



MINUTES for Regular Board Meeting January 20-21, 2025

Meeting: 01/20-21/2025 8:00 am – 5:00 pm Eastern Time

Location: Face-to-Face at Annual Conference – Cleveland
Call in: <https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

MONDAY, JANUARY 20, 2025

ATTENDEES

Presiding Officer:

☒ Korey Hampton – **Chair**

Board Member Attendees:

<input checked="" type="checkbox"/> Rohan Shahani – Vice Chair	<input checked="" type="checkbox"/> Leslie Sohl – Member <i>left meeting at 2:05 pm</i>	<input checked="" type="checkbox"/> Lauren Stover – Member
<input checked="" type="checkbox"/> Michael Smith – Secretary	<input checked="" type="checkbox"/> Alicia Bourke – Member	<input checked="" type="checkbox"/> Kennerly de Forest – Member
<input checked="" type="checkbox"/> Erik Marter – Treasurer	<input checked="" type="checkbox"/> Jason Ong – Member	<input checked="" type="checkbox"/> Melissa Webb – Exec. Director

Quorum?

☒ Yes ☐ No

Guests:

Heather Brooks

John Voegtlin

Brittany Humphrey

The meeting was called to order at 8:16 am Eastern Time by Korey Hampton.

Welcome Guests & Housekeeping | 8:16a (Korey)

Approval of Agenda for Face-to-Face | 8:16 – 8:32a (Korey)

- Topics in the Agenda are modular. Time and dates for discussion will be determined by the Board and Staff, based on the availability of resources and personnel.

Motion:	To approve the agenda
Made by:	Michael
Seconded by:	Rohan
Discussion:	The agenda must be modular; topics to be covered were discussed.
Vote:	In Favor – All Opposed – None Abstaining – None
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



Approval of Meeting Minutes from Previous Board Meetings | 8:32 – 8:37a (Korey)

- Approval of January 15, 2025 Meeting of the ACCT Board of Directors

Motion:	To approve the minutes from the January 15, 2025 Meeting of the Board of Directors
Made by:	Kennerly
Seconded by:	Rohan
Discussion:	
Vote:	In Favor – All Opposed – None Abstaining – Leslie
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Report from the Executive Director | Monday 8:38 – 10:12a (Melissa)

- Conference Update
 - 585 registered attendees; expecting one- and two-day walk-in registrations
 - 120 sign-ups for pre-conference workshops
 - Conference workgroup. The group experienced high-turnover of seasoned personnel last year due to term limits and life changes. Succession planning was in place, but there were some surprise life changes that required long-term members to reduce their availability. Many volunteers stepped up and put in a lot of hours. Additionally, volunteers and staff were working with new vendors and new conference planning technology. There has historically been a prerequisite for a yellow hat to join the conference work group.
- Upcoming Events
 - 2026 OKC Over-the-Edge Event was approved
 - Planning for the Accredited Operator and Accredited Vendor Symposium
 - Discussion of what level of support staff can provide
 - Educational planning did not come through for Accredited Vendors until the last minute; the Association is on the hook for food and beverage. Members are not registered because education was not set up. There has been a lot of turn over within the Accredited Vendor community. The Board and AVs need to decide about the future of the symposium.
 - Future of ACCT Events (moved to strategic planning session)
- Marketing/Branding Campaign Update
 - Recommendation that there would be one logo used for Accredited Members
 - Discussion about badges to be added for service areas/operations



- Finances
 - Melissa is still working to re-title financial accounts. There are still some accounts—banking and SBA—that have former EDs as signers.
- Event Contracting - Tacoma (2027), Oklahoma (2026)
 - Tacoma contracting has been flexible. The Board needs to decide whether we will be contracting for the Exhibit Hall or Hotel Space. Room nights are based on decisions we make about the Exhibit Hall.
 - Brittany will be holding a post-conference call with Exhibitors to receive feedback, which can be used to make decisions about the future Exhibit Hall.
- Strategic Planning Follow-up
 - Staff met to discuss fall planning.
- Government Relations Workgroup
 - Melissa proposed to disband the existing Government Relations Committee, currently only populated with one member, and to convene a Government Relations Work Group.

Motion: To disband the Government Relations Committee
Made by: Lori
Seconded by: Rohan
Discussion: Following the motion's discussion, the wording was amended.
Vote: In Favor – Lori, Alicia, Jason, Kennerly, Erik, Michael, Rohan, Leslie, Korey
Opposed – None
Abstaining – None
Motion Carries: ☒ Yes ☐ No

Staff Reports

- John – Office Manager | 10:30 – 10:59a
 - Membership Fees - Discussion re: annual or regularly occurring increases
 - Moving to Novi required some challenges because members had to set up with autopay. There was previously a requirement to set up for autopay when making a payment. The auto-pay function has been updated. We currently incentivize people to use autopay. Novi has a variety of different functions. John V. will review, test functions, and make a proposal.
 - Discussion around rate increases discussed an annual increase based on a fixed percent, compounding, with a 10-year outlook.
- Heather – Program Manager | 10:59a – 2:00p
 - Logo Use Policy Update for new Logo



- Learning Management System
 - Heather has been moving programs and training into the BlueSky LMS. She is looking to test the limits of the BlueSky LMS and host a learning event with volunteers. BlueSky has not provided limits, but there is concern that if many users are opening videos, looking at photos, etc. there could be lagging or unexpected issues.
 - ICE Event in May will be run on the LMS
 - Operation Reviewer will be added – 29 to 30 reviewers now; there is demand for more.
 - Vendor Auditor is live on the LMS, and 9 auditors have gone through it.
- Vendor Accreditation
 - The re-review cycle is now through July. There are nine reviews scheduled to be completed by July 2025.
 - Heather is still looking for several more vendor auditors. This is a volunteer position. Staff and Board will need to look at the model of using volunteers if we cannot find more qualified candidates.
- QCPs. A course has been added to the LMS. There will be a general presentation at the conference.

ACTION ITEM. We request that all BoD Members sit in at the conference and complete the virtual training.
- Accredited Members.
 - We have had one Accredited Vendor to leave the program
 - We have had one Accredited Operator leave the program and decommission their course. Some operators have been concerned regarding the QCP Trainer requirements.
- Proposal to Amend the Trainer Requirement for Operation Accreditation. The program work group presented a proposal to amend the requirements for trainer qualifications for Operation Accreditation to provide additional options for an in-house trainer supervised by a qualified third-party meeting the QCPs.

Volunteer Group Reports

- Insurance & Risk Management Committee | 2:00 pm ET (Lori)
 - Micah Henderson and Cameron Annas joined the call to discuss the work of the IRMC.
 - Presented a State of the Industry Report, which included trends. They proposed that the committee maintain an annual report to guide decisions and educate members.
 - Presented a red-line for the Terms of Reference, which substantially changed the mandate for the committee. Revisions are aimed at changing the scope to serve more as an adviser to the Association, increasing education to members, and expanding advocacy and relationships with international brokers to assist the Association in understanding liabilities to



our international members and the Association. Structural changes were also presented to define the responsibilities of voting and non-voting members of the committee.

BREAK - Small Group Work Projects | 2:40 – 3:40 pm

- Directors and Staff broke to work on small group projects.

Operation Accreditation Policy | 3:40 – 3:55 pm (Heather and Kennerly)

- Proposed amendments for discussion to clarify program requirements for inspection/inspector and training/trainer

Motion:	To amend the Operation and Accreditation Policy
Made by:	Michael
Seconded by:	Jason
Discussion:	
Vote:	In Favor – Lori, Alicia, Jason, Kennerly, Michael, Korey Opposed – None Abstaining – Rohan, Leslie (not present; left meeting)
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Compliance Committee | 3:55 pm (Alicia and Melissa)

- For several years, the Compliance Committee has been populated by one or two individuals. Following discussion, the Board approved a path to dissolve the Compliance Committee and to convene a Compliance Panel.
- **ACTION ITEM.** Board Members should comment on the Terms of Reference for the Compliance Panel and the Board Appeals Policy

Motion:	To amend the Code of Ethics
Made by:	Michael
Seconded by:	Jason
Discussion:	
Vote:	In Favor – Lori, Alicia, Jason, Kennerly, Michael, Korey Opposed – None Abstaining – Rohan, Leslie (not present; left meeting)
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Voting Procedures & Inspector | 4:15 pm (Michael, Lori, John V)

- Recommendations were made by the small group regarding the resolution of common voting challenges arising from changes to this year's voting procedures. Some of these have resulted from duplicate e-mails, complex business relationships, changes to accreditation status, changes to membership status, and ineligibility due to failure to timely pay dues or submit reporting. A set of guidelines was produced to lead the inspector.
- The Board appoints the ACCT Staff to serve as the election inspector(s).



ADJOURN MEETING | 4:55 pm

Motion: To adjourn until tomorrow at 8:00 am.
Made by: Rohan
Seconded by: Alicia
Discussion:
Vote: In Favor – All
Opposed – None
Abstaining – None
Motion Carries: ☒ Yes ☐ No

The meeting was adjourned at 4:56 pm.

APPROVED



TUESDAY, JANUARY 21, 2025

ATTENDEES

Presiding Officer:

☒ Korey Hampton – **Chair**

Board Member Attendees:

<input checked="" type="checkbox"/> Rohan Shahani – Vice Chair <i>joined remotely after lunch</i>	<input checked="" type="checkbox"/> Leslie Sohl – Member	<input checked="" type="checkbox"/> Lauren Stover – Member
<input checked="" type="checkbox"/> Michael Smith – Secretary	<input checked="" type="checkbox"/> Alicia Bourke – Member	<input checked="" type="checkbox"/> Kennerly de Forest – Member
<input checked="" type="checkbox"/> Erik Marter – Treasurer	<input checked="" type="checkbox"/> Jason Ong – Member	<input checked="" type="checkbox"/> Melissa Webb – Executive Director

Quorum?

☒ Yes ☐ No

Guests:

Heather Brooks	Michelle Hepler <i>joined at</i>	Brian Lisson joined at 11:55p
John Voegtlin	<i>10:18a, left at 10:55a, returned</i>	Jim Wall joined at 2:25p
Brittany Humphrey	<i>at 2:20p</i>	

The meeting was called to order at 8:18 am Eastern Time by Korey Hampton.

Welcome Guests & Housekeeping | 8:18a (Korey)

Staff Reports (continued)

- Brittany – Outreach & Engagement Coordinator | 8:20a - 8:56a
 - The learning curve has been high
 - Continuing education with Novi to maximize the use
 - Trade show attendance: AO focused on acquiring new exhibitors, AEE focused on getting back in front of camps, experiential educators
 - PR/Marketing Committee has built a playbook; Brittany has set up an Asana task list to manage. Includes Matt, Annika, Blayre, Jannelle



- Membership workgroup has projects to roll out, but they need more volunteers

Volunteer Group Reports

- Finance Committee | 8:56a – 9:50 a (Erik and Melissa)
 - The Finance Committee reviewed Q2 Quarterly on January 17, 2025
 - BoD needs to address declining conference numbers and increasing expenses associated with the current conference model deep dive in to data and to come up with recommendations.
- International Committee | 9:52a - 10:00a (Jason)
 - The committee is seeking a new chair
 - There have been inquiries from other countries. Need to work with the Government Relations Workgroup to identify a process for handling inquiries.
 - The committee will be working on Thursday.
- Leadership & Nominations Committee | 10:00a -10:05a (Kennerly & Melissa)
 - There are opportunities to educate our members that could be done through committees or task groups under Academy.
- Technical Information, Research, and Education Committee | 10:20a - 10:55a (Leslie)
 - TIRE has had a number of members whose members have reached term limits and who have rolled off. They have done a good job of succession planning, and new members are stepping in and ready to go. Michelle will be rolling off and stepping down as Chair. Discussions are ongoing about future Chairs.
 - TIRE has organized the feedback from the previous Draft Comment Period.
 - Members of the Committee are anxious to get moving forward
- Insurance & Risk Management Committee | 10:56a - 11:13a (Lori)
 - Reviewed the Terms of Reference
 - The committee produced and submitted a risk report to the Board, which will be presented to members as a workshop..
- Compliance Committee | 11:13a - 11:52a (Alicia)
 - Discussion of changes to the Code of Ethics and to dissolve the Compliance Committee.

Motion:	To amend the Code of Ethics Policy
Made by:	Alicia
Seconded by:	Jason
Discussion:	
Vote:	In Favor – All Opposed – None Abstaining – None



Motion Carries: ☒ Yes ☐ No

Motion: To dissolve the Compliance Committee
Made by: Alicia
Seconded by: Jason
Discussion: Policies pertaining to or referencing the Compliance Committee will be reviewed and updated.
Vote: In Favor – All
Opposed – None
Abstaining – None
Motion Carries: ☒ Yes ☐ No

- **ACTION ITEMS.** Alicia, Kennerly, and Michael will review existing policies and present recommended amendments to the Board.

CLOSED SESSION

Motion: To enter a closed session to discuss a confidential matter
Made by: Michael
Seconded by: Erik
Discussion: Staff, other than the ED, were not invited to the Closed Session. Brian Lisson, as a member of the Board Emeritus, was invited to the conversation.
Vote: In Favor – All
Opposed – None
Abstaining – None
Motion Carries: ☒ Yes ☐ No

The Board entered a closed session at 11:52 am. The Board left the closed session and adjourned for lunch at 12:13 pm.

Lunch 11:52a – 1:19p

Insurance and Risk Management Terms of Reference | 1:19 – 1:24p

Motion: To amend the Terms of Reference for the Insurance and Risk Management Committee
Made by: Lori
Seconded by: Leslie
Discussion: A clean copy of previously discussed terms was reviewed
Vote: In Favor – All
Opposed – None
Abstaining – None
Motion Carries: ☒ Yes ☐ No



Strategic Planning | 1:24p -

- Following the Board and Staff Retreat in Raleigh at the end of September and Early November, staff met and discussed how they would prioritize the strategic plan that has been in place since 2022. Strategic plan overview:
 - Financial Growth
 - Increase ancillary revenue
 - Put systems in place to track KPIs
 - Increase membership
 - Enhance membership experience
 - Government relations – increase awareness of ACCT Standards
 - Education – Generate ancillary revenue from non-conference education
- Discussion was held regarding actions already taken by staff to address the strategic plan and tracking matrix
- Current initiatives
 - Developing multi-year budgeting and planning process
 - Branding and marketing
 - Created an annual PR & Marketing Plan
 - Governance updates
 - Revising policy and bylaws to support member participation
 - Education of members regarding benefits and opportunities
 - Launched e-commerce store
- Top Priorities of Board and Staff
 1. Future of ACCT Events ~25%
 2. Standards Development ~25%
 3. Program Execution ~25%
 4. Sales
 5. Government Relations
 6. Education
 7. Governance
 - *Melissa will work with staff, and Korey will work with Board Members to review priorities and set goals.*



CLOSED SESSION

Motion:	To enter a closed session to continue discussing a confidential matter
Made by:	Leslie
Seconded by:	Erik
Discussion:	Staff, other than the ED, were asked to leave. Brian Lisson, Jim Wall, and Michelle Hepler, as members of the Board Emeritus, were invited to the conversation.
Vote:	In Favor – All Opposed – None Abstaining – None
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

The Board entered a closed session at 4:28 pm. The Board left the closed session at 5:13 pm.

MEETING CLOSING

Motion:	To adjourn the meeting.
Made by:	Rohan
Seconded by:	Leslie
Discussion:	Special thanks to Rohan for his service on the ACCT Board for the past six years. His efforts and talents are greatly appreciated. .
Vote:	In Favor – All Opposed – None Abstaining – None
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

The meeting was adjourned at 5:15 pm ET.

Proposal to Amend the Trainer Requirement for Operation Accreditation

Executive Summary

This proposal seeks approval from the Board of Directors to amend the Operation Accreditation program requirement regarding training. The current requirement that all training must be conducted by a trainer meeting Qualified Course Professional (QCP) guidelines has proven misaligned with ACCT standards and presents barriers for many operations. The proposed change would allow operations to identify an individual who meets the QCP, and who is responsible for oversight of all training delivered to staff, and ensure that it meets all applicable standards and program requirements. This adjustment will remove barriers to accreditation, increase flexibility, and better align with similar requirements in other areas of the industry.

Background and Context

Under the current program requirements, training must be conducted and documented by a "qualified person," defined as someone meeting the QCP guidelines for Trainers/Tester. While this ensures high-quality training, it creates significant challenges for many operations:

- The required hours for QCP qualification exceed what is necessary for some types of in-house training.
- Many in-house trainers are qualified (and therefore meet standards) but face difficulties meeting QCP requirements due to resource and time constraints.
- Additionally, this requirement does not align well with the ACCT standards, creating confusion and additional hurdles for operations seeking accreditation.

Proposed Change

Instead of requiring **all** in-house training to be conducted by someone meeting QCP guidelines, the requirement would shift to mandate that each operation have a minimum of one staff member or a business relationship with someone who:

- Oversees in-house training programs.
- Meets the QCP guidelines for Trainer/Tester
- Fills out the Training Affidavit and Checklist attesting that the training was delivered by a qualified person.

This adjustment focuses on oversight and quality assurance rather than strict adherence for every trainer, providing greater flexibility while maintaining high training standards.

Rationale

The proposed change offers several benefits:

1. **Alignment with Vendor Accreditation:** This aligns Operation Accreditation with the Vendor Accreditation requirement, where one staff member is required to meet QCP Guidelines for Trainer/Tester.
2. **Trainer Equality:** In relation to Vendor Accreditation, not all trainers who provide training services from an Accredited Vendor company meet the QCP for Trainer/Tester. The change would create equality between vendor trainers and in-house trainers.
3. **Expanded Accessibility:** The change removes barriers to entry, allowing more operations to apply for accreditation without unnecessary concerns about every trainer meeting QCP guidelines.
4. **Flexibility for Reaccreditation:** It accommodates operations that may lose QCP staff due to unforeseen circumstances, such as natural disasters, job transitions, or other challenges and opportunities.
5. **Reduced Confusion:** Simplifies the accreditation process by ensuring a clear, achievable requirement focusing on oversight rather than individual trainer qualifications.

Implementation Plan

1. **Policy Update:** Revise the Operation Accreditation requirements to reflect the new training oversight requirement.
2. **Communication:** Inform all accredited and applicant operations of the updated requirement via email, newsletters, and webinars. This would also need to be communicated to the general public for anyone who might be interested in applying.
3. **Resources Updates:** Updates to the website, webinar, and the Operation Accreditation Manual will be needed.
4. **Transition Period:** Allow a grace period for operations currently undergoing reaccreditation to adapt to the updated requirement. Our recommendation is 3 months.

Risks and Mitigations

1. **Risk:** Perceived reduction in training quality.
Mitigation: Clearly communicate that oversight ensures training quality remains consistent with ACCT Operation and Training standards.

Call to Action

The Board of Directors is requested to approve the proposed amendment to the trainer requirement for Operation Accreditation. This change will ensure better alignment with ACCT Programs, increase program accessibility, and provide flexibility for reaccreditation.

We recommend implementing the change immediately, with a three-month transition period to support current applicants and reaccrediting operations.

Operation Accreditation Policy

Policy:

The Association for Challenge Course Technology (ACCT) shall provide an accreditation program for operations of challenge courses, aerial adventure courses, and zip line tours. To receive accreditation, operators must document compliance with the current ACCT standards through an external review by qualified parties as defined below.

Purpose:

This program is intended to:

- Provide recognition to operations globally that meet the ACCT Standards and have a consistent focus on staff and participant safety;
- Create a benchmark for Authorities Having Jurisdiction regarding operation quality;
- Create a recognizable emblem of program quality for operators;
- Support ongoing efforts to promote high-quality, safety-focused operations.
- Provide awareness of ACCT and its services.

Procedure:

1. Operation Accreditation will be administered by the ACCT Staff under the authority of the Executive Director. All ACCT Forms are to be created and updated by the ACCT Staff.
2. An advisory and appeals panel will be established and maintained by the Accreditation and Certification Committee (ACC) to assist the ACCT staff, providing a collective resource with a broad knowledge base.
3. The advisory group shall be established and maintained by the Accreditation and Certification Committee, and will be called the Operation Accreditation Panel (OAP). The OAP will consist of not less than five (5) and not more than eleven (11) members. A staff member as assigned by the Executive Director will be a non-voting member of the OAP.
4. Operations seeking accreditation shall submit the following documentation to the ACCT, in the following areas:
 - 4.1 Application
 - 4.1.1 ACCT Accreditation Application
 - 4.2 ACCT Membership
 - 4.2.1 Proof of current ACCT Membership in the Business to Client category
 - 4.3 Business Qualification
 - 4.3.1 Proof of at least one year in business on the site seeking accreditation.

4.3.2 Letter of good standing (or equivalent) from the Authority Having Jurisdiction.

4.4 Insurance

4.4.1 Current General Liability insurance with minimum policy limits of \$1,000,000 per occurrence and \$2,000,000 aggregate.¹

- ACCT shall be listed as a certificate holder and provided 30 days notice of cancellation as evidenced by a Certificate of Insurance
- The Certificate of Insurance shall be dated within 30 days of the application being submitted

4.5 Inspection Report

4.5.1 An ACCT Professional Inspection, performed by a qualified person within the last 365 days. That inspection shall be from an ACCT Accredited Vendor or an ACCT certified professional inspector, or a licensed professional engineer. Inspection Report must include the ACCT Inspection Coversheet completed and signed by the inspector.

4.6 Training Affidavit and Checklist

4.6.1 Each operation has a minimum of one staff member or a business relationship with a Qualified Course Professional that:

- Oversees in-house training programs
- Meets the QCP guidelines for Trainer/Tester
- Completes the Training Affidavit and Checklist attesting that the training was delivered by a qualified person.

4.7 Operation Review

4.7.1 Operation Review Report by an approved Operation Reviewer.

5. During the term of their accreditation, operations accredited by ACCT shall provide to ACCT:

5.1 A report of any significant incident or accident within one week of that incident or accident's occurrence.

5.2 By December 1 each year:

- Participant data for the previous year's operations (such as number of participants and participant demographics.)
- Annual Report as determined by the OAP
- Annual Accreditation and Membership fees
- Passing Annual Inspection Report with completed ACCT Inspection Cover Sheet, completed by a qualified professional third-party inspector
- Training Affidavits for the previous year showing, at a minimum, proof of annual training

¹For operations outside of the U.S.A., this requirement may be altered by the Program Workgroup, after demonstrating coverage in accordance with the Authority Having Jurisdiction.

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- for all staff provided by a trainer who meets the ACCT Guidelines for Qualified Course Professional Trainer/Testers.
- Updated Certificate of Insurance, with ACCT as Certificate Holder and providing 30 days notice of cancellation as evidenced on the Certificate of Insurance. COI should be dated within 30 days of being submitted.
6. Accredited Operations shall receive:
- 6.1 Digital files of the current ACCT Accredited Operation logo, as well as approval for use in accordance with any applicable current policies regarding use of ACCT logos
 - 6.2 Current accreditation plaque and the right to display it at the accredited location.
 - 6.3 Listing on the ACCT website as an Accredited Operation
 - 6.4 Additional benefits as deemed appropriate and approved by ACCT
7. Annual dues for Operations Accredited by ACCT shall be set by the ACCT Executive Director

Insurance and Risk Management Committee

Terms of Reference

Policy:

The work of the Insurance and Risk Management Committee supports the association and its members with needs associated with insurance and risk management at the direction of the Board of Directors.

Purpose:

The Insurance and Risk Management Committee evaluates, promotes, and monitors risk management strategies for the ACCT (the entity) and for the members of ACCT to effectively prevent and mitigate risk exposures.

Terms of Reference:

1. Develop and maintain a proactive relationship with insurance broker(s) and insurance carriers that serve the Challenge Course and Canopy/Zip Line Tour Industry.
2. Association-focused tasks
 - a. Conduct an annual review of ACCT's
 - i. Insurance coverages, brokers, and budget.
 - ii. Risk management strategies and the financial implications for ACCT
 - b. Provide recommendations related to the Association's selection and purchase of insurance coverages, terms, deductibles, and limits.
 - c. Identify and evaluate consultants, advisors, auditors, and other 3rd party service providers, as requested by the ACCT Board of Directors from time to time, related to the ACCT's insurance coverage.
3. Member-focused tasks:
 - a. Review accident data provided by industry insurance providers
 - b. Report annually on risk and loss trends within the industry from the prior calendar year
 - c. Deliver educational sessions
 - d. Recommend amendments to the ANSI/ACCT Standards and ACCT programs
 - e. Partner with ACCT's insurance providers/vendors to provide educational content and communication to promote effective risk management strategies.

Membership:

1. All members of this committee serve at the discretion of the Board of Directors.
2. Member Types.
 - a. **Primary Members**
 - i. Overview: May consist of individuals with related expertise and experience in the challenge course industry, such as:
 1. Attorney
 2. Risk Management Professional
 3. Accredited Vendors and Operators
 4. Other industry stakeholders

- ii. Seats: Minimum of 3 primary members.
- iii. Voting Rights. Primary members have voting rights with the ACCT Insurance and Risk Management Committee.
- b. **Provider Members**
 - i. Overview: Individuals who have a financial interest in the recommendations of the committee because they provide insurance and risk management related services.
 - ii. Seats: Not to exceed five (5)
 - iii. Voting Rights. To avoid conflicts of interest, Provider Members shall not have voting rights.

Leadership

1. The Chair of this committee is appointed by the Board of Directors.
2. The Chair of this committee is responsible for:
 - a. Scheduling at least quarterly meetings annually of which one meeting can be held in conjunction with the annual ACCT conference as the budget allows.
 - b. Reports from each quarterly meeting will be submitted to the ACCT's BODs.
 - c. Providing the BODs an annual roster of the committee membership and leadership.
 - d. Providing the BODs an annual Insurance and Risk Management Committee report in preparation for the Annual General Meeting.
3. Only Primary Members shall serve in the role of Chair or other officer of the committee
4. The committee may elect other officers as needed

Term Limits

1. Primary Members serve for a term not to exceed five (5) consecutive years. Before serving a second term, the committee member must vacate their seat for a period of no less than one (1) calendar year.
2. Provider members are not subject to term limits as long as they serve this industry.
3. Term limit requirement may be waived when there is a majority vote by members of the committee and approval of the Board of Directors.

Accountability

The Insurance and Risk Management Committee is accountable to the Board of Directors.

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:

1. Clarify the ethical conduct expected of members of the Association for Challenge Course Technology.
2. Support the mission and the vision of the Association for Challenge Course Technology.
3. Establish ethical guidelines for professional behavior and business practices.
4. 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.

Procedures for Resolving Complaints

The ACCT Compliance Resolution Procedure is established to ensure that all reports of non-compliance with ACCT programs, policies, and procedures within ACCT are addressed fairly, transparently, and professionally. The Executive Director, with the support of the Board of Directors, and/or Board Emeritus will work to maintain the integrity and reputation of the Association while responding to reports of non-compliance.

Many issues can be resolved with direct, open, and honest communication. Complaints must directly relate to ACCT programs policies, volunteer policies, or the Code of Ethics. They may be made against ACCT members, program participants, volunteers, or staff. Complaints relating to the ANSI Standards Development Process or Consensus Body should follow what is outlined in ACCT's Accredited Procedures.

The compliance resolution procedures described here are designed to assist individuals and organizations who have been unable to resolve issues on their own. Participation in the resolution process does not preclude the right to legal recourse. ACCT reserves the right not to review a submitted complaint if it is determined that it does not meet the criteria for the compliance resolution process. ACCT has a Conflict Resolution 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 email compliance@acctinfo.org, which shall be forwarded to the Board Chair and Chair of the Board Emeritus.

A. Compliance Resolution Procedure

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

1. Communicate your concerns to the other person(s) or organization(s) involved in the dispute and attempt to resolve the conflict informally. If unsuccessful, continue with the following steps.
2. Any active ACCT member or party impacted by an active ACCT member who wishes to lodge a complaint can submit it in writing to the Executive Director and other parties involved via the [ACCT CONFLICT RESOLUTION FORM](#). Complaints concerning the Executive Director should be emailed directly to compliance@acctinfo.org, which shall be directed to the Chair of the Board of Directors and Chair of the Board Emeritus.
3. The complaint shall include detailed information regarding specific policies in question, the nature of the grievance, relevant dates, parties involved, and any supporting documentation.
 - a. The complainant must have taken action to resolve the matter prior to submitting the grievance form to the Executive Director and involved parties.
 - b. ACCT shall maintain the confidentiality of all parties involved throughout the complaint resolution process in accordance with ACCT policies and to the extent allowed by law.
4. Review by the Executive Director and/or Board Chair:
 - a. The Executive Director is responsible for receiving and acknowledging the complaint. Allow for up to 30 days for a response.
 - b. The Executive Director and/or Board Chair will conduct an initial review to determine the validity and seriousness of the complaint.
 - i. When necessary, the Executive Director and/or Board Chair will consult with the Board of Directors, the Board Emeritus, ACCT Staff, or ACCT professional advisors before creating a review panel to address the complaint.
 - c. The Executive Director and Board Chair, depending on who is fielding the complaint, reserves the right not to review it. Complaints must directly relate to ACCT programs policies, volunteer policies, or the Code of Ethics. They may be made against ACCT members, program participants, volunteers, or staff. Complaints relating to the ANSI process or Consensus Body should follow the process outlined in the ACCT's Accredited Procedures.
5. Formation of Review Panel:
 - a. A Review Panel may be formed at the discretion of the Executive Director and/or Board Chair. The panel will be made up of 3 to 5 individuals, including members of the Board of Directors, Board Emeritus, ACCT members, or a combination of these groups.
 - b. The composition of the panel shall be determined by the Executive Director and/or Board Chair, following a review of any conflicts of interests and impartiality.
6. Review and Vetting Process:
 - a. The Review Panel shall arrange how to hear the complaint and shall notify the parties of the process. This process does not require all parties to be present when information is shared; rather it requires the panel

to provide an opportunity for all parties to provide information they want considered that is pertinent to the complaint.

- b. The panel will assess the complaint's merit and provide recommendations or findings.

7. Communication with Complainant:

- a. The Executive Director and/or Board Chair will communicate the results of the review to the involved parties. If the complaint is found to be justified, the Executive Director and/or Board Chair will outline any actions to be taken in response.

8. Record Keeping:

- a. ACCT will maintain records of the complaint, review, and actions taken for reference and transparency in accordance with the ACCT Document Retention Policy.

9. Periodic Reporting:

- a. The Executive Director and/or Board Chair may provide periodic reports to the ACCT Board of Directors on the resolution of complaints.

10. Actions and Resolutions:

- a. It is important to note that the ACCT Code of Ethics and Compliance Resolution Procedure serve as a reference for ethical behavior and actions as well as a framework to help resolve conflicts and misunderstandings between ACCT members, program participants, volunteers, or staff. Depending on the findings of the Review Panel, ACCT may implement appropriate actions to address the complaint. These actions may include corrective measures, policy adjustments, or other suitable remedies such as but not limited to revocation of accreditation, certification, membership, ACCT volunteer status, and/or dismissal from the ACCT community.
- b. ACCT reserves the right, at its sole discretion, to address or not address complaints and to take or not take corrective action, which right shall not impart duties upon it.

11. Review Panel Disbandment:

- a. Once the complaint has been addressed, the Review Panel will be disbanded.