for Challenge Course Technology.
- Support the mission and the vision of the Association for Challenge Course Technology.
- Establish ethical guidelines for professional behavior and business practices.
- Provide a foundation for use in reviewing and addressing ethical concerns and complaints within the association membership.

Requirements:

A. Sales and Marketing

1. Members accurately identify their type of membership, certification, or accreditation with ACCT. Example: whether an organization is an Accredited Operator or Accredited Vendor, or a non-accredited Business to Client (B2C) or Business to Business (B2B) member.
2. Members accurately communicate to clients and potential clients their certifications and accreditations. Example: practitioners communicating their level of certification, or Accredited Vendor Members communicating the service areas for which they have been accredited.
3. Members adhere to ACCT policies and guidelines for use of the ACCT logo and only display the ACCT logo issued to them by ACCT. Example: obtaining written permission from ACCT for any and all use of the ACCT logo.
4. Members accurately identify their competence and professional experience. For example, vendors identify their experience as designers, installers, inspectors, facilitators, trainers, and so on. Practitioners identify their qualifications and certifications.

5. Members accurately represent their level of education and training as well as licensure, if any. Example: contractor's license for organizations and individual credentials such as counseling degrees or similar.
6. Members market themselves and the challenge course community in a positive manner. Members avoid false or unfair statements about competitors.

B. Competence

1. Members accept only work that fits within their individual or organizational training/education, experience, and competence. Members recognize when additional competence and expertise is needed and have a system in place to bring in the necessary core competence or expertise, or to refer out to a qualified individual or organization. Example: installers who need additional engineering expertise or operators who need additional professional training to provide corporate development programs.
2. Members have systems in place to assess an organization's and individual's competence to properly assign responsibilities.
3. Members strive to provide products and services that meet ACCT written standards and, in the absence of written standards, follow commonly accepted practices. Example: the use of proof-tested materials such as quick links or cable clamps versus non-verified materials.

C. Professional Responsibility

1. Members design, install, train, operate, and inspect according to ACCT Standards.
2. Members will take reasonable steps to manage the risks associated with challenge course activities. Example: an employer providing appropriate personal protective equipment to employees and a program having systems in place to account for weather or gear retirement.
3. Members strive to maintain professional communication, interaction, relationships, and dealings with all stakeholders. Example: one vendor talking to another about differences in interpretation of the ACCT standards. Stakeholders can include, but are not limited to, owners, creditors, clients, competitors, or peers.
4. Members follow business practices that maintain or enhance the professional standing of the field. Example: vendors and operators providing documentation in a timely manner.
5. Members follow business practices that maintain and enhance the profession.
6. Members demonstrate a commitment to be guided by the best interests of the program participants, client organizations, and membership of ACCT.
7. Members make a clear distinction between ACCT Standards, industry standards, commonly accepted practices, and company or personal preferences. Example: statements in challenge course inspection letters as well as operations on specific challenge courses.
8. Members are aware of and work to avoid professional and personal conflicts of interest in their business practices. Example: personal relationships with staff and/or clients that conflict with or distract from professional dealings.

D. Confidentiality and Protected Information

1. Members adhere to applicable laws and commonly accepted practices regarding legally protected information, including (but not limited to) copyrights, trademarks, and patents.
2. Members protect the practices and designs of other organizations and individuals when there is an understanding or agreement to do so. Example: variations on activities that have been specially designed by a program and that the program deems, or might reasonably deem, confidential.
3. Members adhere to laws and commonly accepted practices pertaining to protected client information, including (but not limited to) medical or therapeutic information.

E. Management / Administration

1. Members follow commonly accepted ethical practices with regard to recruiting, hiring, training, supervising, and managing staff. Example: vendors and operators accurately describe the work and benefits when recruiting employees; vendors and operators take corrective action with employees to ensure optimal training and performance.
2. Members follow commonly accepted industry management and administrative practices. Example: the use of contracts or annual inspections of challenge courses.
3. Members adhere to all standards and/or requirements applicable to their ACCT membership. Example: for a PVM, include record keeping for certification or inspections.
4. Members adhere to industry standards for proper insurance coverage to protect employees, clients, and end users. Example: carrying appropriate liability insurance as well as workers' compensation, where needed.

F. Resolving Ethical Dilemmas

1. Members are proactive in preventing ethical dilemmas through open communication with affected parties.
2. Members resolve ethical issues according to ACCT procedures.

Procedures

ACCT has a Grievance and Mediation Procedure in place for organizations and individuals who cannot resolve ethical issues on their own. For more information or to request forms, please contact the Executive Director or any member of the Compliance Committee.

A. Grievance and Mediation Procedure

Many issues can be resolved with direct, open, and honest communication. The Grievance and Mediation steps described below are designed to help individuals and organizations who have not been able to resolve issues on their own. Participation in the grievance and mediation process does not preclude the right to legal recourse. The Compliance Committee reserves the right to not review a grievance.

This process applies directly to members of ACCT and those parties affected by them.

1. Communicate your concerns to the other person(s) or organizations involved in the dispute, and attempt to resolve the conflict informally. If unsuccessful, continue as follows.
2. Initiate contact with the Executive Director or any member of the ACCT Compliance Committee and request a conflict/grievance form.
 - a. All conflicts or grievances will be brought to the attention of the Executive Director and chair of the Compliance Committee.
3. Give a copy of the original conflict grievance form to the other party so that they can reply. A conflict/grievance form is given to both parties to respond.
4. The Compliance Committee shall create a mediation team, which might include representation from committees that focus on the issue. The mediation team shall consist of three (3) individuals as assigned by the Compliance Committee. Each member shall not be or have been directly involved in the dispute, be free of any conflicts of interest, and not be affected by any decision made in the dispute.
5. The mediation team is agreed upon by both parties.
6. Schedule mediation time.
 - a. The mediation may be conducted by phone, video conference or in person.

- b. The intent of every mediation is to
 - i. Facilitate dialogue between the parties involved.
 - ii. Facilitate resolution between the parties involved.
7. Document the outcome of the mediation.
 - a. The intended outcome of every mediation is a resolution that reasonably satisfies all parties' needs and addresses their concerns.
 - b. If a satisfactory resolution is not attainable during mediation, the mediation team may forward the grievance to the ACCT Compliance Committee and Board of Directors for further action.
 - c. Though it is the intent of mediation to resolve issues amicably, participation in the mediation process is not a waiver of the right to pursue litigation unless the parties agree.
 - d. All mediation will be concluded with both parties signing the Mediation Agreement Form that will document the mediation. This form will be signed even if the parties cannot come to an agreement. Once agreements are made, they are legally binding. Agreements cannot be forced.
8. Follow up by the chair of the Compliance Committee. This follow-up is intended to ensure closure for both parties.
9. File paperwork at the ACCT office.
 - a. The outcome of the conflict will be shared with members of the Compliance Committee.
 - b. All specific information and identifying characteristics of any conflict and its resolution will remain confidential to the involved parties, the mediation team, the Executive Director of ACCT, and the Compliance Committee.

B. Outcomes and Actions

It is important to note that the ACCT Code of Ethics and Grievance and Mediation Procedure is a reference for ethical behavior and actions as well as a framework to help resolve conflicts and misunderstandings between parties associated with ACCT. Behaviors that are deemed by the ACCT Compliance Committee, the ACCT Board of Directors, and the Executive Director to violate the Code of Ethics will result in action including dialogue with the organization(s) and/or individual(s) responsible for the behavior, with the intent of resolving any ethical misconduct or perception of misconduct. In the event that resolution cannot be reached, ACCT may take action up to and including revocation of accreditation or certification status, and/or dismissal from the ACCT community.

ACCT Awards Work Group

Terms of Reference

Work Group Type: Advisory to ACCT Staff

Purpose/Scope: The purpose of the ACCT Awards Work Group (the "Work Group") is to assist ACCT Staff by developing and overseeing a meaningful awards program for the challenge course industry. The Work Group will be responsible for maintaining the program. Awards should promote the work of ACCT and recognize the contributions of persons or organizations that support and advance the challenge course industry generally. The aim of the awards program, as a community development initiative, is to enhance the visibility, participation, and engagement of the challenge course community while also elevating the reputation and standing of both ACCT and the challenge course industry.

Duties and Responsibilities:

1. Maintain the awards conferred by the Association for Challenge Course Technology.
2. Maintain written descriptions of each award, award criteria, application and/or nomination processes and written voting procedures to promote the selection of the most deserving persons, products, or services.
3. Ensure that awards and award categories are appropriate in number in order to maintain the value and integrity of awards conferred.
4. Ensure that awards are relevant to changes and developments in the industry, and recognize genuine merit in service, innovation, technology, creativity, and originality.
5. Oversee the operation of awards sub-Work Groups, if any, to ensure the timely and proper functioning of each awards' nomination and selection process.
6. Implement a high-quality, well-attended award presentation that provides a social and networking forum for industry representatives and celebrates and enhances the visibility of the industry and its accomplishments.
7. Increase the number and type of companies participating in the submission process for products, services, and persons to be considered for awards.
8. Oversee the awards, awards criteria and awards selection process for each award category and ensure awards are conferred fairly and appropriately.
9. Meet defined financial objectives for sponsorship, revenue, and expense.
10. Undertake periodic reviews of the ACCT Awards Program and submit recommendations to the ACCT Staff.
11. Involve experts, knowledgeable individuals, and manufacturer's representatives in the development of awards and nomination and selection criteria, as needed, to assure objectivity and integrity.
12. Encourage the nomination of candidates from across the challenge course industry.
13. Encourage, if appropriate, activities that will engage consumers in the nominations or recognition process.
14. Pursue promotional opportunities that will provide recognition for nominees and winners.
15. Assist ACCT Staff in organizing and hosting the presentation ceremony.

Organization: The ACCT Awards Work group is a constituent part of ACCT and reports to the Executive Director. The Executive Director will work with the relevant ACCT staff to identify suitable tasks that may pertain to specific departments. The work group must operate in accordance with this TOR and Board-approved policies of ACCT. In no case shall the Work Group engage in activities that affect or jeopardize ACCT's tax-exempt status.

Membership: The initial Work Group Chairperson and Work Group members shall be appointed by the Executive Director. The Work Group shall consist of a maximum of five members. Members shall be drawn from a broad base of stakeholders. Membership of the Work Group shall to the greatest extent possible provide a fair and balanced representation of ACCT members and industry sectors. Consideration shall be given to balancing the need for program consistency, continuity of service on the Work Group and, if necessary, reasonable limits on the length of service by a member.

Appointment, Election, and Terms: Work Group candidates may be nominated by ACCT Staff, by a Work Group member, or may self-nominate. All candidates must submit a volunteer application. Candidates shall be elected by a simple majority of Work Group members. Work Group members shall serve a five-year term. Initial appointments to establish the Work Group may be subject to staggered terms at the discretion of the Executive Director.

Officers: The ACCT Executive Director shall reserve the right to nominate the Chair and appoint the Secretary to the Work Group. Officers will perform the duties customary to their offices.

Meetings: The Work Group shall determine the appropriate frequency and times to meet in order to facilitate the presentation of awards. It is important for the group to consider the tasks and timelines when scheduling meeting schedules. The Work Group shall meet at minimum once every quarter. Meetings may be conducted via any means that allow participants to communicate with one another simultaneously.

Administrative and Financial Support: The ACCT staff will provide administrative support to the Work Group. The Work Group shall provide an annual estimate of operating costs in dollars and staff time no later than March 15th each year. The Work Group must seek the approval of the Executive Director prior to approving terms or fees of consultants, experts, or counsel. In no case shall the Work Group operate outside of approved annual budgets established for the program in advance. The Work Group has no budgetary authority.

Reporting Requirements: The Work Group must prepare and submit an agenda and meeting minutes for all meetings and inform the Executive Director of the ACCT promptly. The Work Group must submit all reports and records to ACCT for safekeeping. All program reports and records are subject to review at any time by the Executive Director of ACCT. The Work Group chair shall report on the Work Group's activities to the Executive Director annually.

Termination Date: The Work Group TOR is subject to renewal three years from the date of approval, if not renewed prior to this date the TOR will automatically renew for subsequent three-year terms.

Amendment to TOR: Proposed amendments to the TOR must be submitted to the Work Group, the Executive Director, in writing thirty days in advance of consideration. The TOR may be amended by ACCT Staff.

Accredited Procedures Task Force

Terms of Reference

Purpose:

Create a revised (redlined) version of the *Procedures for Organization, Development, and Maintenance of Challenge Course Standards by the Association for Challenge Course Technology (ACCT)*, hereafter known as “Accredited Procedures.”

Terms of Reference

1. Develop a redlined copy of the accredited procedures to align with ANSI Essential Requirements

Leadership

- BOD Member

Membership

- Board of Directors
- Option for up to 5 additional volunteers with the following prerequisites:
 - Current ACCT member in good standing
 - Volunteer application on file
 - Current and signed Conflict of Interest (COI) form on file
 - Prefer experience in technical writing, standards development, and/or understanding of the Accredited Procedures

Term Limit

- The task force shall be dissolved once the redlined copy of accredited procedures has been approved by the ANSI Executive Committee

Accountability

- The Accredited Procedures TF is accountable to the Secretariat TF, which is a workgroup of the Board of Directors

Strategic Plan

- This task force supports the work of the Board in its role as an Accredited Standards Developer (ASD), accredited by ANSI.