

1 Purpose of this Standard

The purpose of this standard is to ensure that the guidelines for the behavior, ethics, and professionalism of the Document Manager, Document Controller, or other role managing documentation and data are clear and easily understood.

2 Risks of non-compliance

Some of the risks of not having, or not complying with these standards are:

- Lack of professional respect
- Errors in Document Management practices resulting in poor execution of service

3 Overview

The field of Documentation and Data Management is an extremely important function in any organization. Information is created, stored, distributed, and used in just about every aspect of a business. It is imperative that Document and Data Management professionals engage in their day to day activities with the utmost care and respect for the impact they have in an organization and in an industry.

Therefore, CDMAC requires a level of professionalism and ethical behavior of their members.

4 General

Do not make promises you cannot keep.

Ensure all written and verbal communication is clear and without prejudice.

Always perform your roles and responsibilities to the best of your capabilities.

If expectations of your role or task are not clear, do not assume unless you have no option at that moment. Always note your assumptions and correct any deficiencies as soon as possible.

Uphold the reputation of the organization you represent at all times.

Only perform work you have competence in through training or mentoring.

5 In Document and Data Management

Always put project quality and schedule above anything else, quality coming first.

Ensure that the billing of services is clearly defined and agree upon prior to project start.

Respond to requests with care and understanding of project specifics.

Never delete files, unless as a part of the controlled workflow for a specific situation.

Remember you are a service to the project.

Ensure that the billing of services is clearly defined and agreed upon prior to project start.

Always bill hours spent on a project according to services agreement, and immediately notify appropriate management if hours used will be different to hours agreed to.

Do not deviate from procedures or best practices in Document Management.

Be flexible but stay in parameters of legal, regulatory and best practice requirements.

Always follow legal and regulatory requirements and ensure you bring non-compliance issues forward to your supervisor.

Do not provide sub-standard performance, hold hostage any deliverables, or in any other way neglect your duties as a document controller due to personal gain or agenda.

If you are going to miss a deadline, inform the people accountable for the deliverables as soon as you become aware of any delay.

Ensure all who work with you, or interact with you, are fully aware of the expectations of your position and roles.

Always provide professional leadership, and represent the credibility of document managers.

Keep current on all changes or additions to best practices and standards in Document Management, maintain your professional development.

Remember that there are many people who rely on the information your process in a timely and accurate manner.

Members will encourage others in this field to gain knowledge and to participate in new situations whenever possible and appropriate.

All members must commit to continued growth and understanding of this field.

Members shall not engage in derogatory activities to other members or Document and Data Managers, Document Controllers, or administrative staff performing documentation management duties.

6 Expressing opinions and suggestions

Members have a responsibility to express concerns within their organization or client when they feel that the methods being used or proposed will not benefit the organization's documentation and data management potential.

Members are then responsible to suggest alternative methods or concepts for discussion that will bring a greater potential for appropriate best practices to the organization.

All expressions of concern, disagreement, and suggestions must be presented in a respectful manner, taking into account the current circumstances that the organization faces, the personal feelings and opinions of other individuals, and an appropriate level of change within the organization.

Members need to respect the fact that organizations may not be able to create a documentation and data management strategy that fulfills all best practices during the first phase or building a system, but that a long term road map may be discussed to bring in additional concepts and best practices in a methodical and manageable manner.

Document the time, place, and person(s) of both verbal and documented communication related to advice given, concerns and risks expressed, alternative options, etc.

7 Disagreements

If a member has a disagreement with an individual or organization in regards to Document and Data management, all efforts will be made to listen to all sides of the situation and mitigate disagreements becoming unprofessional.

If a member requires additional clarification on standards and best practices in Document and Data Management, they are to reach out to CDMAC for assistance and further clarification.

8 Engaging experts

If a member finds themselves in a situation where they do not have sufficient knowledge or training, they are required to request appropriate information on the subject from either CDMAC or a CDMAC certified consultant or consulting firm.

9 Integrity, honesty, dignity, fairness, and objectivity

CDMAC members are required to conduct themselves, their expression of opinions, all forms of communication, and their duties with integrity, dignity, with fairness, and with objectivity.

10 Maintaining confidentiality

Members may find themselves in situations where their roles and duties gain them access to an individual's or an organization's confidential information.

Maintaining confidentiality is paramount to fulfilling the integrity and professionalism of this service. No secrets or damaging information may be disclosed without full written consent from the owner of said information.

11 Personal behavior must always be in accordance to the law

All members must always abide by municipal, provincial, and federal laws. Any breach of those laws could result in disciplinary action taken by CDMAC and by the appropriate legal authority.

Such laws include the standards and regulations set out by the member's industry's governing bodies and associations.

12 Discrimination and human rights

CDMAC members will always treat all individuals, regardless of age, sexual orientation, race, religion, gender, or any disadvantage or disability with equal respect and fair treatment.

13 Reporting non-conformance with this standard

If any member or non-member witnesses any non-conformance with this standard, an email to members@CDMA-CA.com can be submitted with as much detail as possible, including:

- Date and approximate time of the infraction
- Location of the infraction
- Complainant’s contact email
- Complainant’s contact telephone
- Full detail of situation stating:
 - events leading up to the infraction
 - details of the infraction
 - results due to the infraction

Complainant’s contact information will only be shared in the event it becomes necessary in order to resolve the infraction.

CDMAC Board of Directors will then appoint an individual(s) to investigate the infraction, and a full report will be submitted to the BOD for evaluation and subsequent action.

The complainant will be notified in writing of the outcome, with as much detail as is necessary.

14 Investigation and action of non-conformance

Investigation and discipline of non-compliance with the ethics and code of conduct as set forth within this document will entail the following:

- Investigation into the incident or complaint
 - The CDMAC Board of Directors will appoint an investigator.
 - The investigator will review the infraction and conduct interviews as required.
 - Documented evidence will be reviewed whenever available.
 - Full investigation report will be created indicating findings, validity of complaint, impacts of infraction, witness statements when available, and full write up of situation.
- CDMAC Board of Directors will review the report and call for additional interviews as required
- Subsequent to the report review, CDMAC Board of Directors will decide if any disciplinary action is to be had comprising of any or all of:
 - Written warning.
 - Dismissal from association.
 - Two year ban up to and including lifetime exclusion.
 - If infraction resulted in municipal, provincial, or federal laws being broken, CDMAC Board of Directors will supply details of the infraction to the applicable legal authority.