

*INSTITUTE OF HAZARDOUS MATERIALS
MANAGEMENT (IHMM)*

MANAGEMENT SYSTEM MANUAL

DECEMBER 2009

Management System Manual

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Management System Manual

OVERVIEW

Purpose

The Purpose of the IHMM *Management System Manual* is to document the policies and procedures of IHMM and to align them with the accreditation requirements of ANSI/ ANSI/ISO/IEC 17024. The *Management System Manual* is a formal description of how the work the Institute is accomplished, and is intended to assure consistency and accuracy among employees in the conduct of IHMM business.

Structure

IHMM's Management System is comprised of four components, each of which is linked to the development, implementation and revision of policies and procedures.

- 1) Documentation: This component of the Management System includes all written policies and procedures that guide the work of IHMM. This is the central guidance document of IHMM and contains, as appendices, supporting documentation relative to the operations and administration of the organization. As key operational and administrative functions are conducted by agents of IHMM, relevant documentation of other entities is referenced in the *Management System Manual*.
- 2) Document Control: As the work of the organization is fluid, policies and procedures will require development, refinement, updating and deletion. Document control is the means by which current documents are utilized and disseminated by the personnel of IHMM. Each version of the *Management System Manual* is dated to reflect the most recent changes to the document. Changes to individual policies and procedures are also dated.
- 3) Internal Audit: IHMM conducts on an annual basis an internal audit of its compliance with the implementation of its policies and procedures. Key operational and administrative functions will be reviewed by an independent third party ("auditor") who possesses sufficient knowledge of the procedures being reviewed to form an assessment about the accuracy and effectiveness of the policies and procedures implemented by IHMM personnel.
- 4) Management Review System: The Management Review System comprises the internal activities undertaken by the Management Staff to assure the implementation of the documented policies and procedures. The Management Review System comprises two primary activities: 1) the routinely scheduled meetings of IHMM Management Staff and its agents to monitor the work of the organization, and 2) the annual meeting of the Management Staff with the internal auditor. The results of the findings of the internal auditor are twofold: 1) to identify areas in which the organization is not complying with its policies and procedures and to work with the Management Staff in establishing *corrective* measures; and 2) to work with the Management Staff in implementing preventive measures to prevent errors from recurring.

Supporting Documents

As several key components of the work of IHMM are contracted to vendors, the procedures vendors follow to comply with the requirements of ANSI/ISO/IEC 17024 are documented in the manual, referenced where appropriate, and included as supporting documents as Attachments. Several procedures and practices that support and guide IHMM's policies are provided in program documents. These documents are also referenced throughout the *Management System Manual*, and are included as Attachments.

Orientation and Training of Management Staff

The *Management System Manual* is sufficiently detailed to serve as an orientation and training manual for new staff and for the cross-training of existing staff in performing operational and administrative functions.

Management System Manual

Purpose of IHMM

The *Management System Manual* is designed to assure the Purpose of IHMM is accomplished. The Purpose Statement is published as the guiding principle of the organization and the purpose around which the programs, policies and procedures are designed, implemented and revised.

The purpose as stated in the Bylaws of IHMM is to develop and promote professional standards for certification and to administer credible certification programs for individuals who practice in disciplines involving the general management of hazardous materials and related areas. This principal purpose includes:

- 1) Establishing the minimum academic and experience requirements necessary to qualify for certification as a Certified Hazardous Materials Manager, Certified Hazardous Materials Practitioner, or other such designations as may be established or adopted by the Board of Directors;
- 2) Reviewing and verifying the qualifications of applicants for eligibility to sit for the certification examinations;
- 3) Developing and maintaining reliable, valid, and current certification examinations;
- 4) Granting certificates to qualified candidates, maintaining certificant records, and publishing a directory of the holders of valid certificates;
- 5) Establishing requirements for the periodic renewal of certification and determining compliance with those requirements;
- 6) Ascertaining that certificants meet ethical standards in their practice in the field of hazardous materials management;
- 7) Representing its certificants, where appropriate, in matters of common interest; and
- 8) Promoting the benefits of certification to employers, public officials, practitioners in related fields, and the public.

History of IHMM

The need to develop a certification for the hazardous materials profession became evident during 1983, when Dr. John H. Frick, Department of Defense, Col. John J. McCambridge of Booz Allen Hamilton, Richard Young, Editor of *Pollution Engineering*, and other leaders of government, industry, and academia expressed the need to establish standards for professional practice in the hazardous materials field.

In response to this need, Harold Gordon, ED of the Board of Hazard Control Management, drafted a plan to establish a certification in Hazardous Materials Management.

A meeting and workshop to plan for the new certification was held on November 30, 1983. Twenty seasoned managers in the field of hazardous materials met at the U.S. Defense Logistics Agency, Cameron Station in Alexandria, Virginia, to set the parameters for the newly proposed certification. There was much debate and discussion to define the exact area for the certification. There was a consensus to focus on the broad field of hazardous materials management in contrast to the narrower fields of environmental protection or hazardous waste management. The group also developed an outline of the knowledge, skills and capabilities needed to be an effective hazardous materials manager.

The Certified Hazardous Materials Management (CHMM) Program was launched in June of 1984 and was incorporated under the name "Institute of Hazardous Materials Management" as a non-profit organization on December 1, 1984, under the laws of the District of Columbia.

The Academy of Certified Hazardous Materials Managers was established in 1985 to foster professional activities for CHMMs. The Academy became a separate corporate entity in 1996.

The Certified Hazardous Materials Practitioner (CHMP) credential was launched by the Institute in the Spring of 2007, for the purpose of recognizing individuals without baccalaureate degrees who have at least 5 years of experience (or equivalent) in the practice of handling and/or managing hazardous materials. This certification addresses the needs of many practitioners of hazardous materials handling who could not qualify for the CHMM, but who desired a credential.

Staff Philosophy and Mission

The Management System is implemented by a staff that demonstrates, philosophically and on a daily basis through their work, their commitment to the Purposes of IHMM and to their co-workers by upholding the IHMM Staff Agreement.

All staff members are expected to adhere to the central philosophy of IHMM's pursuit of excellence. IHMM staff members agree to:

- 1) Perform their responsibilities with the highest degree of ethics and accountability and in accordance with the policies of IHMM;
- 2) Maintain the highest professional standards in everything they do and say;
- 3) Respond to any issues quickly, responsibly, and thoroughly;
- 4) Be informed about the certification program and its requirements;
- 5) Be committed to learning about changes to the certification program and its requirements;
- 6) Be dedicated to improving the procedures required to implement the certification program; and
- 7) Strive for excellence.

By upholding the IHMM Staff Agreement, staff members are pledging their commitment to the purposes of IHMM, the integrity of the credentials offered by IHMM, and each other as a team dedicated to excellence and credibility in the administration of the certification program.

1. Certification Body

1.1 Awarding IHMM Certification

The purposes of IHMM include the development and promotion of professional standards for certification and the administration of credible certification programs for individuals who practice in disciplines involving the identification, use, transport, storage, disposal, security, and general management of hazardous materials. As such, only candidates who are successful in passing the IHMM written examination for the certification they are seeking, meet all criteria for certification, and remain in good standing, shall be considered certified by IHMM. Certification is awarded for a period of five years.

1.2 Training/Education

The purposes of IHMM include developing and administering examinations to test the adequacy of knowledge, skills and abilities in the field of hazardous materials management and practice. In prosecuting this purpose, IHMM does not offer or endorse training programs or preparatory courses for the IHMM certification examinations. To do so would be a conflict of interest and a deviation from the stated purposes of IHMM.

IHMM publishes and offers for sale a comprehensive text book on the topic of hazardous materials management. Candidates are not required to purchase or use the text book in order to qualify for or take the certification examinations. As a courtesy to individuals interested in taking a certification examination, IHMM may publish on its website courses for examination preparation it is aware of. IHMM does not endorse any person, product, resource or service as a means for achieving certification.

Appendix: Bylaws; Information on the Website

1.3 Candidate Application Process

1.3.1 Applications Received

- A. Applications may be received electronically, by mail, fax, or courier service at the IHMM headquarters office, accompanied by the appropriate fees.
- B. Board members or individuals other than the management staff may not receive applications.
- C. All applications must be signed in order to be accepted and processed.
- D. Applications are stored in a secure location.
- E. The data capture of candidate information is stored electronically in a secure manner with access restricted to authorized personnel.

1.3.2 Entry of Candidate Information

- A. An applicant for an IHMM credential may apply by entering his/her application directly into the certification management database online, or the application data may be entered by an IHMM staff member from the written form.
- B. At a minimum, candidate information captured by the database shall include the credential applied for, the candidate's current address, business affiliation, fees paid, supporting requirements, and retake status.

1.3.3 Application Review

Applications shall be reviewed by qualified personnel employed by or under contract to IHMM. Each application must be reviewed for completeness, including signature and conformance with eligibility requirements for each examination applied for. Applications must meet the following criteria in order to be accepted and processed:

- A. Each applicant must answer all sections of the application and furnish a completed and signed Application and Certification Process Consent Statement Form approximately six weeks before expecting to test.
- B. The application must be accompanied by the required non-refundable fee.
- C. The applicant must provide concise descriptions and inclusive dates for each period of employment being offered as relevant hazardous materials experience. If the candidate's responsibilities in a

- particular employment period include other functions, the percentage of time/responsibility for hazardous materials or related work is to be apportioned.
- D. When an employment period was interrupted or not continuous, an explanation should be provided.
 - E. Official college transcripts (or documentation of equivalency for foreign degrees) are required for documenting education; job descriptions and two reference evaluations are required for documenting appropriate experience. The applicant may arrange for these documents to be sent separately from the official application; however, no candidate may sit for the examination until all required documents relating to eligibility are received and approved.

1.3.4 Application Status

1.3.4.1 Applications Accepted

Applications that are complete and, if verified, would meet the eligibility requirements, shall be accepted and reviewed for eligibility.

1.3.4.2 Applications Rejected or Suspended

- A. Applications that are incomplete may be rejected or suspended pending further information from the applicant.
- B. The applicant shall be notified of the reasons the application has been rejected or suspended.
- C. A record of the rejected or suspended application shall be maintained by IHMM for 18 months.

Appendix: Sample Application

1.3.5 Non-Discrimination

1.3.5.1 Objectivity

All candidate applications shall be evaluated objectively without regard to age, sex, race, religion, national origin, marital status, or other basis protected by law.

1.3.5.2 Special Accommodations

IHMM will allow for special accommodations as recognized under the Americans with Disabilities Act (ADA), as long as the disability is not one which would render the individual incapable of performing the duties of a certified position. A candidate who needs special accommodations must make the request in writing and allow an extra two weeks for processing of the application.

1.4 Eligibility

1.4.1 Eligibility Requirements

- A. In order to be considered eligible to take the IHMM certification examinations, applicants must demonstrate that they meet current eligibility requirements. The eligibility requirements shall be made available in all public documents.
- B. Recognizing that professional work experience and educational backgrounds differ, IHMM shall award the following certifications:
 - The Certified Hazardous Materials Manager (CHMM) credential
 - The Certified Hazardous Materials Practitioner (CHMP) credential
- C. IHMM also offers the Hazardous Materials Manager-in-Training (HMMT) designation as an introduction for young professionals into the CHMM program. The HMMT is not a certification, however.

1.4.2 Eligibility Requirements for the CHMM

The CHMM requires the attainment of a baccalaureate degree or higher from an accredited college or university, preferably with a major in hazardous materials management or a related field, plus a minimum of three years of appropriate experience. Rational for the degree requirement is based on the fact that

hazardous materials management is a profession associated with potentially high-risk situations, critical decision-making responsibilities, and possible disastrous outcomes relating to public health and safety, environmental protection, and national security. A college education from an accredited institution helps develop the critical thinking skills an individual needs to perform in this discipline. Experience trains an individual to handle what he or she has already encountered; a college education prepares the individual for what he or she has not yet encountered.

The qualifying criterion of a baccalaureate degree is intended to:

- Identify those who have successfully mastered critical thinking and analytical skills and have demonstrated the ability to apply them in their specialties (which include regulatory compliance, public health and safety, environmental protection, and security).
- Identify those who have acquired in-depth exposure to science and technology and their underlying principles (which is unavailable through job experience only).
- Identify individuals who have practiced the scientific method and stand ready to apply these principles to new situations as needed.
- Serve as a differentiating factor between professionals who are academically prepared and technicians whose performance knowledge is based on experience only.

Since candidates must also have at least 3 years of experience, they will demonstrate their ability to apply these skills as well.

1.4.3 Eligibility Requirements for the CHMP

The CHMP requires a minimum of 5 years of relevant experience in the field, or an Associate of Applied Science Degree (AAS) in Hazardous Materials Management or Environmental Management (or similar program) from an accredited community college or technical school plus 3 years of relevant experience in the field.

Candidates for this credential must demonstrate, through experience and professional testing, that they have the knowledge and skills appropriate for dealing with hazardous materials in areas relating to public safety, transportation, environmental protection, and national security.

1.4.4 Hazardous Materials Manager-in-Training

- A. The HMMT is not a certified level.
- B. The HMMT candidate must hold a baccalaureate degree from an accredited college or university in hazardous materials management or a related discipline, have less than three years of qualifying experience, and pass an examination focusing on the scientific principles involved in hazardous materials management.
- C. Undergraduate students may sit for the exam during the final semester of their senior year; however, the designation will not be awarded until the baccalaureate degree is received and verified by official transcript.
- D. Upon documentation of three or more years of qualifying experience, an individual who has achieved the HMMT designation in this fashion shall be eligible to sit for an abbreviated CHMM certification examination in areas in which the candidate has not already been tested.
- E. The HMMT designation shall be valid for five years, and expiration dates shall be indicated on the certificates issued.
- F. Once the HMMT certificate has expired, if the individual has not already qualified as a CHMM, he or she must meet the current eligibility requirements for the CHMM certification and take the full certification examination.

1.5 Denial of Eligibility

- A. Applicants who are denied eligibility shall be notified in writing of the decision. The reasons for the denial and corrective actions shall be indicated.
- B. All IHMM application forms and all letters of denial of eligibility shall contain the following Notice of Right to Appeal:

"If your application to take the CHMM [CHMP] examination is denied, or if you are denied certification after passing the examination, you may appeal the decision in writing to the IHMM Executive Director (ED). Submit your appeal with all relevant documentation to the IHMM ED at the address on your notice of denial within 60 days of the date on your notice of denial."

1.5.1 Appeal Process

1.5.1.1 Content of Appeal

An applicant who is dissatisfied with an application or certification decision rendered by IHMM may appeal the decision by submitting new information in writing to the Executive Office (EO) within 60 days from receipt of the denial notice.

1.5.1.2 Review Process

The documentation for any appeal shall be reviewed by the Executive Director (ED).

- A. If the ED determines that the new information remedies a previous deficiency in the candidate's application, he or she shall re-evaluate the entire application and reach a new decision. Notice of the new decision shall be sent to the applicant promptly.
- B. If the ED does not feel the new information qualifies for a new ruling under ¶ a above, he or she shall refer the appeal and all relevant documentation to the IHMM Board of Directors.
- C. Upon receipt of an appeal from the ED, the Chair of the IHMM Board shall schedule a meeting of the Board of Directors within 45 days to discuss the appeal. At the direction of the Chair, the ED shall distribute all relevant documentation regarding the appeal, or a synopsis of said documentation, to the Board Members. At the direction of the Chair, the Board may meet in person or by phone.
- D. If, at its meeting, the Board determines that the case requires additional investigation, it shall have 60 days to conduct said investigation.
 - i. At the direction of the Chair, the investigation may be conducted by the ED, a subcommittee of the Board, or the Board as a whole.
 - ii. Upon completion of the investigation, or upon the expiration of 60 days, whichever occurs first, the Chair shall schedule a meeting of the Board of Directors, to be held within 15 days, to discuss the results of the investigation and render a decision on the appeal.
 - iii. At the direction of the Chair, the meeting may be in person or by phone.
- E. The Board shall communicate its decision to the ED, who shall communicate the decision to the applicant within 15 days after the meeting at which the Board of Directors makes its determination.

1.5.2 Special Circumstances Relating to Denial or Suspension of Eligibility

- A. These policies apply to potential candidates for the CHMM and CHMP examinations and addresses cases involving ethical issues or criminal charges.
- B. Ethical issues or criminal charges involving CHMM or CHMP certificants are to be handled in accordance with policies involving violations of the respective Codes of Ethics – See Section 1.8 of this Manual.

1.5.2.1 Unauthorized Use

If an application is received from an individual who has been reported as using the CHMM or CHMP designation without authorization, the following procedure shall be followed:

- A. The application processing shall be put on hold.
- B. The ED shall investigate the charge of unauthorized use (or refer to records already gathered, if the matter was previously investigated).
- C. The individual shall be asked to respond to the charges.
- D. If the charge is found to be accurate and the unauthorized use was fraudulent, the individual shall be barred from sitting for the exam for a period of five years from the date of notification.
- E. If the charge is found to be inaccurate, or if it is accurate but the unauthorized use was not fraudulent, the individual shall not be barred from sitting for the exam.

- F. If the individual has already sat for the examination before the charges are brought to light, steps b and c above shall be followed and, if found to be warranted:
 - i. Certification shall be withheld for a period of five years from the date of notification.
 - ii. If the individual did not pass the exam, he or she shall be barred from retaking it for a period of time as described in paragraph d above.
 - iii. If certification has already been granted, the individual shall be charged with a violation of the appropriate Code of Ethics.

1.5.2.2 Terminology

- A. *Without authorization* (or *unauthorized use*) as used in Section 1.5.2.1 means: without having been certified by IHMM; or after having relinquished the credential voluntarily; or after the credential has expired or been revoked.
- B. *Fraudulent* as used in ¶ 1.5.2.1.d: Applies when an individual knowingly and purposely uses the CHMM or CHMP designation with his or her name without authorization.
- C. *Not fraudulent* as used in ¶ 1.5.2.1.e: Applies to an individual who thought he or she was entitled to use the CHMM or CHMP designation; or when someone else attributed the designation to the individual without his or her knowledge or assent; for example:
 - i. An individual used the designation after passing the exam but before completing the certification process.
 - ii. Someone used "CHMM" or "CHMP" with the individual's name without his or her prior knowledge (e.g., in a newspaper article).

1.5.2.3 Felony Charges

If an application is received from an individual who has been charged with a felony that would make a CHMM or CHMP subject to disciplinary action under the respective Code of Ethics, the following procedures shall be followed:

- A. The application processing shall be put on hold and the ED shall investigate the charges (and/or refer to records already gathered, if the matter was previously investigated). In connection with this investigation, the ED shall send a letter to the individual asking him or her to respond in writing to the allegations or charges.
- B. If it is determined that the individual has pled guilty or *nolo contendere*, or has been found guilty of the charge(s) by a court of competent jurisdiction, he or she shall be barred from sitting for the exam for a period of five years from the date of the plea or finding, or from the date of release from incarceration, whichever occurs later.
- C. If it is determined that charges are still pending against the individual:
 - i. The individual may sit for the exam but, if a passing grade is obtained, he or she shall not be certified until the charges have been dismissed or until he or she has been found not guilty by a court of competent jurisdiction.
 - ii. If he or she is found guilty or pleads guilty or *nolo contendere*, the individual shall not be certified on the basis of an examination already taken, but may apply to take the examination (again) no sooner than five years from the date the judgment was handed down, or from the date of release from incarceration, whichever occurs later.

1.5.2.4 Charges of Unethical Behavior

If an application is received from an individual who has been charged with unethical behavior involving issues that would make a certificant subject to disciplinary action under the credential's Code of Ethics, the following procedures shall be followed:

- A. The application processing shall be put on hold and the ED shall investigate the charges (and/or refer to records already gathered, if the matter was previously investigated). In connection with this investigation, the ED shall send a letter to the individual asking him or her to respond in writing to the allegations or charges.
- B. If it is determined that the individual has pled guilty or *nolo contendere* in connection with, or has been found by a court of competent jurisdiction or by a regulatory, licensing, or certification commission to have committed unethical behavior, he or she shall be barred from sitting for the exam for a period of five years from the date of the plea or finding, or from the date of release from incarceration, whichever occurs later.
- C. If it is determined that charges or proceedings are still pending against the individual before a court of competent jurisdiction or a regulatory, licensing, or certification commission:
 - i. The individual may sit for the exam but, if a passing grade is obtained, he or she shall not be certified until the charges have been dismissed or until he or she has been found not guilty by a court of competent jurisdiction or, with respect to proceedings before a regulatory, licensing or certification commission, until all charges or proceedings have been dropped.
 - ii. If the individual pleads guilty or *nolo contendere*, or is found guilty or otherwise responsible, the individual may not be certified on the basis of an exam already taken, but may apply to take the exam (again) no sooner than five years from the date the judgment or decision was handed down, or from the date of release from incarceration, whichever occurs later.

1.5.2.5 Misdemeanors and Other Charges

- A. If an applicant has pled guilty or *nolo contendere*, or has been found guilty of a misdemeanor or of another charge that would not make a certificant subject to disciplinary action under the appropriate Code of Ethics and does not directly impact upon his or her ability to perform ethically, and the admission or finding is more than one year in the past (from the date of the application), there shall be no effect on the application process or upon the consideration of the applicant.
- B. If, within the year immediately preceding the application, an applicant has pled guilty or *nolo contendere*, or has been found guilty of a misdemeanor or of another charge that would not make a certificant subject to disciplinary action under the appropriate Code of Ethics and does not directly impact upon his or her ability to perform ethically, he or she may be required to wait up to one year (from the date of the plea or the finding) before sitting for the certification examination.

1.5.2.6 Resumption of Eligibility

In any case where an individual has been barred, for any period of time, from sitting for an IHMM certification examination or from completing the certification process, when that period has elapsed, he or she must begin the application process anew and meet all requirements that are then in effect.

Appendix: Application, Publication of eligibility requirements in Candidate Handbooks

1.6 Examination

1.6.1 Examination Development

- A. The purpose of IHMM is to develop and promote professional standards for certification and administer credible certification programs for individuals who practice in disciplines involving the identification, use, transport, storage, disposal, security, and general management of hazardous materials.
- B. IHMM certification examinations are designed to measure the knowledge, skills and abilities of hazardous materials managers and practitioners.
- C. The blueprint of the certification examinations shall be derived using methods which comply with accepted psychometric standards on examination development.
- D. In the development and maintenance of its examinations, IHMM shall work with experts in test development and measurement to ensure the development and administration of valid and legally defensible examinations.
 - i. The certification examinations shall be validated through a revised job task analysis at approximately five-year intervals, or as circumstances warrant.
 - ii. Performance statistics shall be derived at regular intervals and in an ongoing manner to ensure the consistent administration of fair, valid and reliable examinations.

1.6.2 Certification Examinations

1.6.2.1 Development. IHMM shall develop and maintain its certification examinations through its Examination Committees (EC).

- A. Working with testing, evaluation and measurement experts, the ECs shall develop a Table of Specifications for each examination ("Blueprints") and review the Tables periodically to assure an accurate reflection of knowledge required for proficiency in the field of each certification.
- B. The ECs may solicit examination items from individuals based on their expertise in the many diverse facets of the profession. These items shall undergo detailed scrutiny by the credential-appropriate EC for technical accuracy, editorial soundness and adherence to the specifications before being approved for inclusion in IHMM's item banks.
- C. Each certification examination (test form) shall be constructed from the appropriate item bank based on the percentage of items allocated to each category in the credential's Blueprint.
- D. The examinations shall consist of four-part multiple-choice questions.
- E. The pass/fail (cut) scores shall be determined through methods of statistical sampling and analysis based upon accepted professional testing standards. These scores shall be reviewed periodically.

1.6.2.2 Authorization to Test

- A. Candidates must be authorized to take IHMM certification examinations. No walk-ins are permitted.
- B. Candidates must present notification of their authorization to test and proper identification.

1.6.2.3 Examination Administration

1.6.2.3.1 Method of Testing

- A. The administration of the multiple-choice certification examinations shall follow accepted industry standards in order to ensure fair and consistent administrations.
- B. The certification examinations shall be administered via computer by a reputable and reliable computer based testing vendor (CBT).
- C. As part of its quality assurance initiative, IHMM shall monitor the performance of its CBT-administered examinations through the review of irregularity reports, and

the periodic review of the conformance of examination administrators to the policies of IHMM.

1.6.2.3.2 Admission to Exam Site

- A. Each candidate must present acceptable photo identification to be admitted to the examination site.
- B. All IHMM examinations are closed-book examinations.
- C. Candidates shall comply with all security rules established for testing.
- D. Candidates will be allowed no more than three hours to complete the CHMM or CHMP examination, or two hours to complete the Manager-in-Training examination.

1.6.2.4 Policy on Cheating

IHMM maintains strict policies to safeguard the security of the certification examinations.

- A. Proctors at authorized IHMM testing sites are required to maintain proper and secure test administration conditions (which may include direct observation or closed-circuit cameras).
- B. Candidates may not attempt to communicate in any way with other examinees or any outside parties during the examination. They may not bring any outside materials into the testing site, including reference materials, notes, photographic or communication devices, or calculators with user-programmable memory capacity.
- C. Any unauthorized disclosure, publication, copying, reproduction, transmission, distribution, or possession of IHMM exam content or materials in any form is prohibited by IHMM and may subject the individual to civil liability and/or criminal prosecution, removal of certification, and/or restrictions on future access to IHMM certification examinations.
- D. IHMM reserves the right to cancel any examination scores if, in IHMM's professional judgment, there is any reason to question the score's validity. Engaging in such misconduct may disqualify the individual from all future IHMM tests and from ever being certified by IHMM. Conduct which warrants score cancellation may include, but is not limited to:
 - i. Consulting study aids of any type during a testing session;
 - ii. Copying from notes or from another examinee's answers during a testing session;
 - iii. Speaking or otherwise communicating with others during a testing session;
 - iv. Copying, photographing, transcribing, or otherwise reproducing test materials;
 - v. Removing test materials from the examination room; aiding other examinees or receiving aid from anyone else; or,
 - vi. Having improper access to IHMM examination content prior to the examination administration.
- G. Significant score increases upon retesting may also be investigated to ensure the authenticity of results.

Appendix: Application with Certification Process Consent Statement; Exam Security Plan

1.6.2.5 Language of the Examinations

- A. IHMM certification examinations are given in English.
- B. The use of translators during the examination is not permitted.
- C. *Rationale:* Speaking a foreign language (or speaking English as a second language) is not a recognized disability under the ADA. Being able to communicate effectively in English is a requirement of the CHMM and CHMP certifications because of the emphasis on regulations and warning signs/labels. If a candidate cannot take the examination in English, or cannot finish the exam in the allotted time because of limited English language comprehension, he or she has not demonstrated the comprehension skills needed for certification.

1.6.2.6 Emergency Cancellations or Withdrawals

- A. Candidates are expected to notify IHMM at least 72 business hours in advance if they wish to cancel or reschedule a testing appointment.

- B. Except as noted in ¶ d below, candidates who fail to appear for a test, without giving prior notice to IHMM, shall forfeit the entire examination fee.
- C. Except as noted in ¶ d below, candidates who contact IHMM to cancel or reschedule an examination appointment with less than 72 business hours notice shall forfeit a portion of the examination fee.
- D. A candidate shall not forfeit examination fees if he or she misses a testing event or a cancellation deadline due to one of the following conditions:
 - i. Bereavement/death in the family (Candidate must provide documentation in the form of an obituary or death certificate.)
 - ii. Serious illness (Candidate must provide documentation from a physician.)
 - iii. Military service (Candidate must provide documentation that service was required and that the obligation was incurred with less than 72 hours notice before the exam date.)
- E. A candidate shall forfeit the entire examination fee under any of the following conditions:
 - i. Misconduct during the testing event
 - ii. Arriving more than 15 minutes past the scheduled exam appointment
 - iii. Failing to provide proper ID and documentation at the test center

1.6.2.7 Scoring

1.6.2.7.1 Pass Scores

- A. IHMM certification examinations shall be criterion-referenced.
- B. The pass score shall be determined through psychometrically accepted standard-setting methodologies.

1.6.2.7.2 Score Reports—Results

- A. Candidates shall be notified of the examination results (pass/fail) in writing within three weeks after sitting for an examination.
- B. Successful candidates shall be notified that they have passed and be informed of the next steps required toward certification.
- C. Non-successful candidates (those who failed) shall be provided with a print-out of their performance in each subject area of the examination.

1.6.2.8 Procedures for Candidates Who Pass the Examination

- A. In order to be certified, candidates who pass an IHMM examination must:
 - i. Pay the appropriate certification fee and
 - ii. Return a signed copy of the latest version of the appropriate Code of Ethics.
- B. All required fees and documents must be received by IHMM before the actual CHMM or CHMP identification number and certificate are issued.
- C. Upon receipt of the certificate, the certificant may purchase an official embossing seal or hand-stamp for official papers.

1.6.2.9 Procedures for Candidates Who Fail the Examination

1.6.2.9.1 Appeals

- A. A candidate who has failed an IHMM certification examination may appeal the result within 30 days of receipt of the score report.
- B. If the appeal is a challenge of the score received on the CHMM or CHMP examination, the response record will be reviewed and a determination will be communicated to the candidate within 30 days. The result of the review shall be final.

1.6.2.9.2 Retaking the Examination

- A. A candidate who fails the CHMM or the CHMP examination must wait at least six months before taking it again.
- B. For second and third attempts [first and second retakes], the candidate must submit an updated resume or work history, but will be charged only the examination fee for each attempt.
- C. If a candidate has failed the examination three times, he or she must wait at least one year between each subsequent sitting. All subsequent attempts must be accompanied by updated applications and full application and examination fees.
- D. Candidates who desire to sit for the exam under the provisions of ¶ c, above, must meet whatever eligibility requirements are in effect at the time of each new sitting.

1.6.2.10 Challenging an Examination

- A. IHMM shall provide all candidates with an opportunity to provide feedback on its examination content and procedures, and to question the reliability, validity and/or fairness of a test and its questions.
 - i. Candidates may exercise this right by completing the electronic comment form which is available at the end of the examination.
 - ii. Comments submitted electronically at the end of a test session will be acknowledged and resolved at the discretion of the Certification Director.
 - iii. Alternatively, a candidate may submit the question or concern in writing to the IHMM Certification Director no later than 5 calendar days after taking the examination. Mail should be addressed to: Certification Director, IHMM, 11900 Parklawn Drive, Suite 450, Rockville, MD 20852, or sent by fax to 301-984-1516.
- B. A candidate who has a concern about administrative procedures at a testing site or who has observed a breach of security or other improper conduct during a test should submit a report in writing to the IHMM Certification Director within 5 calendar days after taking the examination. The comment form or letter should provide as much detail as possible, including:
 - i. Candidate's name, address, telephone number and email address
 - ii. Date and location of the test administration
 - iii. Description of the incident or other concern
 - iv. Name and contact information (if known) of person(s) alleged to be involved in any incidents
 - v. Names and contact information of other persons who may have knowledge of facts and circumstances concerning the situation
 - vi. Remedy sought by the candidate (if any)
- C. Issues with Exam Validity
 - i. If a candidate challenges the substantive content of any item(s) on an IHMM examination, it shall be referred to subject matter experts on the appropriate Examination Committee (EC), who will decide upon the merits of the challenge.

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- ii. The EC shall review such requests at their earliest convenience and communicate their findings to the candidate within 90 days of receipt of the challenge.
 - iii. The potential changes resulting from this review are generally limited to amending or eliminating the question.
 - iv. For security reasons, examination materials shall not be available for review by candidates. Scored answer sheets and test questions are not open to public inspection or subsequent review by candidates.
 - v. The EC's determination shall be final.
- D. Within thirty (30) days after receipt of the score report, a candidate who failed the examination may request that IHMM verify his/her examination results.
- E. A passing score is required for certification in all instances.
- F. Questions and concerns must be communicated in writing and within the indicated timeframes. IHMM may disregard reports about improper test administration procedures or test content which are late or not submitted in writing.
- G. All written reports shall receive IHMM's full attention. IHMM shall acknowledge receipt in writing and promptly investigate each report. All reports and the IHMM responses shall be kept on record for a minimum of 1 year.

Appendix: JAS and Cut score Studies; item analysis and test performance reports; Exam Security Plan

1.7 Issuing Certificates

Certificates are issued only to individuals who pass an IHMM certification examination and meet all other requirements for earning and maintaining IHMM certification status. The certificate remains the property of IHMM.

1.8 Complaints and Discipline Program

The mission of the Institute of Hazardous Materials Management (IHMM) is to support a high level of competence in the practice of hazardous materials management through the development and administration of a formal program of certification and recertification. IHMM has adopted this Disciplinary Policy to articulate standards of conduct for individuals seeking certification and recertification, and holding certification. This Disciplinary Policy was also adopted to establish a fair process for addressing noncompliance with IHMM rules and policies. Matters are investigated by the Professional Standards Committee and presented for judgment before a Disciplinary Review Committee. These committees operate independently of one another. The IHMM Board of Directors is available to hear appeals of Disciplinary Review Committee decisions, and is the final decision-maker on behalf of IHMM.

1.8.1 General Principles. Individuals must:

- A. Be truthful, forthcoming, and cooperative in their dealings with IHMM;
- B. Be in continuous compliance with IHMM's rules (as amended from time to time);
- C. Respect IHMM's intellectual property rights;
- D. Abide by laws related to the profession and to general public health and safety; and
- E. Carry out their professional work in a competent and objective manner.

1.8.2 Grounds for Disciplinary Action. IHMM may deny, suspend, revoke, or take other action regarding an application or the certification credential if an individual is not in compliance with this Disciplinary Policy. Grounds for disciplinary action include (but are not limited to):

- A. Violation of the applicable IHMM Code of Ethics;
- B. Unauthorized possession or misuse of IHMM's credentials, examinations, and other intellectual property;
- C. Misrepresentation of certification status;
- D. Failure to provide requested information in a timely manner;
- E. Failure to inform IHMM of changes or adverse actions (as described in Section 7 and Section 13, below);
- F. Impairment of professional performance because of habitual use of alcohol, drugs, or other substance, or any physical or mental condition;

- G. Gross or repeated negligence or malpractice in professional work;
- H. Noncompliance with laws related to the profession and to general public health and safety;
- I. Failure to maintain a current professional credential as required by the jurisdiction in which the individual practices (this may include a license, certificate, or registration);
- J. The conviction of, plea of guilty to, or plea of nolo contendere to a felony or misdemeanor related to public health and safety or the profession;
- K. Disciplinary action by a licensing board or professional organization other than IHMM; and
- L. Other failure to maintain continuous compliance with IHMM's standards, policies, and procedures.

1.8.3 Sanctions. IHMM may impose one or more of the following sanctions for a violation of this Disciplinary Policy:

- A. Denial or suspension of eligibility;
- B. Denial of certification;
- C. Revocation of certification;
- D. Non-renewal of certification;
- E. Suspension of certification;
- F. Reprimand; or
- G. Other corrective action.

1.8.4 Compliance with IHMM Standards, Policies and Procedures. An individual must be in continuous compliance with all IHMM standards, policies and procedures. Each individual bears the burden for demonstrating and maintaining compliance at all times.

1.8.5 Examination.

- A. The examination is the sole and exclusive property of IHMM and may not be used in any way without the express written consent of IHMM. No one is permitted to make or keep copies, excerpts, or notes of examination materials.
- B. Individuals are prohibited from using or divulging information learned from the examination.
- C. Failure to pass the examination may **not** be appealed. (Please see policy _____ regarding examination challenges and requests for score verification.)
- D. IHMM may withhold an examination score pending resolution of an examination irregularity. IHMM may cancel an examination score if there is adequate reason to question its validity because of misconduct or other circumstances.

1.8.6 Eligibility.

- A. **Complete Application.** The individual must truthfully complete and sign an application in the form provided by IHMM, pay the required fees, and provide additional information as requested.
- B. **Criminal Convictions.** An individual convicted of a felony directly related to public health and safety or the profession is ineligible to apply for certification or recertification for a period of five (5) years from the exhaustion of appeals or final release from confinement (if any), whichever is later. An individual convicted of a misdemeanor directly related to public health and safety or the profession is ineligible to apply for certification or recertification for a period of one (1) year from the exhaustion of appeals or final release from confinement (if any), whichever is later. Convictions of this nature include (but are not limited to) convictions involving unlawful transportation, treatment, storage, or disposal of hazardous materials, and failure to obtain required governmental permits. . An individual who is incarcerated, or for whom incarceration is pending, as of the application deadline date is ineligible for certification or recertification.
- C. **Pending Disciplinary Action.** A candidate against whom disciplinary allegations are pending will not be awarded certification (if otherwise qualified) until IHMM has made a final determination regarding the allegations.

- D. **Reinstatement of Eligibility.** Following a period of ineligibility based on noncompliance with this Disciplinary Policy, the individual may apply for reinstatement of eligibility by demonstrating that the factors responsible for the ineligibility have been remedied. Unless and until clear and convincing evidence is submitted, the individual will remain ineligible.
- E. **Determination.** The Certification Director will determine whether a candidate is eligible for certification or recertification. In making such decisions, the Certification Director may consult with the Professional Standards Committee and/or the appropriate Examination or Recertification Committees.

1.8.7 Adverse Actions. An individual must notify IHMM of any development bearing on certification. Developments which must be reported to IHMM include (but are not limited to) arrests, complaints, inquiries, indictments, and charges pending against the individual before a state or federal regulatory agency, professional certification organization, or judicial body directly relating to public health and safety or the profession, or any matter described in Section 2, above. The individual must notify IHMM immediately after he/she first learns of the development, and must provide documentation of the resolution of the matter within ninety (90) days after resolution.

1.8.8 Complaints. Persons concerned with possible violation of IHMM rules are encouraged to contact IHMM. The person should submit a written statement identifying the persons alleged to be involved and the facts concerning the alleged conduct in detail, and the statement should be accompanied by any available documentation. The statement should also identify others who may have knowledge of the facts and circumstances concerning the alleged conduct. The person making the complaint should identify him-/herself by name, address, email address, and telephone number. However, IHMM will consider anonymous complaints, as long as enough information is provided to enable an appropriate investigation of the complaint.

1.8.9 Disciplinary Review Procedures.

A. Initial Evaluation by ED.

- i. Upon receipt of a complaint or an adverse action notice, the ED will confer with the Chairman of the PSC. The Chairman of the PSC or the ED may request supplemental information.
- ii. If the ED and Chairman of the PSC determine that the complaint is frivolous or that the adverse action is not relevant to certification, no further action will be taken.
- iii. If the ED and Chairman of the PSC determine that the complaint is not frivolous or that the adverse action may be relevant to certification, it will be forwarded to the Professional Standards Committee for investigation, in accordance with Section C, below.
- iv. Individuals submitting adverse action notices and persons submitting complaints will be notified of the decision of the ED and Chairman of the PSC.

B. Audits. IHMM may conduct one or more audits for the purpose of verifying information provided on applications and other documents associated with certification and recertification. If IHMM discovers a possible violation of IHMM rules, the ED will confer with the Chairman of the PSC to determine whether the allegation will be forwarded to the Professional Standards Committee for investigation.

C. Professional Standards Committee.

- i. The Board of Directors will appoint a Professional Standards Committee (PSC) in accordance with Article VII, Section 2. D of the IHMM Bylaws. In addition to provisions contained therein, a PSC member may not: (a) serve on the Disciplinary Hearing Committee, (b) review any matter in which his/her impartiality might reasonably be questioned, or (c) review any matter which presents an actual, apparent, or potential conflict of interest. Each case referred to the PSC shall be investigated by a team of three Committee members, and action is determined by majority vote of the Committee.

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- ii. The PSC will investigate the matter after receipt from the ED. If the Committee determines after its investigation that the facts are inadequate to sustain a finding of a violation of IHMM's rules, no further action will be taken. Individuals submitting adverse action notices and persons submitting complaints will be notified of this decision.
- iii. If the Committee finds that good cause exists to conclude that a violation of an IHMM rule has occurred, the Committee will transmit a statement of the allegations to the individual by certified mail, return receipt requested, setting forth the applicable rule and a statement:
 - a. of the facts constituting the alleged violation;
 - b. that the individual may request a review by written briefing for the disposition of the matter, with the individual bearing his or her own expenses;
 - c. that the individual has thirty (30) days after receipt of the statement to notify the ED and the PSC if he/she disputes the allegations, has comments on proposed sanctions, and/or requests a review of the written record or a review by written briefing;
 - d. that the truth of the allegations or failure to respond may result in sanctions including revocation; and
 - e. that if the individual does not dispute the allegations or request a review or hearing, the individual consents to the PSC rendering a decision on the evidence before it and applying available sanctions.
- iv. If the individual disputes the allegations or proposed sanctions, the PSC may offer the individual the opportunity to negotiate a specific sanction in lieu of proceeding with the requested written review or hearing. Any agreed-upon sanction must be documented in writing and signed by IHMM and the individual. If the individual is unwilling to accept the PSC's offer, the requested review will proceed as provided below.

D. Disciplinary Review Committee.

- i. The IHMM Board of Directors will appoint a Disciplinary Review Committee (DRC) to consider allegations on a case-by-case basis. This Committee is composed of three members drawn from among current certificants. A DRC member may not: (a) serve on the Professional Standards Committee, (b) review any matter in which his/her impartiality might reasonably be questioned, or (c) review any matter which presents an actual, apparent, or potential conflict of interest. Committee action is determined by majority vote.
- ii. Written Review. If the accused requests a written review, the Professional Standards Committee will forward the allegations and response of the accused to the DRC. Written briefing may be submitted within thirty (30) days following receipt of the written review request by the DHC. The Committee will render a decision based on the written briefs. .
- iii. In all written reviews:
 - a. Proof is by preponderance of the evidence.
 - b. Whenever mental or physical disability is alleged, the accused may be required to undergo a physical or mental examination at the individual's expense. The examination report may be admitted as evidence.
 - c. The DRC will issue a written decision following the review and any briefing. The decision will contain factual findings, and any sanctions applied. It will be mailed promptly by certified mail, return receipt requested (or by other traceable delivery with signature service), to the accused.

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- E. If the decision rendered by the DRC finds that the allegation is not established, no further action on the matter will occur.
- F. If the decision rendered by the DRC is not favorable to the accused, the accused may appeal the decision to the Board of Directors.
- G. Individuals submitting adverse action notices and persons submitting complaints will be notified of the decision of the DRC.

1.8.10 Board of Directors.

- A. A Director may not review any matter (i) in which his/her impartiality might reasonably be questioned, (ii) which presents an actual, apparent, or potential conflict of interest, or (iii) in which he/she participated in the initial review as part of the Disciplinary Hearing Committee.
- B. The individual may request an appeal within thirty (30) calendar days after his/her receipt of the DRC's decision. After this time, the individual may not request an appeal.
- C. All appeals must be submitted in writing and sent to IHMM by traceable mail or delivery service.
- D. The appeal must specify a valid basis for the appeal.
- E. IHMM may file a written response to the appeal request.
- F. Written briefing may be submitted within thirty (30) days following receipt of the appeal request by the Board of Directors.
- G. The Board of Directors will render a decision based on the record below and written briefs , The Board of Directors may also choose to request new written materials from either the individual and/or the DRC.
- H. In all reviews:
 - i. In order to overturn a decision of the Disciplinary Review Committee, the individual must demonstrate that the Committee's decision was arbitrary or capricious. Proof is by preponderance of the evidence.
 - ii. The Board of Directors will issue a written decision following the review and any briefing. The decision will contain factual findings, conclusions with respect to the allegations , and any sanctions applied. It will be mailed promptly by certified mail, return receipt requested (or by other traceable delivery with signature service), to the individual.
- I. A decision rendered by the Board of Directors is final.
- J. Individuals submitting appeals and persons submitting complaints will be notified of the decision of the Board of Directors.

1.8.11 Summary Procedure. If the ED determines that there is cause to believe that a threat of immediate and irreparable injury to the public exists, he or she will forward the allegations to the Board of Directors. The Board will review the matter immediately, and provide telephonic or other expedited notice and review procedures to the individual. If the Board determines (following this notice and opportunity to be heard) that a threat of immediate and irreparable injury to the public exists, certification may be suspended for up to ninety (90) days pending a full review as provided above.

1.8.12 Continuing Jurisdiction. IHMM retains jurisdiction to review and issue decisions regarding any matter which occurred prior to the termination or expiration of certification.

1.8.13 Contact Information Changes. An individual must notify IHMM within ninety (90) days of any change in name, address, telephone number, or email address.

1.8.14 Release of Information. IHMM reserves the right to release information regarding an individual's application and certification record to state and federal authorities, licensing boards, employers, and others. This information includes (but is not limited to): IHMM's findings regarding review of the application, and the pendency or outcome of disciplinary proceedings. However, candidate scores will not be released. Scores are available only to the candidate and to persons or organizations approved in writing by the candidate.

1.8.15 Inactive Status.

- A. IHMM may take action with respect to eligibility, certification, recertification, or a disciplinary matter while an individual is on inactive status.
- B. An individual is not eligible to apply for recertification during the disciplinary review process. Individuals whose certification expires while undergoing disciplinary review may apply for inactive status and IHMM may allow the individual to be on inactive status until the individual's right to appeal the matter has been exhausted.
- C. In the case of a denial of eligibility for failure to meet the certification maintenance point requirements for recertification, IHMM may allow the individual to be on inactive status until the individual's right to appeal the matter has been exhausted.

1.9 Due Process

If any dispute between an applicant, examinee, candidate, certificant, or any other party and the Institute of Hazardous Materials Management remains unresolved after grievance procedures have been exhausted, the dispute shall be submitted to mediation or arbitration.

If a disputant resorts to legal action prior to the submission to mediation or arbitration, that party shall be liable for all legal costs, including reasonable attorney's fees, arising from such legal action.

Appendix: Code of Ethics and Investigative/Disciplinary Procedures

1.10 Forfeiture of Certification

1.10.1 Failure to Recertify

- A. If a CHMM or CHMP fails to recertify in accordance with current policies and procedures [see Section 1.11], his or her certification shall expire, and the individual shall be deemed to be "decertified."
- B. An individual whose credential has expired for failure to recertify shall be required to apply for and take the certification examination anew in order to regain his or her credential.

1.10.2 Non-Current Payment Status

- A. IHMM may revoke the certification of any certificant, decertifying the individual, who falls in arrears in payment of the required annual certification maintenance fees (ACMF). Written notice shall be provided to the address on record before such action is taken.
- B. An individual whose credential has been revoked for failure to pay ACMF shall be required to apply for and take the certification examination anew in order to regain his or her credential.
- C. In unusual circumstances, the ED may, on a case-by-case basis, reinstate an individual who submits payment in full of all arrears, in lieu of requiring the individual to apply for and take the examination anew.

1.11 Recertification

1.11.1 Definition of Recertification

The IHMM recertification program is administered to ensure that certificants remain compliant with the competency requirements of the credential as measured by the IHMM certification examinations. This is accomplished by requiring certificants to seek out recertification activities that enhance their knowledge, skills and abilities in the field of hazardous materials management and related areas. Also essential to maintaining certification is upholding high standards of ethical and legal practice through continued adherence to the Code of Ethics.

1.11.2 Philosophy of Recertification

- A. Recertification is defined as a process to ensure that certificants maintain continued competence in hazardous materials management and related areas.
- B. Upholding high standards of ethical and legal practice is the foundation of certification and a primary component of the recertification program.
- C. IHMM certificants are committed to learning throughout their professional lives in order to remain current in their area of work.
- D. Remaining actively involved in the field of hazardous materials management and related areas is essential to remaining certified.
- E. Maintaining competence occurs in multiple ways beyond formal and continuing education and includes, but is not limited to, learning gained through professional activities and contributions in the field.
- F. Certificants are responsible for conducting an ongoing assessment of their continued competence in the field of hazardous materials management and related areas. The process of self-assessment is a key component in determining how they should proceed to build on their knowledge, skills and abilities.

1.11.3 Recertification Requirements

- A. Because advancements in technology and changes in compliance requirements occur frequently in hazardous materials management and related fields, it is required that the IHMM certifications be renewed every five years to ensure currency.
- B. The EO of IHMM (EO) shall be the official office of record for recertification status.
 - i. Certification expiration dates shall be printed on all credential certificates.
 - ii. Any certification that is not renewed in accordance with IHMM policies and procedures shall expire as of the expiration date indicated on the certificate.
- C. Certification Maintenance Points (CMPs) shall be earned over the five-year period by engaging in qualifying activities related to the competency requirements of the credential-appropriate examination as found in the Table of Specifications for the Examination (Blueprint). The Blueprints can be found in the Candidate Handbooks.
- D. IHMM shall publish and distribute to all certificants a credential-specific manual which lists the requirements and the types of activities which qualify for recertification credit. (Publication may be done electronically and/or in hard copy.)
- E. Evidence of a satisfactory combination of continued active practice and professional development shall be submitted to IHMM according to a schedule published by IHMM.
- F. Each recertification submission is subject to evaluation and/or audit, in accordance with policies and procedures published by IHMM.
- G. Certificants who are unable to meet the recertification requirements by obtaining sufficient CMPs may elect to take the certification examination during the final year of the recertification cycle in lieu of submitting recertification documentation. Individuals who failed to meet recertification deadlines must apply as new applicants.
- H. Under extenuating circumstances, a certificant may petition the IHMM ED for an extension of the deadline for compliance with the recertification requirement. Extenuating circumstances may include military service, jury duty, serious illness (self or family member), or injury. When extensions are granted, the original date of expiration still applies and the next five-year certification cycle is calculated from the original date of expiration. Individuals who fail to meet recertification deadlines must apply as new applicants.

- I. In the event of unusual circumstances which preclude the individual from meeting the recertification requirements in the standard manner, he or she may petition the IHMM ED for alternative arrangements.

1.11.4. Appeal Procedures

- A. A negative recertification decision may be appealed by submitting an explanation to the IHMM ED in writing within 60 days of the decision letter.
- B. Upon receipt of an appeal, the ED shall examine all records available to the EO which bear upon the appeal and submit copies of the appeal and all pertinent records to each member of the appropriate IHMM Recertification Committee.
- C. The Committee shall meet within 30 days to discuss the appeal. Such meetings may be held in person, via telephone conference, or by electronic means.
- D. The Committee shall make a recommendation on the appeal to the Board of Directors, which shall vote upon it at its next meeting.
- E. The Board may adopt the Committee's recommendation by majority vote. A two-thirds majority vote shall be necessary to rule in opposition to the Committee's recommendation.

1.11.5 Failure to Recertify

- A. An individual whose certificate has expired shall be required to apply for and take the certification examination anew in order to regain his or her credential. He or she must meet whatever requirements are then in effect.
- B. Certification records of those whose credentials have expired or been revoked will be treated in accordance with IHMM's Records Retention Policy. (See Section 6.)
- C. Any continued use of the certification after expiration or revocation will be considered a violation of trademark law and may be referred for legal action.

1.11.6 Periodic Review

- A. The Recertification Committee shall review these recertification policies periodically, and recommend any revisions needed to the IHMM Board of Directors.
- B. The list of qualifying activities and the recertification procedures shall be reviewed periodically by the Recertification Committee and updated as needed.

1.12 Status Concerns

1.12.1 Certification ID Card

Certificants shall be mailed a new certification ID card upon payment of annual certification fees.

1.12.2 Certification Status

1.12.2.1 Good Standing Status

In order to be in good standing, certificants must be current in their certification status, have a signed Code of Ethics on file with IHMM, be in compliance with the Code of Ethics, and be current in payment of certification fees. Individuals not in "good standing" shall be deemed as "decertified."

1.12.2.2 Inactive Status

- A. Upon written request, a certificant who is unable to remain active in the professional field due to circumstances beyond his or her control (e.g., medical disability, military assignment, or other plausible situation as determined by the ED) may be granted inactive status for up to three years, during which time all payment and recertification requirements shall be waived.
- B. During the period of inactivity, the individual shall not use the "CHMM" or "CHMP" designation, which implies active status, but may use "CHMM (Inactive)" or "CHMP (Inactive)" (as appropriate).
- C. Upon reactivation, the individual's certification status shall pick up at the point where it left off.
- D. If an inactive certificant is unable to return to active status after the three-year period, the credential will be deemed revoked automatically without further action by the Board, and the individual shall be notified of their decertification in writing.

- E. An individual whose credential has been revoked under ¶ d shall be required to apply for and take the certification examination anew in order to regain his or her credential.

1.12.2.3 Retired Status

- A. A certificant who is no longer active in the field of hazardous materials management may apply for designation as a CHMM (Ret.) or CHMP (Ret.). In order to be approved, the certificant must be in good standing and must have been recertified at least once.
- B. Once granted Retired status, the certificant shall be exempt from annual maintenance fees and recertification requirements.
- C. The Retired certificant shall be considered in good standing upon payment of a nominal annual fee.
- D. The CHMM (Ret.) or CHMP (Ret.) designation may be used on personal stationery and personal cards, but not on business cards or stationery and not for commercial purposes.
- E. It shall be considered unethical conduct for a retired certificant to use the designation "CHMM" or "CHMP" after acquiring Retired status, or to use the "CHMM (Ret.)" or "CHMP (Ret.)" designation while continuing to practice. Any violation of these restrictions would make the individual's designation subject to revocation.
- F. Certificants with Retired status shall be listed separately from active certificants in the online and hard-copy directories.

Appendix: Candidate Handbook and Recertification packet

1.13 Fees, Timelines and Refunds

1.13.1 Application and Examination Fees

- A. Each application must be accompanied by a non-refundable application fee.
- B. The examination fee must be paid before a candidate can register for the examination.
- C. If an applicant is found ineligible to sit for the examination, any examination fees that have been pre-paid shall be refunded.
- D. If an eligible candidate asks to reschedule registration for the examination, the request will be honored, if possible. All or part of the fee paid may be forfeited.
- E. Discounts and Waivers. Application and examination fees may be waived or discounted at the discretion of the Board of Directors.

1.13.2 Retesting Fees (Retakes)

- A. An examination fee will be due prior to the date of each retake scheduled in accordance with [Section 1.6.2.9.2.b].
- B. There will be no additional application fee for a retake scheduled under Section 1.6.2.9.2 .b. However, to sit for the exam again in accordance with Section 1.6.2.9.2.c, a candidate must also submit an updated application and pay the full application fee then in effect as well as the examination fee.

1.13.3 Annual Certification Maintenance Fees (ACMF)

- A. A CHMM or CHMP certificant must pay an ACMF to remain in good standing (as defined in Section 1.12.2).
- B. Persons at the Hazardous Materials Manager-in-Training level shall also be responsible for the payment of an ACMF.
- C. Persons in Retired status shall pay a nominal annual fee, in lieu of maintenance fees.
- D. If a certificant falls more than three (3) months behind in payment of their ACMF, the certification may be revoked at the discretion of the ED. (See Section 1.10.2)
- E. Until obligations are current, the individual shall forfeit all the rights and privileges of certification.

1.13.4 Recertification Fees

A CHMM or CHMP certificant must pay a recertification fee at the time his documentation is submitted for review.

1.13.5 Late Fees

Any ACMF or recertification fee which is not paid by the date it is due, may be assessed a late fee at the

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rate established by the IHMM Board of Directors. In unusual circumstances, the ED may, on a case-by-case basis, waive the late fee.

1.13.6 Refunds

Refunds are granted only for accepted circumstances and at the discretion of the ED.

1.14 Publication of Policies

All policies and procedures affecting applicants, candidates and certificants shall be published, at a minimum, on the IHMM website.

2. Organizational structure

2.1 Board of Directors

2.1.1 Conflict of Interest

- A. No Board member shall use his or her position, or the knowledge gained there from, in such a manner that is a conflict of interest between the interests of the organization and his or her personal interests.
- B. Each board member shall place the interest of the organization foremost in any dealings with the organization and has a continuing responsibility to comply with the requirements of this policy. Board members must agree to uphold the policy on Conflict-of-Interest as a condition of service.

2.1.2 Fiduciary Responsibility

- A. Each board member shall conduct his or her duties in a manner that is trustworthy and reflective of good stewardship.
- B. Directors must understand and accept their fiduciary responsibility to act in good faith on behalf of IHMM.
- C. Members of the Board shall abide by the policies and procedures of IHMM as a condition of service.
- D. The needs of the certification functions of IHMM shall be given priority in the Institute's budgeting process, and ancillary projects or support positions shall not be funded if doing so would leave insufficient resources to cover the core certification functions.

2.1.3 Confidentiality

- A. Members of the Board and all volunteers and staff associated with the IHMM certification program shall keep confidential all information obtained in the process of prosecuting the purposes of IHMM.
- B. Confidential information extends to information obtained about applicants, candidates and certifiants, and the intellectual property of IHMM.
- C. All individuals associated with the certification program shall sign a Non-Disclosure Agreement as a condition of service and employment in the organization.

2.1.4 Role and Authority

The Board of Directors shall fulfill its duties and responsibilities in accordance with the Bylaws of IHMM and its policies and procedures.

Appendix: Board Organizational Chart, Bylaws, Procedure Manual, Volunteer Code of Conduct

2.2 Committees

The Committees of IHMM are authorized by the bylaws. The duties and responsibilities of the committees shall be documented in the Bylaws and policies of IHMM.

2.2.1 Committee list

- A. The following are committees of the Board:
 - i. Executive Committee
 - ii. Finance Committee
- B. The following are committees appointed by the Board:
 - i. Nominating Committee
 - ii. CHMM Examination Committee
 - iii. CHMP Examination Committee
 - iv. CHMM Recertification Committee
 - v. CHMP Recertification Committee
 - vi. Professional Standards Committee

2.2.2 Fiduciary Responsibility

- A. Each committee member shall conduct his or her duties in a manner that is trustworthy and reflective of good stewardship.
- B. Committee members understand and accept their fiduciary responsibility to act in good faith on behalf of IHMM.
- C. Committee members shall abide by the policies and procedures of IHMM as a condition of service.

2.2.3 Role and Responsibility

Committee members shall fulfill their duties and responsibilities in accordance with the Bylaws of IHMM and its policies and procedures.

2.2.4 Meeting Participation

- A. Members of all IHMM committees are responsible for participating in the committee meetings to which they are appointed.
- B. Failure of committee members to participate in committee meetings may result in removal from service.

2.2.5 Conflict of Interest

- A. Committee members shall keep confidential all information obtained in the process of prosecuting the purposes of IHMM.
- B. Confidential information extends to information obtained about applicants, candidates and certificants, and the intellectual property of IHMM.
- C. All individuals associated with the certification program shall sign a Non-Disclosure Agreement as a condition of service to the organization.

Appendix: Job descriptions for each committee, Summary of Procedures for the Conduct of IHMM Committees; Committee procedural documents, Conflict of Interest and NDA forms

2.3 IHMM Headquarters Office

- A. IHMM maintains its headquarters in Rockville, Maryland.
- B. The ED shall be appointed by the Board of Directors and shall be responsible for the staffing and management of IHMM's headquarters office.

2.4 Contracted Services

- A. IHMM may retain contracted services and/or personnel to perform specific functions on behalf of the organization.
- B. It shall be the responsibility of the ED to determine the circumstances warranting contracted services, to execute and administer all contracted services, to assess the performance of all contracted services, and to terminate contracted services, as appropriate.

3. Development and Maintenance of Certification Scheme

3.1 Examination Committees

- A. The Examination Committees shall have primary responsibility for the development and maintenance of the certification examinations.
- B. The Examination Committees shall work in conjunction with psychometric experts to ensure the development and administration of valid, reliable and legally defensible examinations.

3.2 Qualifications of Subject Matter Experts

- A. Members of the Examination Committees, item writers, item editors, and participants in cut score studies shall be selected based on their ability to make contributions in the areas of expertise they represent.
- B. All subject matter experts must have suitable command of the English language, shall possess the ability to work within the guidelines set by IHMM, and shall uphold the requirements of confidentiality, assignment and conflict-of-interest.

3.3 Timing of Conduct of Validation Studies

IHMM shall determine the need to conduct a validation study of its certification examinations no less than every five years.

3.4 Statistical Reports

3.4.1 Generation of Statistical Reports

IHMM shall maintain statistics on its certification examinations including, but not limited to, the following: mean, minimum and maximum scores; standard deviation; standard error of measurement; reliability coefficient (KR-20); number and percentage of candidates passing/failing each examination; frequency distribution of the scores for each examination; p-values and point bi-serial values; and items identified through candidate feedback on test questions.

3.4.2 Maintaining Examination Statistics

- A. For each credential issued, IHMM shall publish an annual statement showing the number of candidates who tested, the number who passed and failed, and the percentage of candidates passing. All other statistics regarding IHMM examinations, including all performance data, individual and demographic, shall be considered confidential unless officially released by IHMM.
- B. Archives of statistics shall be stored at IHMM headquarters. Members of the Examination Committees and other authorized personnel shall be provided access to statistics for performance review purposes only. Under no circumstances shall a member of the Examination Committees or other personnel retain copies of statistics not officially released by IHMM.

3.4.3 Establishing the Cut Score

- A. Cut scores for IHMM's certification examinations shall be determined by the Examination Committees utilizing a psychometrically acceptable methodology.
- B. Cut score studies shall be conducted as circumstances warrant, in accordance with accepted psychometric standards.

3.4.4 Internal Procedures to Assure Conformance of Scheme Requirements

- A. The Examination Committees are responsible for ensuring that the work conducted in conjunction with psychometric services results in certification examinations that are valid and up to date, and reflect the competency and knowledge required of the industry represented by the credential(s).
- B. At least annually, performance statistics shall be reviewed by the Examination Committees for conformity with examination requirements.

Appendix: Contract with Professional Testing.

4. Management System

4.1 Development of Documents

- A. IHMM shall develop and revise its official documents as needed to ensure ongoing conformity with ANSI/ISO/IEC 17024 requirements.
- B. Documents that are developed and revised shall include:
 - i. The Board-approved policies,
 - ii. The procedures required to implement those policies, and
 - iii. The procedures required to efficiently and effectively administer and operate the organization.
- C. It is the responsibility of the IHMM headquarters office to ensure that appropriate and necessary documents are developed, revised, implemented and adhered to.

4.2 Maintenance of Documents

IHMM is responsible for maintaining at the headquarters office all of its legal, guidance and operating documents including, but not limited to the following: Articles of Incorporation, Bylaws, *Management System Manual*, *Management System Manual*, information available to the public, contracts, and all other relevant documents.

4.3 Implementation of Management System

- A. The purpose of the management system is to ensure that the work performed by IHMM and its agents conforms to its policies, procedures and legal requirements. As such, the *Management System Manual* and supporting documents shall conform to the requirements of ANSI/ISO/IEC 17024.
- B. It is the responsibility of the IHMM headquarters office to ensure that all personnel associated with the administration and operations of IHMM conform to the requirements of the management system. Such responsibility shall include the training and orientation of paid and voluntary personnel, including the Board of Directors.

4.4 Management System Review

It is the responsibility of the IHMM headquarters office to implement a periodic review of the management system, and revise it for currency, relevance and conformity with ANSI/ISO/IEC 17024 requirements.

4.5 Updating the *Management System Manual*

- A. The *Management System Manual* shall be updated as often as necessary to reflect policy or program changes and the need for additional clarification to allow IHMM staff to efficiently and accurately perform their daily duties.
- B. The master edition of the *Management System Manual* shall be maintained on the IHMM network drive. It is the responsibility of each staff member to ensure he or she is using the most recent edition of the manual.

4.6 Implementation of Policies and Procedures—Conduct of Internal Audit

- A. The IHMM headquarters office is responsible for ensuring that the policies and procedures of the organization are implemented and adhered to.
- B. Periodic conduct of an internal audit shall verify the degree to which policies and procedures are implemented and adhered to.

4.7 Criteria for the Conduct of the Internal Audit

- A. At a minimum, the criteria for the conduct of the internal audit shall be based on the requirements of ANSI/ISO/IEC 17024. Criteria may exceed the requirements based on the specific needs and operational requirements of IHMM.
- B. On an annual basis, the ED shall engage an internal auditor to conduct an audit of IHMM's processes and systems.
- C. The ED shall report annually to the Board of Directors on the results of the audit findings and any revisions to policies and procedures needed as outcomes from the internal audit.
- D. Significant changes to the certification program such as documentation shall be reported to the certificant and stakeholder populations at large via the IHMM website and other media as appropriate.

4.8 Headquarters Office Staff

4.8.1 Development and Training of Staff

The ED is responsible for ensuring that paid personnel receive the necessary professional development and training needed to perform their job functions efficiently and effectively, and shall provide them with periodic evaluation of their performance.

4.8.2 Staff Meetings

- A. Regular staff meetings shall be held to monitor progress on all IHMM projects and shall include staff at all levels as necessary.
- B. Agendas shall be distributed prior to routinely scheduled meetings and notes from the meetings shall be made available to all staff.

Appendix: Summary of procedures for the conduct of IHMM committees; Management System Document; Criteria for the Conduct of the Internal Audit; Meeting agendas and notes.

5. Subcontracting

5.1 Selecting and Monitoring Subcontracted Services

- A. It shall be the responsibility of the ED to determine the circumstances warranting contracted services, to execute and administer all contracted services, to assess the performance of all contracted services, and to terminate contracted services, as appropriate.
- B. The ED shall establish the criteria for monitoring the performance of such services.
- C. Performance criteria for evaluating services shall be limited to the terms of the contract.

5.2 Communication with Contractors

- A. The ED and staff shall maintain ongoing and regular communication with the personnel providing contracted services. Communication shall be via e-mail, phone or in person, as required.
- B. Staff responsible for routine work with contracted personnel regarding specific program activities shall routinely report the status of activities and the delivery of services to the ED.
- C. The ED shall be responsible for resolving service issues.

6. Records

6.1 Records Defined

The term "records" means final documentary materials created or received in connection with the transaction of business, regardless of physical form or characteristics, that is, hard copy or electronic media. The term includes such items as correspondence, reports, completed forms, databases, spread sheets, presentations, printed e-mail, etc. Drafts are not considered "records."

6.2 Computer Records Backup.

Computer programs, electronic and computer data files and databases, and other such records shall be backed up on a regular basis to be determined by the EO, but which shall not be less than weekly. Retention periods shall be the same as are applicable to hard copies of comparable records.

6.3 Proprietary Rights

- A. The Board of Directors recognizes the need to protect the proprietary rights of all IHMM records, including but not limited to those listed in Section 6.1.
- B. All IHMM records shall be treated as confidential and shall not be rented, sold, or released, except in the normal course of business on a need-to-know basis. Any deviation from this policy shall require a majority vote of the Board of Directors on recommendation of the ED.
- C. The ED shall determine whether to apply for and use all reasonable efforts to obtain copyrights or similar protections for IHMM records.

6.4 Record Retention

Electronic and hard copy records of IHMM shall be retained by the EO in accordance with the following criteria for the periods of time set forth below.

6.4.1 Corporate Documents.

Articles of Incorporation, the Institute Bylaws, tax status determination letter(s), seals, insignia, and other corporate documents and filings of IHMM shall be maintained permanently.

6.4.2 Financial Records.

Budgets, banking records, and other financial records, except tax records, shall be maintained for a period of three (3) years from the date of the record or document.

6.4.3 Tax Records.

All tax returns, filings, and related tax materials and records shall be maintained for a period of seven (7) years, or as may be required by law.

6.4.4 Examination Materials

- A. All records relating to current examinations and candidate scoring records shall be retained for a period of two (2) years.
- B. Original and historical examination records, such as Job/Task Analyses and Blueprints shall be retained permanently.

6.4.5 Personnel Records.

All employee résumés, time and leave records, evaluations, and other pertinent personnel records shall be retained during the term of employment and for a period of two (2) years after termination or cessation of employment for any reason. Any personal medical records shall be managed in accordance with applicable law.

6.4.6 Applicant and Certificant Records

- A. Certification records of current applicants, candidates, and certificants shall be retained for a period of two (2) years after the individual voluntarily relinquishes or terminates certification on good terms.
- B. All records involving a applicant's, candidate's, or certificant's administrative censure, suspension or revocation for any reason, including but not limited to disciplinary action, failure to recertify according to schedule, or failure to pay required fees, shall be retained for a period of five (5) years.
- C. After the retentions periods cited above, the hard copy records shall be purged, and sensitive documents (such as transcripts containing SSN) shall be shredded. The remaining hard copy file shall only consist of: Correspondence relating to the termination of the application or credential; any signed NDA statements and/or Code of Ethics; and, a basic outline of the steps taken toward certification, with the date of each event or determination. These remaining records shall be stored in lockable file cabinets for a period of five (5) years, after which time they shall be disposed of by shredding.

6.4.7 Contracts and Agreements.

Contracts and agreements involving IHMM and third parties, such as for services, assets, and leases, shall be retained for a period of four (4) years after the termination or expiration date.

6.4.8 Claims and Litigation.

All notices, pleadings, motions, correspondence, and other records related to administrative or judicial claims, disputes, or litigation to which IHMM is a party to shall be retained for a period of three (3) years after judgment is returned, the matter is dismissed, or the matter is otherwise settled or resolved.

6.4.9 OSHA Medical Records.

OSHA medical records, if any, shall be managed and retained as required by law.

6.5 Document Security

The architecture and information technology infrastructure for storing electronic data must prevent against unauthorized access.

6.5.1 Electronic Records

6.5.1.1 Demographic Records

- A. Electronic records for applicants and certificants, including their demographics, eligibility and status, shall be maintained in a database system which offers secure access through password-protected login.
- B. Staff may be assigned different levels of access depending on their functions.
- C. If the system allows access to applicants and certificants, that shall be password-protected as well.
- D. The contract with the system vendor shall require a level of security which guarantees, at a minimum: frequent backups, firewall protection, encryption of data transmission, and regular monitoring for security threats.

Appendix: The Integral7 contract—security and confidentiality measures

6.5.1.2 Examination Records

- A. Candidate test registration data, item banks, test forms, item statistics, and candidate test performance data shall be maintained through the testing vendor's software.
- B. Tests shall be delivered in a proctored setting at authorized testing centers through a secure network.
- C. The contract with the testing vendor shall require a level of security which guarantees, at a minimum: proper security at testing sites; proctor training in security protocols; frequent data backups, firewall protection, and encryption of data transmission; and regular monitoring for security threats.
- D. Information pertaining to the content of the examination shall be maintained in password-protected computer files.

Appendix: The Kryterion contract—security and confidentiality measures; Exam Security Plan.

6.5.2 Hard Copy Records

- A. Hard copy records pertaining to applicants, candidates, and certificants (demographics, application forms, references, transcripts, testing history, pass/fail scores, ethics code, disciplinary actions (if any), and recertification documentation) shall be maintained in the EO in an interior security room designed to be accessible to staff during the day and locked at night. Unsupervised building custodial personnel shall not have access to this area.
- B. Records pertaining to financial transactions and banking shall be maintained in QuickBooks software; hard copies shall be stored in lockable file cabinets.
- C. Information pertaining to the content of the examination shall be maintained in locking files within the security room.

6.6. Document Destruction

6.6.1 Hard Copy Files

- A. Confidential information in hard copy that is no longer needed (in accordance with Records Retention policy) shall be shredded.
- B. The IHMM EO shall be equipped with a shredder that is designed to handle the daily destruction of duplicate, outdated, or unneeded documents containing sensitive information.
- C. On occasions when it is necessary to destroy large quantities of documents, IHMM shall employ the services of a professional on-site shredding company, which shall provide a Certificate of Destruction after every shredding event.

6.6.2 Electronic Files

When computer equipment is replaced in the EO, all files shall be deleted by the most effective technology available from the hard drives of equipment that is to be discarded.

6.7 Access to Records

Only authorized IHMM personnel may have access to candidate, certificant and examination information. New employees shall be trained in matters of confidentiality and the proper handling of candidate, certificant and examination information.

7. Confidentiality

7.1 Information Release Policy

IHMM may not release any information regarding a candidate's examination application or examination performance to any employer, regulatory agency or any other person or entity that may inquire about such information unless it has obtained written permission from the candidate or certificant in question.

7.2 Public Information

IHMM shall release upon request the name and certification status of individuals who have successfully completed the certification process. IHMM shall publish an electronic directory of all certified individuals.

7.3 Confidentiality and Non-Disclosure Agreements

All personnel involved in IHMM certification programs shall adhere to the confidentiality requirements of IHMM. Applicants, candidates and certificants shall be made aware of such requirements at the time of application.

Appendix: Affidavit of Non-Disclosure and Volunteer Code of Conduct

8. Security

8.1 Policies for Security

IHMM and its agents shall ensure the security of the operations of the certification program and its intellectual property.

- A. IHMM shall adopt a Security Plan which addresses, at a minimum, the following administrative and operational functions of the organization: office building; storage of confidential and proprietary information; bank records and payment information; back up systems; disposal of confidential materials; examination administration; and dissemination of information.
- B. IHMM shall require its employed, contracted and voluntary personnel to abide by the security policies and procedures of the organization.

8.2 Monitoring of Conformance with Security Policies and Requirements

Annual review of the performance of contracted services shall include meeting the security requirements of the IHMM Security Plan and those requirements stated in the agreements for exam development and administration and data management services.

8.3 Reporting of Security Breaches

- A. IHMM staff shall report any internal breaches of security to the ED as soon as they become apparent.
- B. If IHMM contracts with vendors for examination development and administration, and/or for data management services, the contractors must meet IHMM's security requirements as a condition of service. Such requirements may include documentation of processes and systems that assure security, reporting of security breaches, and redress of such breaches.

8.4 Solicitors

Solicitors are considered to be Unauthorized Personnel. IHMM shall enforce a "No Soliciting Policy" at all times. No solicitor, unauthenticated delivery person, or other unescorted individual shall be permitted admission to the office beyond the reception area.

8.5 Security and Disposal of Hard Copy Files

- A. All confidential documents are maintained in lockable file cabinets and/or lockable offices.
- B. IHMM staff is required to ensure all file cabinets containing sensitive information are locked before leaving the office each day.
- C. Documents containing confidential or sensitive information are to be discarded and disposed of in the appropriate manner, i.e. shredded inside the IHMM office, or sent for destruction by a vendor. (See Section 6.5, "Document Security," above.)

8.6 Security Requirements for Test Sites and During Exam Administration

- A. All test administrations shall occur in a secure environment.
- B. All security breaches or testing irregularities shall be reported to IHMM within a 24-hour period.

8.7 Security of Test Development and Maintenance Activities

- A. Any transmission of examination items or test development materials that might occur during test development workshops, psychometric studies, etc. must be conducted securely, with password protection on the files.
- B. Any in-person meetings of test development personnel (Exam Committees, subject-matter expert panels) shall be held in locations where access to the meeting can be controlled, and participants shall be required to return all test-related materials and notes at the conclusion of the meeting.

8.8 Access to Secure Sites

- A. Access to examination materials stored electronically on the IHMM network drive shall be restricted to those whose jobs require access, and they must use passwords to retrieve the data.
- B. Examination materials and tests stored on the testing vendor's software shall be protected by password, and only those authorized by IHMM shall be given access.
- C. Delivery of IHMM examinations to testing centers shall be protected by the vendor with secure transmission technology, and launching of an IHMM test shall require input of codes by both the proctor and the candidate.
- D. Access to testing rooms during delivery of IHMM certification examinations shall be limited to authorized personnel.
- E. Candidates who apply for certification testing or register for an examination electronically shall be required to set up their accounts with passwords.

Appendix: Kryterion contract and proctor training materials.

9. Requirements of Persons

9.1 Qualifications of Personnel

- A. IHMM shall retain a sufficient number of qualified paid personnel to conduct the administrative and operation functions of the organization.
- B. It shall be the responsibility of the ED to ensure that all employees are qualified and trained to perform their functions.
- C. The ED shall be responsible for monitoring and documenting the performance of all employees.
- D. IHMM shall always employ at least one qualified person who is competent, by training and experience, to administer credible certification programs. This employee shall assume the title of Certification Director, and shall be accountable on matters of standards development and certification administration directly to the Board itself for informational purposes only. The Certification Director may be assisted in these duties by other EO staff; however, official determination on standards, eligibility, or certification status may not be delegated to non-qualified persons.

9.2 Management System Manual

- A. The IHMM headquarters office shall maintain a *Management System Manual* for all paid employees.
- B. The administration of policies affecting paid staff shall be the responsibility of the ED.
- C. The ED shall have the sole authority for the hiring and termination of all paid and contracted personnel.

9.3 Maintenance of Job Descriptions

The IHMM headquarters office shall develop, maintain and update as required job descriptions for each paid employee.

9.4 Personnel Records

- A. The IHMM headquarters office shall maintain personnel records for all paid employees.
- B. At a minimum, personnel records shall include the following information:
 - i. Name and address of employee;
 - ii. Position held;
 - iii. Education and professional experience;
 - iv. Relevant training;
 - v. Specific responsibilities and obligations within the organization;
 - vi. Copy of performance appraisal(s);
 - vii. Date record was most recently updated; and
 - viii. Copy of job description.
- C. Personnel records shall be retained in accordance with the Records Retention policy (see section 6).

Appendix: *Management System Manual*; job descriptions, qualifications of personnel (resumes)

9.5 Contracted Services

- A. IHMM may retain contracted services and/or personnel to perform specific functions on behalf of the organization.
- B. It shall be the responsibility of the ED to determine the requirements of persons to be hired under contract, to execute and administer all contracted services, to assess the performance of all contracted services, and to terminate contracted services, as appropriate.

10. Surveillance

10.1 Self-Assessment Activities (Surveillance)

Periodically, IHMM shall conduct surveillance activities to monitor the conformity of certificants with competency requirements for the certifications they hold.

10.2 Self-Assessment Methodologies (Surveillance)

- A. Surveillance activities may include web-based surveys which certificants will be invited to respond to. Findings shall be reported in the aggregate and respondents shall remain anonymous.
- B. Surveillance activities may include random surveys of CHMMs and CHMPs in the form of a self-assessment to determine their continued conformity with key competency and knowledge requirements.
 - i. The self-assessment survey shall be developed from content on the examination blueprint for the respective certifications.
 - ii. Findings shall be reported in the aggregate and the respondents shall remain anonymous.
- C. Surveillance activities shall include monitoring complaints filed against certificants for alleged violations of the Code of Ethics.
- D. The ED shall annually collect the aggregate data from the surveys and disseminate the findings to the respective Examination Committees.
- E. Surveillance procedures shall be reviewed annually by the Examination Committees, and any changes needed shall be implemented by the EO.

Appendix: Sample surveys; information to certificants

11. Use of Certificates, Logos/Marks

11.1 Registration and Ownership of Marks

IHMM shall pursue and maintain registration of its service marks with the U.S. Patent and Trademark Office and monitor use of those marks.

11.2 Use of the CHMM Designation

- A. "Certified Hazardous Materials Manager" and "CHMM" are registered trademarks of the Institute of Hazardous Materials Management.
- B. Upon receipt of the official CHMM certificate, an individual is authorized to use these designations so long as the certification has not expired, been suspended, revoked or voluntarily relinquished, or converted to the Inactive or "CHMM (Ret.);" status.

11.3 Use of the CHMP Designation

- A. "Certified Hazardous Materials Practitioner" and "CHMP" are service marks of the Institute of Hazardous Materials Management.
- B. Upon receipt of the official CHMP certificate, an individual is authorized to use these designations so long as the certification has not expired, been suspended, revoked or voluntarily relinquished, or converted to the Inactive or "CHMP (Ret.);" status.

11.4 Authorized and Appropriate use of Certificate, Logo and Marks

- A. The designations "Certified Hazardous Materials Manager," "Certified Hazardous Materials Practitioner," "CHMM" and "CHMP" may not be used by anyone for any purpose that is untruthful, misleading, or in violation of any applicable law or governmental regulation.
- B. Authorized use of "Certified Hazardous Materials Manager," "Certified Hazardous Materials Practitioner," "CHMM" and "CHMP" as described in this section does not include the right to use the logo of the Institute of Hazardous Materials Management.
- C. A person who is certified by the Institute of Hazardous Materials Management shall receive a numbered certificate appropriate to the type of certification. The certificate will also contain an expiration date conforming to the credential's recertification cycle. Certified individuals in good standing may use the credential designations as outlined in Sections 1.7, 11.2 and 11.3 above.

11.5 Monitoring and Enforcing Appropriate Use

- A. IHMM shall take a proactive approach to the protection of its logo and marks.
- B. Since the logo and marks are the property of IHMM, IHMM reserves the right at its sole discretion to require the removal of the logo from any location or the cessation of use that IHMM determines does not comply with its guidelines.
- C. IHMM reserves the right to take legal action and/or other corrective measures to ensure the appropriate use of the logo and marks.

11.6 Publication of Authorized Use Requirements

Authorized use requirements of IHMM property shall be published on the IHMM website and in written format at the time of awarding the certificate or the right to use the property.

Appendix: Information to Candidates and Certificants; Registration with Trade and Patent office; sample cease and desist letters.

**Attachment A: Acknowledgment of Receipt of
IHMM *Management System Manual***

The *Management System Manual* describes important information about the Institute of Hazardous Materials Management, and I understand that I should consult the ED regarding any questions not answered in the *Management System Manual*. Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the *Management System Manual* may occur. All such changes will be communicated through official notices. I understand that revised information may supersede, modify, or eliminate existing policies. I have received the *Management System Manual* and I understand that it is my responsibility to read and comply with the policies contained in this *Management System Manual* and any revisions made to it.

Name (printed): _____

Signature: _____ Date: _____

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