



## **Standards of Conduct for Expert Volunteers**

To Support Unbiased Expert Advice and Counsel to CBP Clients and Maintain the CBP's IRS Charitable Certification

Attached: Standards of Conduct Agreement for Volunteers (v1)

## Welcome to the Community Business Partnership!

Each year, the Community Business Partnership (CBP) provides expert training and counsel to thousands to people starting or growing their business. With only a small staff, this effort could not take place without the dedication of amazing volunteers who donate their time and experiences. We thank you for your interest and hope that you can help us achieve our charitable mission:

***“We help small businesses start and grow. Our mission is to be the premier provider of full-spectrum educational and support services to small businesses in Fairfax County and beyond; enabling them to make a significant contribution to a vibrant local economy.”***



Bob LeMay, CBP Board Chair

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## About the CBP

Founded in 1995, the Community Business Partnership (CBP) is an independent nonprofit corporation that is a sponsored program of George Mason University's Mason Enterprise Center. Located in Springfield, Virginia, the CBP's mission is to be a complete resource center providing training and support to those seeking to start and build successful small businesses. The CBP is funded primarily by Fairfax County, Virginia; the US Small Business Administration; and corporate contributions.

## You Are Important!

Past expert volunteers at the CBP come from many backgrounds and bring an incredible variety of expertise and insight. Thousands of people starting or growing their businesses have directly benefited from these interactions and the resulting positive effect on the regional economy is obvious. By volunteering your knowledge, you become a significant and appreciated member of the CBP team!

CBP volunteers take seriously our mission as well as its unbiased nature. As such, all volunteers are expected to adhere to the following values:

## Our Values

### 1) Respect

Please treat all CBP clients with a sense of dignity, respect, and worth. Make a personal commitment to be nonjudgmental about cultural differences, living conditions, and the life-style of each client.

### 2) Professionalism

Clients attend CBP functions and programs with an expectation that they will receive a high level of courtesy and expert counseling. Please note that the degree of authority and knowledge you impart is a direct reflection of the CBP itself.

### 3) **Being Informed**

Maintaining and building your professional knowledge relative to your area of expertise or counseling is a tremendous benefit to CBP clients.

### 4) **No Bias or Favor**

CBP clients attend functions and programs with an expectation that they will receive objective information and not be directed toward one commercial service or product. Such advertising is prohibited at the CBP and could potentially jeopardize our 501(c)3 status with the IRS. The IRS defines advertising as any message that includes the following: qualitative or comparative language about your products or services; price information or indications of saving or value; or a call to purchase, sell, or use your products or services.

### 5) **Confidentiality**

We respect all confidential information. You are responsible for maintaining the confidentiality of all proprietary or privileged information to which you are exposed while volunteering at the CBP. No confidential information can be used for your benefit or any other person or organization or company.

## **Expectations**

### 1) **Preparation**

Please come at least 15 minutes early to your class or counseling session so you can be prepared. It will also allow time to upload your slide presentation (if needed), connect with the CBP Staff member to touch base, and adequately greet CBP clients as they arrive.

### 2) **Promptness and Absences**

CBP Staff and clients value your training/counseling contributions and they depend on you to be present at the scheduled time. Indeed, many clients take time off from work or travel longer distances to attend CBP functions. If you know you will be absent or late, please notify your Center Director contact or the CBP's Administrative Assistant as soon as possible.

### 3) **Attire**

As you are representing the CBP, it is important that you be dressed in a presentable and appropriate fashion. Dress is typically "business casual."

### 4) **Public Speaking Style**

Our clients value both informative and inspirational instruction and counseling. Fine articulation and the ability to convey complex concepts clearly are appreciated by clients.

### 5) **Avoid insensitive or offensive language.**

## **Initial Volunteer Orientation and Training**

### 1) For *first-time volunteers*, we require that you please...

- Complete, sign, and submit a "Standards of Conduct Agreement"
- Attend a Small Business Resource Orientation (SBR) which provides an overview of all CBP programs and offerings. You can register at [www.cbponline.org](http://www.cbponline.org)

- Attend a Women's Business Center First Friday networking breakfast. You can register at [www.cbponline.org](http://www.cbponline.org)
  - Submit your resume to CBP's Executive Director or Center Director.
  - Meet with CBP's Executive Director or Center Director to discuss your background and expertise, the Standards of Conduct, your interests, and your availability.
  - Attend our Annual Volunteer Appreciation Luncheon!
- 2) For ***regular/returning volunteers***, please...
- Complete, sign, and submit an updated "Standards of Conduct Agreement"
  - Keep in touch with your great news! We value your professional successes and would love to help recognize them publicly.
  - Attend our Annual Volunteer Appreciation Luncheon!



## STANDARDS OF CONDUCT AGREEMENT FOR EXPERT VOLUNTEERS (v.1)

I, \_\_\_\_\_  
(Your Name)

of \_\_\_\_\_  
(Company Name)

recognize the sensitive nature of the relationship between the Community Business Partnership (CBP) and its clients and the public, and as part of my agreement to provide services for CBP and any of its programs, I (hereafter called "Consultant") agree to the following standards of conduct.

- 1) Any information on specific attendees, businesses, and prospective business ideas will be handled with the strictest degree of confidentiality.
- 2) Consultant will not accept or receive payment of any kind from any client for services provided on behalf of CBP or its programs.
- 3) The activity of the Consultant is to provide information in relation to his/her field of expertise. That is to be done in an unbiased and professional manner. The use by a consultant of CBP or its programs to promote his/her own business interests is not acceptable.
- 4) No Consultant shall take action that would adversely affect the confidence of the public in the integrity of CBP or its programs. Any violation of this agreement will result in the cancellation of any agreement between the Consultant and CBP.

I, as Consultant, understand and agree to abide by the above provisions.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Consultant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Center Director or CBP Executive Director

Note: Signed record for each presenter remains valid for one year