Part I:

MEMBER CODE of CONDUCT

As a Member of ISPE I will uphold the following values to the best of my ability:

- *Collaboration* in the pursuit of ISPE's mission to be the leading technical organization for professionals engaged in producing quality medicines and pharmaceutical devices throughout the lifecycle.
- *Ethical behavior* that is worthy of trust, respect, and admiration from others internally and externally.
- *Professionalism* characterized by behaviors and communications that are honest, fact-based and politically neutral; demonstrating courtesy and consideration toward other people; adhering to high standards and integrity in all that I do; and engaging in constructive problem-solving.
- *Inclusiveness* that allows for active and rewarding participation by other Members working throughout the global pharmaceutical supply chain.

I will at all times abide by and conform to the following Code of Conduct:

1. I will obey all applicable laws and regulations of the relevant government authorities while acting on behalf of ISPE or representing myself as a Member of ISPE.
2. I will only use ISPE's marks, insignia, name, logos, and trade dress (collectively, "ISPE Marks") in compliance with guidelines issued by ISPE from time-to-time.
3. While participating in ISPE events or representing myself as a Member of ISPE I will not engage in disruptive, inappropriate, verbally or sexually harassing behavior toward others, and I will observe the personal boundaries set by others.
4. I will comply with all applicable copyright and intellectual property laws, and I will adhere to any related guidelines issued by ISPE from time-to-time.
5. I will respect the data privacy of other Members. Therefore I will take no action to gather or "harvest" Member contact information in bulk from ISPE's Member database and distribute that information to others for any reason.
6. I will not represent myself or my company using ISPE's name in such a manner as to imply endorsement by ISPE in order to advance personal or company sales, leads or other gain.
7. If I choose to volunteer with ISPE, I will become familiar with and follow ISPE's policies, procedures, guidelines, and the Volunteer Code of Conduct while acting on behalf of the Society.

I understand that failure to comply with this Member Code of Conduct could result in sanctions up to and including loss of Membership and/or legal action depending upon the nature, severity, and material impact of the violation.

Part II:

Volunteer Code of Conduct

It is the policy of ISPE that anyone who accepts a Volunteer role in this Society must affirm his or her understanding of the expectations in this Code of Conduct and agree to abide by the decisions of the CEO (or Board if applicable) in its interpretation and implementation.

ISPE is a Society of individual Members. Hence, this Code of Conduct applies to individuals and does not in any way imply or construe obligations upon Members' employers, regardless of the means by which membership dues are paid.

General Expectations

1. Volunteers will contribute to a collegial, inclusive, positive, and respectful work environment for fellow Volunteers, stakeholders, and staff, and they will model the best in professional behavior.
2. Volunteers will know, understand, and support ISPE's mission, core purpose, values, goals, strategies, and annual directives. They will also become familiar with and follow ISPE's policies, procedures, guidelines, and the Volunteer Code of Conduct while acting on behalf of ISPE.
3. Volunteers will not discriminate and will be respectful of ethnic, national, and cultural differences.
4. Volunteers will only use ISPE's marks, insignia, name, logos, and trade dress (collectively, "ISPE Marks") in compliance with guidelines issued by ISPE from time to time.
5. Volunteers will obey all applicable laws and regulations of the relevant government authorities, including all laws and provisions that govern appropriate conduct in the work place while acting on behalf of ISPE.
6. Volunteers will make or recommend decisions in the best interests of ISPE as a whole rather than focusing on any ISPE subpart or advocating options that advance a personal concern.

Meetings and Communication

1. While acting on behalf of ISPE, professional behavior and respectful discourse is required of Volunteers. Disruptive, inappropriate, or harassing behavior toward other Volunteers, stakeholders or staff is unacceptable.
2. Personal boundaries set by others must be observed. Sexual harassment including but not limited to unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature will not be tolerated.
3. Only information deemed for public knowledge may be shared or discussed outside ISPE, unless specifically authorized to do so by the President/CEO and/or the Board Chair. No Volunteer will share, copy, reproduce, transmit, divulge or otherwise disclose any confidential information related to the affairs of the Society.
4. Volunteers will uphold strict confidentiality regarding any information discussed at meetings or in the course of any other deliberations and communications. Questions regarding the confidential nature of ISPE information or documents will be directed to the appropriate staff person or Board member.
5. Volunteers may not speak on behalf of ISPE or the Board to external parties such as the media or other interested individuals/entities unless specifically asked to do so by the President/CEO.

6. Volunteers may not speak as subject matter experts on behalf of ISPE internally or externally unless authorized to do so in accordance with ISPE procedures.
7. All contractual agreements are the responsibility of ISPE staff in accordance with established authority and procedures. Volunteers cannot make contractual commitments on behalf of ISPE with the exception of Board officers formally granted such authority by the Board's policies.
8. All ISPE correspondence, regardless of the medium, is a reflection on the Society. E-mail communications will follow the same professional standards as verbal communication. E-mails may be considered legal documents and, therefore, caution must be exercised when recording written opinions and statements pertaining to the role of any ISPE Volunteer(s) or groups. The use of the "blind copy" function is strongly discouraged when conducting official ISPE business.
9. Volunteers will be supportive in communicating about ISPE to other Volunteers, Members, and stakeholders. Inappropriate communication by email or in any public forum about ISPE, its Volunteers, staff, stakeholders, policies, procedures or guidelines is not acceptable. Issues regarding ISPE will be taken up in private with the appropriate ISPE staff member.
10. Participation in committee meetings (in-person and/or teleconferences as determined by each committee) is typically required to fulfill a Volunteer's duties.

Relationship with Other Volunteers, Stakeholders and Staff

1. Volunteers may not attempt to exercise individual authority over their respective volunteer groups, nor may they purport to represent the organization or their respective volunteer groups to other ISPE volunteers, stakeholders or staff, except as explicitly set forth in ISPE's Governance and Volunteer Operations Manual.
2. Volunteers will understand the scope of their authority and exercise good judgment in their dealings with other Volunteers, stakeholders, staff, suppliers and the general public. Accordingly, volunteers will respond to all Members and stakeholders in a prompt, responsible, respectful and professional manner, and they will represent their role within ISPE clearly and accurately.
3. Volunteers will not request special/personal favors or confidential/embargoed information from other Volunteers, stakeholders, or staff without prior consultation and agreement of the President/CEO.
4. ISPE events are professional gatherings and therefore appropriate behaviors are expected. Volunteers will adhere to ISPE policies, procedures, guidelines, and the Volunteer Code of Conduct in all interactions with other Volunteers, stakeholders, staff, vendors, and other constituents.
5. Volunteers do not have direct authority over staff and do not have authority to delegate actions to staff without the approval of the appropriate ISPE manager.

Avoiding Conflict of Interest

1. No Volunteer will use any information provided by the Society or acquired as a consequence of the Volunteer's service to the Society in any manner other than in furtherance of his or her volunteer duties. Furthermore, Volunteers will not misuse Society property or resources. They will at all times keep the Society's property secure and will not allow any person access to such property unless authorized by ISPE.
2. Volunteers will not persuade or attempt to persuade any Member, exhibitor, sponsor, supplier, contractor, or any other person/entity with an actual or potential relationship with the Society to terminate, curtail or not enter into that relationship. Further, Volunteers will

not take any action that would serve to reduce the monetary or other benefits to ISPE of such relationship(s).

3. Volunteers are expected to act at all times in the best interest of the Society and not for personal or third-party enrichment.
4. When encountering a potential conflict of interest, Volunteers will identify the conflict and report it to the staff member assigned to the committee or project. If an actual conflict of interest is determined to exist, the Volunteer may be asked them to remove him- or herself from all discussions and voting on the matter.
5. Volunteers will not accept gifts, gratuities, free trips, honoraria, personal property, or any other item of value from any person or entity as a direct or indirect inducement to provide special treatment to such donor on matters pertaining to the Society without fully disclosing in advance such items to the staff member assigned to the committee or project.
6. Volunteers will not represent themselves as ambassadors, experts, or project leaders using ISPE's name in such a manner so as to imply or advance personal or company sales, leads or other gain.

Volunteer Commitments

1. Volunteers will carry out volunteer duties in accordance with ISPE procedures and adhere to project timelines to which they have agreed.
2. In the event that a Volunteer realizes that s/he cannot fulfill a commitment, s/he will notify the responsible staff project manager or volunteer leader proactively.
3. Volunteers will recognize and be respectful of the fact that staff project managers have deadlines and may on occasion find it necessary to replace or augment volunteer resources.
4. Volunteers will relinquish project responsibilities promptly when requested if doing so is deemed to be in the best interests of the Society.

Confidential Materials and Work in Progress

Upon termination of service, Volunteers will promptly return to the Society all documents, electronic and hard files, reference materials, and other property not already on file in the ISPE office. Such return will not abrogate him or her from the continuing obligations of confidentiality with respect to the information acquired as a consequence of his or her tenure as a Volunteer.

Violations of the Code of Conduct

1. ISPE staff will resolve any issues with Volunteers in a professional manner.
2. If issues or violations of the Code of Conduct are persistent or egregious, Volunteers may be required to leave their volunteer position(s) and may be precluded from serving in volunteer roles in the future. Except in cases pertaining to the Board of Directors, the CEO will determine if this action is necessary and will notify the Volunteer. In cases pertaining to the Board of Directors, the Executive Council will determine if this action is necessary and will designate one of its Members to notify the Board Member.
3. Non-Board Volunteers who have been removed from a volunteer position have 30 days to appeal the decision to the Executive Council of the Board. The Executive Council will review the situation and respond within 30 days of the request for appeal. All decisions of the Executive Council are final.
4. ISPE reserves the right to pursue additional measures up to and including legal action in extreme cases where the actions of a Volunteer may have compromised ISPE's mission, reputation, business prospects or legal stature.