

## **Claims Prevention and Procedure Council (CPPC) Code of Ethics-Membership**

The purpose of this Code of Ethics is to establish the ethical principles and standards of conduct expected of all members and leaders of the Claims Prevention and Procedure Council (CPPC).

This Code reflects the organization's commitment to integrity, accountability, and professionalism in all activities. By adhering to these principles, CPPC seeks to foster trust, cooperation, and excellence within the claims industry and among all individuals and organizations it serves.

All members and Board Directors are expected to conduct themselves in a manner that supports the mission, reputation, and long-term success of the organization.

The following values guide the conduct and relationships of CPPC members.

- Members support the mission, values, and goals of the organization.
- Members shall be truthful in their communications and conduct all professional relationships with honesty and transparency.
- Members shall act with integrity and comply with all applicable bylaws and anti-trust. Members shall avoid practices or actions that could damage the reputation of the organization or undermine sound business practices.
- CPPC respects the rights and dignity of all members. Whether independent professionals or representatives of larger organizations, all members participate on equal footing and are expected to treat others with respect and professionalism.
- Members are expected to contribute to a collaborative environment that benefits the organization and its members. Respect for differing perspectives and constructive engagement are essential to achieving the organization's goals.
- All members are expected to adhere to this Code of Ethics. Violations may be reviewed by the Board of Directors in accordance with the organization's bylaws and governance procedures. Failure to comply with this Code may result in disciplinary action.

## **Additional Code of Ethics-Board Members**

The Board of Directors serves in positions of trust and is responsible for upholding the highest standards of ethical conduct and organizational governance. In addition to the general Code of Ethics board members are also responsible to:

- Support decisions approved by the majority of the Board once they are formally adopted.
- Recognize that authority rests with the Board as a whole.
- Remain informed about issues and developments affecting the organization.
- Participate actively and responsibly in Board meetings and organizational activities.
- Bring forward concerns that may negatively impact the organization or those it serves.
- Act in the best interests of the Organization and its mission, avoid representing the interests of any specific individual, group, or geographic region.
- Act responsibly in overseeing the Organization's financial resources and overall well-being.
- All materials developed for or on behalf of the Organization shall be considered the property of the Organization and not the property of any individual.
- Disclose any conflicts of interest and abstain from related discussions or votes when appropriate.
- Confidential discussions of sensitive organizational information should not be shared with non-board members.
- Board members must not leverage their position to improperly influence organizational decisions or processes.