POLICIES FOR THE HANDLING OF REQUESTS ORIGINATING (OR SEEKING SERVICE) WITHIN ANOTHER IIA INSTITUTE'S GEOGRAPHIC AREA

The following policies* are provided to IIA Global and all IIA Institutes to help clarify the roles and responsibilities related to specific requests received from another Institute's geographic area. The goal is to provide clarification of the IIA Institute Agreement which states that "IIA Institutes worldwide … exclusively represent IIA within their geographic area …"
The intent of the policy is also to recognize that IIA Institutes may:

- have important information to share about Requestors in their area that should be considered
- view the request as an opportunity to partner and build capacity in their institute

DEFINITIONS

Another Institute's geographic area** = Requests that originate from within another Institute's geographic areas and for services to be delivered in another Institute's geographic area
IIA Global/Contacted IIA Institute = refers to the entity that first receives the request
Corresponding IIA Institute = refers to the IIA Institute (including IIA Global for North America) that serves the geographic area where the Requestor resides or where the services are to be delivered
Requestors = any individual, corporation, or organization that is submitting a request
Requests = refers to inquiries that are received verbally or in writing for services, information, including but not limited to membership, on-site training, quality reviews, ethical complaints.

POLICIES

The Contacted IIA Institute/IIA Global receiving the request will:

1. Share all requests received from an areas where there is no IIA Institute present with the Institute Relations Director at IIA Global. There may be a prospective institute forming in that country/area that could assist.
2. Inform the Corresponding IIA Institute promptly of all requests received from within their geographic area (if needed, contact the Institute Relations department for contact details) offering to work with them if the institute is unable/uninterested/unavailable to handle the request.
3. Ask all Requestors to redirect their request to the Corresponding IIA Institute and not send the Requestor a proposal/quote/service or discuss details with the Requestor before first contacting the Corresponding IIA Institute.
4. Provide the Corresponding Institute 3 business days to respond. If no response is received within 3 business day it may assume that the Corresponding Institute is not able/available or interested and it may then proceed to inform them of the intent to respond to the Requestor.
5. Handle with extreme urgency and care a requestor's demand to keep its request confidential from another IIA Institute. Such cases are extremely rare but cannot be handled via a set procedure. These cases should urgently be referred to the Global Relations Director who together with the relevant parties will investigate and discuss the best course of action.

The Corresponding IIA Institute will:

1. Respond to the IIA Global/Contacted Institute within 3 business days to confirm its ability/availability/interest, or lack of, in handling the request
2. If interested/able/available, immediately contact the requestor to offer its services
3. If not interested/able/available either
   - Partner with the contacted IIA Institute or IIA Global and/or
   - Encourage requestors to deal directly with the Contacted IIA Institute/IIA Global
4. Respect a Requestor's right, given all its options, to choose where to seek service
5. Have the final decision whether services should be rendered or not in case of conflict.

* A detailed flow chart of all steps to be taken is attached
**See attached list of countries and territories where there is an IIA Institute present

LIST OF IIA INSTITUTES

1. IIA ALGERIA
2. IIA ARGENTINA
3. IIA AUSTRALIA
4. IIA AUSTRIA
5. IIA AZERBAIJAN
6. IIA BANGLADESH
7. IIA BELGIUM
8. IIA BOLIVIA
9. IIA BOSNIA AND HERZEGOVINA
10. IIA BOTSWANA
11. IIA BRAZIA
12. IIA BULGARIA
13. IIA CAIRO, EGYPT
14. IIA CAMEROON
15. IIA CHILE
16. IIA CHINA
17. IIA CHINESE TAIWAN
18. IIA COLOMBIA
19. IIA CONGO
20. IIA COSTA RICA
21. IIA COTE D'IVOIRE (IVORY COAST)
22. IIA CROATIA
23. IIA CYPRUS
24. IIA CZECH REPUBLIC
25. IIA DENMARK
26. IIA DOMINICAN REPUBLIC
27. IIA ECUADOR
28. IIA El SALVADOR
29. IIA ESTONIA
30. IIA ETHIOPIA
31. IIA FIJI
32. IIA FINLAND
33. IIA FRANCE
34. IIA GERMANY
35. IIA GEORGIA
36. IIA GHANA
37. IIA GREECE
38. IIA GUATEMALA
39. IIA HAITI
40. IIA HONDURAS
41. IIA HONG KONG (CHINA)
42. IIA HUNGARY
43. IIA ICELAND
44. IIA INDIA
45. IIA INDONESIA
46. IIA ISRAEL
47. IIA ITALY
48. IIA JAPAN
49. IIA KAZAKHSTAN
50. IIA KENYA
51. IIA KOREA
52. IIA LATVIA
53. IIA LEBANON
54. IIA LITHUANIA
55. IIA LUXEMBOURG
56. IIA MALAWI
57. IIA MALAYSIA
58. IIA MALI
59. IIA MAURITIUS
60. IIA MEXICO
61. IIA MOROCCO
62. IIA MOZAMBIQUE
63. IIA NETHERLANDS
64. IIA NEW ZEALAND
65. IIA NICARAGUA
66. IIA NIGERIA
67. IIA NORWAY
68. IIA OMAN
69. IIA PAKISTAN
70. IIA PANAMA
71. IIA PAPUA NEW GUINEA
72. IIA PARAGUAY
73. IIA PERU
74. IIA PHILIPPINES
75. IIA POLAND
76. IIA PORTUGAL
77. IIA QATAR
78. IIA ROMANIA
79. IIA RUSSIA
80. IIA SENEGAL
81. IIA SERBIA
82. IIA SINGAPORE
83. IIA SLOVAKIA
84. IIA SLOVENIA
85. IIA SOUTH AFRICA
86. IIA SPAIN
87. IIA SRI LANKA
88. IIA SWEDEN
89. IIA SWITZERLAND
90. IIA TANZANIA
91. IIA THAILAND
92. IIA TUNISIA
93. IIA TURKEY
94. IIA UGANDA
95. IIA UKRAINE
96. IIA UNITED ARAB EMIRATES
97. IIA UNITED KINGDOM & IRELAND
98. IIA URUGUAY
99. IIA VENEZUELA
100. IIA ZAMBIA
101. IIA ZIMBABWE

IIA Global serves the following countries and territories:

Aruba
Bahamas
Barbados
Bermuda
Canada
Curaçao
Guyana
Jamaica
Puerto Rico
Trinidad and Tobago
Turks and Caicos
United States of America

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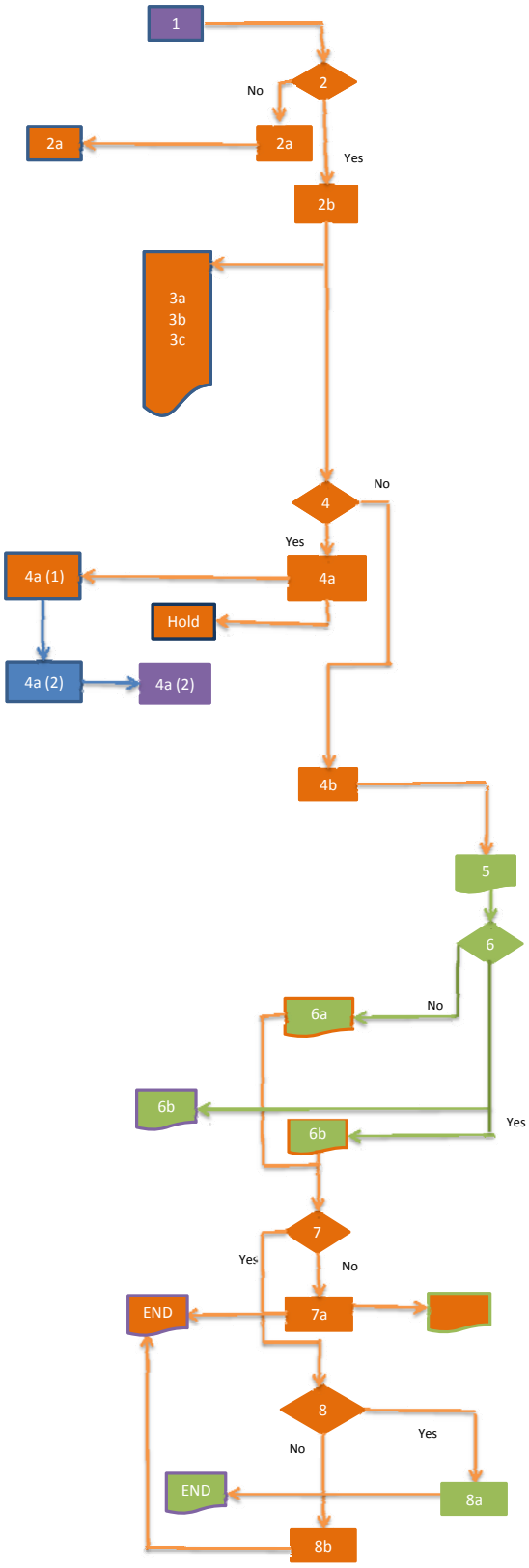
Procedures for the Handling of Requests Originating (or Seeking Service) within Another Institute's Geographical Area

Step	Description	IIA Global Relations Director	Requestor	IIA Global or Contacted IIA Institute	Corresponding IIA Institute
1	Requestor submits request to IIA Global or Contacted Institute				
2	Is info/service to be delivered within another IIA institute's geographical area ? Yes or No				
2a	If no to step 2, because there is no institute in that country, contact IIA Global Relations Director.				
2b	If yes to step 2, inform the requestor that:				
3a	Our policy is for requests to be handled by the Corresponding IIA Institute that represents the IIA in that area.				
3b	All entities in the IIA network are bound by this agreement that is based on the principle of subsidiarity and transparency.				
3c	There is an IIA Institute who represents The IIA in the requestor's area and that this institute will handle the request and may seek IIA Global/Contacted Institute's involvement if needed.				
4	Does Requestor insists on keeping the request confidential? Yes or No				
4a (1)	If yes to step 4, IIA Global/Contacted Institute to put the Requestor on hold for 48 hours and immediately refer the matter to Global Relations Director for resolution.				
4a (2)	Global Relations Director to contact the Requestor to obtain justification regarding confidentiality request. [This type of request is extremely exceptional and may not follow any set of procedures.]				
4b	If no to step 4, IIA Global/Contacted Institute to inform the Corresponding IIA Institute promptly of the request and share any initial response that was provided to the Requestor				
5	Corresponding Institute to receive forwarded request from IIA Global /Contacted IIA Institute				
6	Corresponding Institute to decide if it has the ability, availability and interest to support request? Yes or No				
6a	If no to step 6, Corresponding Institute will inform IIA Global/Contacted IIA Institute within 72 hours (3 working days) of *no* interest, availability nor ability to support the request				
6b	If yes to step 6, Corresponding Institute will inform IIA Global/Contacted IIA Institute within 72 hours (3 working days) of interest, availability and ability to support the request AND will immediately respond to the Requestor				
7	Did Corresponding IIA Institute respond within 3 working days? Yes or No				
7a	If no to step 7, IIA Global or Contacted Institute will notify the Corresponding IIA Institute that lack of response is considered as a lack of interest AND will respond to Requestor				
8	If yes to step 7, is the Corresponding IIA Institute interested, available and able to handle the request? Yes or No				
8a	If yes to step 8, Corresponding IIA Institute to immediately contact the Requestor				
8b	If no to step 8, IIA Global/Contacted Institute will immediately contact the Requestor