

NEWINGTON FOREST COMMUNITY ASSOCIATION, INC.

ADMINISTRATIVE RESOLUTION NO. 17

CODE OF CONDUCT FOR ASSOCIATION STAFF, COMMITTEE MEMBERS, AND
MEMBERS OF THE BOARD

(4/22/20)

WHEREAS, Article IV, Section 4.01, of the Bylaws assigns the Board of Directors (Board) with "...all the powers of the Association, except such as are, by the laws of Virginia, the Articles of Incorporation, the Declaration or these Bylaws, conferred upon or reserved to the Members"; and

WHEREAS, the Board recognizes the need to establish a written code of conduct for the Association;

NOW, THEREFORE, BE IT RESOLVED THAT:

The Newington Forest Community Association's (Association) effectiveness depends upon the respect and confidence of the community. Conduct which detracts from this respect and confidence is detrimental to the Owner's/resident's interest and, therefore, is prohibited. The policy of the Board is to investigate any incidents or circumstances suggesting that an employee, committee member, or Board member has engaged in inappropriate or unflattering conduct, and impose the appropriate disciplinary action when required in accordance with this resolution. The Community Manager and all employees mentioned throughout this policy as "Staff" shall promptly advise any inquiring property Owner/resident of the following complaint procedures:

Any property Owner/resident may file a complaint with the Association office in person, via U.S. mail or other delivery service, email, or phone. They may also contact any Board member by either phone or email, as well as the entire Board by sending an email to Board@newingtonforest.org or by attending a Board meeting in person and registering to address the Board during the "Homeowner's Forum".

Written follow-up documentation of a complaint provided verbally and not recorded at a Board meeting is required from the complainant to ensure that the issues are not misinterpreted, misrepresented, and/or, in the event of numerous issues, nothing has been overlooked. See Policy Resolution No. 14 Procedures Related to the Submission and Resolution of Complaints.

This policy applies to all employees and affiliated parties of this Association engaged in official duties within the territorial jurisdiction of the Association, and it also applies to conduct outside the normal operating hours of the position (*i.e.*, while off duty). **Board members and committee members, even though they are volunteers, should also respect their positions by adhering to this Code of Conduct.** Conduct not mentioned under a specific rule, but which violates any of the general principles described herein, is prohibited.

The Staff shall never act officiously, imperiously, or permit personal feelings, prejudices, animosities or friendships to influence any Association decisions. Community cooperation with the Association is a product of its trust that our employees will always act in a manner that is representative of the Association that demonstrates honesty and objectivity. The Staff shall treat all members of the public and this community courteously and with respect. Staff shall carry out their duties with integrity, fairness, and impartiality.

The Staff, as the public's initial contact with the Association and most visible form of representation, must act in a manner that encourages or promotes the trust of our residents and demonstrates professionalism and competency to the public and other community interests. Employees shall not, whether on or off duty, exhibit any conduct which discredits themselves or otherwise impairs their ability and/or judgment, or that of other employees, to provide services to the community. They must make a positive impression when interacting with the public and each other, and shall exercise reasonable courtesy in their dealings with the public, fellow employees, and Board members. No Staff member shall ridicule, mock, deride, taunt, belittle, willfully embarrass, humiliate, shame any person, or do anything plausibly calculated to provoke a person to violence. If confronted by a disorderly and/or disrespectful Owner/resident, Staff shall document the incident and report it to the Board for appropriate action within the constraints of the Governing Documents.

Association employees shall not compromise their integrity, or that of their profession, by accepting, giving, or soliciting any gratuity which could be reasonably interpreted as capable of influencing their official acts or judgments, or by using their status in the Association for personal, commercial, or political gain. Employees shall, unless required by policy, refrain from becoming involved in official matters, or influencing actions of other employees in official matters, impacting their immediate family, relatives, or persons with whom they have or have had a significant personal or business relationship. Association employees shall observe the confidentiality of information available to them due to their status.

Staff members are entrusted with private and personal information and have access for the purpose of conducting official Association business. Employees must maintain and secure the information to protect the privacy of the Owners/residents and to maintain public faith in the Association's commitment to preserving such confidences.