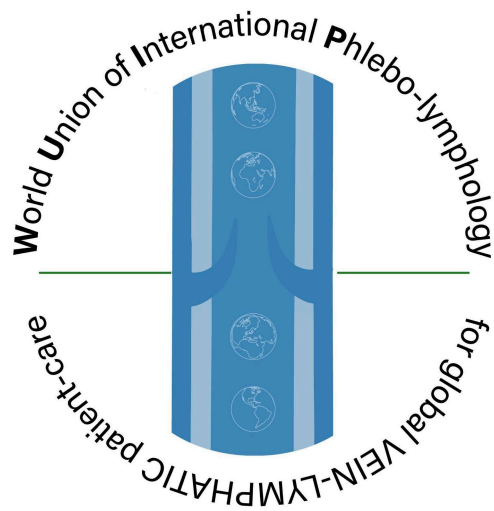
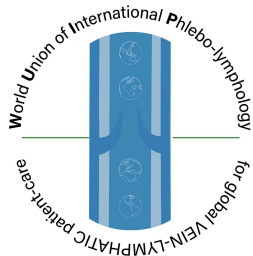


POLICY MANUAL

2025





About This Manual

The Policy Manual of the World Union of International Phlebology (WUIP) supplants and extends the regulations formerly included in the WUIP Constitutional attachments, *Appendix* and *Internal Regulations*. These policies are developed to fulfil the WUIP aims and objectives as mandated by the WUIP Constitution. Interpretation and implementation of the policies entailed are at the discretion of the WUIP Executive Committee.

Important Note:

The organisation formerly known as the International Union of Phlebology Limited (UIP) changed its name to World Union of International Phlebology Limited (WUIP) by Special Resolution of the General Council on 10 October 2025.

All references in this Policy Manual have been updated to reflect the new name and acronym. The approval dates shown for each policy remain the original dates on which the policies were approved by the General Council under the former name. No changes have been made to the policies as a result of this name change.

World Union of International Phlebology Limited (WUIP)

Company Number: ACN 655 067 235

Registered Address:

Level 5, 7 Help St,
Chatswood NSW 2067 Australia

Email: uip@uipmail.org

Website: <http://www.uip-phlebology.com>

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Glossary

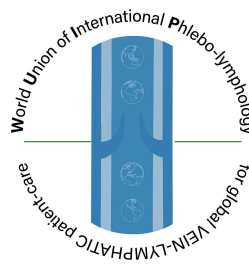
Name	Short	Definition
Board		Board means the board of directors of the WUIP that includes the Executive Committee and Company Secretaries.
Communications and Public Relations Committee	CPR	Select Sub-committee of the WUIP Executive Committee responsible for the WUIP newsletter, website and social media.
Conflicts of Interest	COI	See Section 6
Conflict Resolution Committee	CRC	The WUIP Conflict Resolution Committee (CRC) is a sub-committee of the WUIP EC tasked with the assessment and management of concerns, complaints and disputes.
Congress		Congress means scientific and educational meetings of at least one day duration in any format including in person, hybrid or online, not including purely educational webinars.
Congresses and Events Committee	CEC	The WUIP Congresses and Events Committee is a Select Committee of the WUIP EC tasked with the overall supervision and management of all WUIP Congresses and Events.
Constitutional Reform and Policy Committee	CRP	The WUIP Constitutional Reform and Policy Committee (CRP) is a Select sub-committee of the WUIP EC tasked with revision of the WUIP Constitution and Policies.
Core - Professional Congress Organiser	C-PCO	A third party contractor delegated the task of organisation and management of all WUIP Congresses and Events on behalf of the WUIP.
Executive Committee	EC	The Board of Directors of the WUIP

Executive Director	ED	The WUIP Executive Director employed to manage the administration of the WUIP.
Educational Committee	EdC	The WUIP Educational Committee is a Standing Committee of the WUIP EC tasked with the overall supervision and management of all educational and training activities of the WUIP.
General Council	GC	General Council, Council of the member societies of the WUIP
Industry		Industry means for-profit companies or organisations that provide clinical services, produce drugs or medical devices.
Member Society		Member Society means a Society admitted to Membership of the WUIP in accordance with this Constitution.
Not-for profit		Not-for-profit means a type of registered organisation which is not permitted to generate a profit.
Professional Congress Organiser	PCO	A third party contractor delegated the task of organisation and management of congresses and events.
Standing Committees		Permanent Committees of the WUIP EC that include the Science, Education and Congress and Events Committees.
Select Committees		Subcommittees of the WUIP EC that are formed from time to time depending on the needs of the organisation including the Conflict Resolution Committee and Constitutional Reform.
Scientific Committee	SC	The WUIP Scientific Committee is a Standing Committee of the WUIP EC tasked with the overall supervision and management of all scientific activities of the WUIP.

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Policy 1

WUIP Organisational Structure



ORGANISATIONAL STRUCTURE

POLICY MANUAL | World Union of International Phlebolympology (WUIP)

Release Date: 10 October 2025

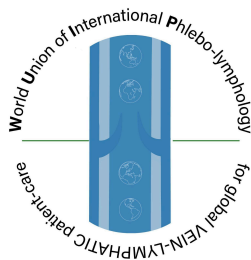
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ORGANISATIONAL STRUCTURE

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Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2201	1.0	None	General Council	15/09/2022	15/09/2022	15/09/2025
Policy Statement						
Purpose To outline the composition and overall organisational structure of the WUIP.						
Scope This policy applies to the WUIP General Council, WUIP Executive Committee, Standing and Select Committees, Working Groups, Core PCO and third parties.						

ORGANISATIONAL STRUCTURE

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Organisational Structure

The World Union of International Phlebology (WUIP) is a not-for-profit global membership organisation of national, multinational and transnational societies of specialists in venous and lymphatic disorders. The WUIP aims to promote the science of phlebology, improve and standardise educational and scientific standards in its member countries and provide support to its members and individual phlebologists across the globe. The WUIP represents the specialty of phlebology on a global basis.

WUIP is a not-for-profit (NFP) organisation registered as a [Company Limited by Guarantee](#), Australian Company Number 655 067 235. The WUIP operates under Australian law.

Member societies representing different nations, other international and multinational organisations form the General Council (GC) of the WUIP. The GC delegates the task of WUIP governance to the WUIP Executive Committee (EC). The GC elects the members of the WUIP EC every four years. The WUIP EC delegates tasks to its executive members and several sub-committees including Select and Standing Committees and Working Groups. The number and structure of these committees is reviewed and revised by the WUIP EC in accordance with the WUIP constitution.

ORGANISATIONAL STRUCTURE

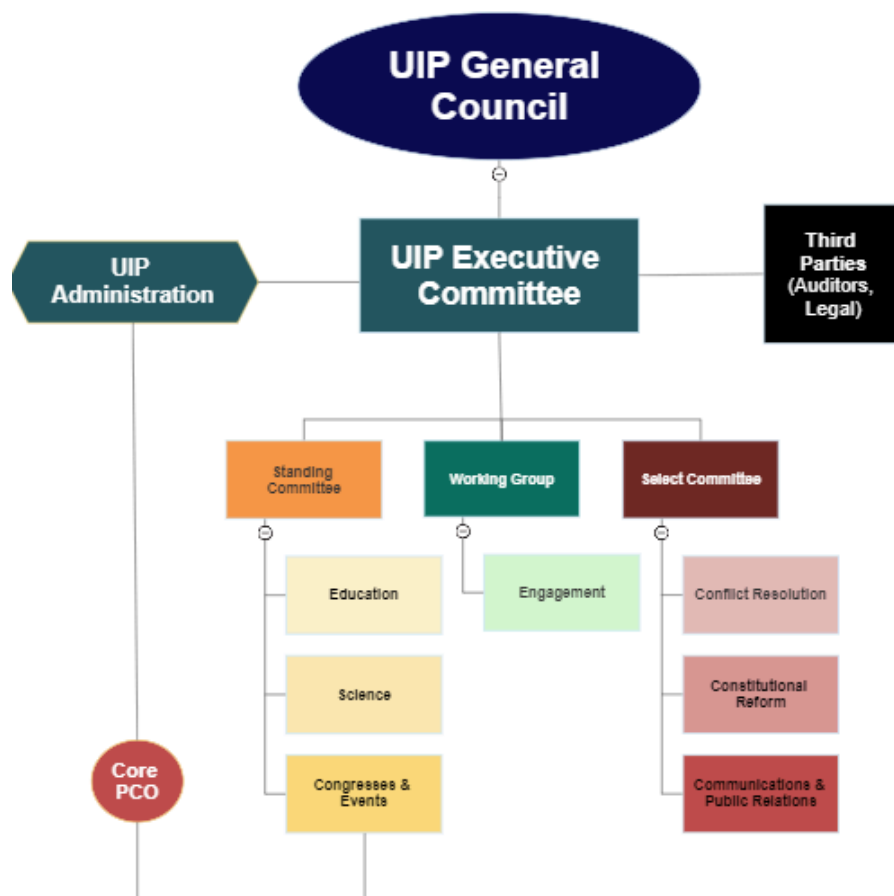
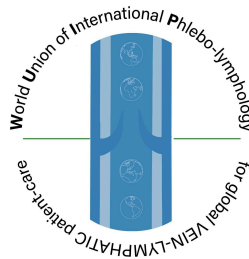


Figure 1. WUIP Organisational Structure (August 2022)

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Policy 2

WUIP Administration

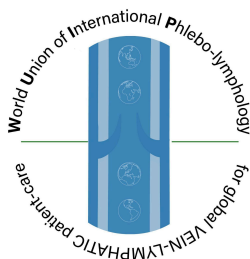


POLICY: WUIP ADMINISTRATION

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Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2202	1.0	None	General Council	15/09/2022	15/09/2022	15/09/2025
Policy Statement						
Purpose To outline the composition, structure, duties of the administration team of the WUIP.						
Scope This policy applies to the administration team, employees and contractors engaged by the WUIP to manage						

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the administrative needs of the organisation.

WUIP Administration

The WUIP administrative team oversees the day-to-day running of the organisation and is responsible for implementation of the WUIP GC, EC and the President's directives. Members of the administration team are employees or contractors of the WUIP. Employment and dismissal of employees are subject to the *Fairwork Act 2009* (Cth).

The administration team will work closely with the entire EC and its sub-committees and in particular with the President, the General Secretary and the Treasurer. The administration will provide support to other EC members in their respective roles and the WUIP Standing and Select Committees. The administration works closely with other entities such as the WUIP Core Professional Congress Organiser (PCO). WUIP administration staff are required to abide by the WUIP Code of Conduct Policy and required to declare any Conflicts-of-Interest (COI) as described in the WUIP Code of Conduct Policy (Section 6, Policy Manual) and update their declarations as soon as a new conflict arises.

1. Executive Director

The WUIP Executive Director (ED) oversees the administration, staffing, day to day running of the organisation, the website, membership and other databases. The WUIP ED organises and attends all WUIP EC, Standing and Select Committee meetings and is responsible for drawing up agendas, taking minutes and distributing the minutes of all meetings. The administrative staff report to the ED, who is responsible for reporting their activities to the Executive Committee.

1.1. Responsibilities

The responsibilities of the WUIP Executive Director include:

- Organising WUIP EC, Standing and Select Committee meetings, including:
 - Drawing up agendas and taking down meeting minutes;
 - Distributing meeting minutes within one week of the meeting.
- Overseeing administration, staffing, and the daily operation of the Organisation;

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- Maintaining the Organisation's website and other databases;
- Working closely with the President, General Secretary and Treasurer;
- Supporting executive members and WUIP Committees in their roles;
- Allocating tasks to WUIP administrative staff;
- Recruiting and mentoring WUIP administrative staff;
- Promoting a continuous culture of improvement and service delivery;
- Creating a culture of harmony and communication throughout the Organisation;
- Ensuring that WUIP members adhere to regulations and the Organisation's laws;
- Maintaining positive relationships with member societies and major stakeholders;
- Assessing and triaging complaints or member concerns within the WUIP membership;
- Other administrative and/or secretariat responsibilities assigned by the President; and
- Convening the General Council and Annual General Meetings.

2. Communications Officer

The WUIP Communications Officer is a part-time position. The Communications Officer reports to the Executive Director and President, but may receive additional instruction from the Chair of the Communications and Public Relations Committee or its members. The Communications Officer ensures that translation of WUIP communications are provided in Spanish when directed.

2.1. Responsibilities

The responsibilities of the WUIP Communications Officer include:

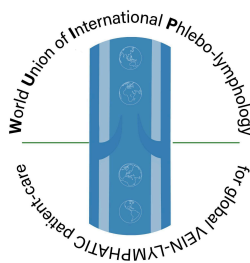
- Producing the monthly WUIP Newsletter;
- Regularly updating the WUIP social media pages and accounts;
- Maintaining the Events Calendar;
- Along with the Executive Director, update and maintain the WUIP website and databases;
- Maintain meetings and contact with member societies;
- Providing quarterly reports to the WUIP Executive Committee on the engagement of the social media accounts and newsletter including the number of subscribers and relevant metrics.

3. Performance Review

The WUIP employees and contractors will undergo an annual performance review conducted by the WUIP President and at least two other members of the EC including Chairs of relevant Standing or Select Committees.

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WUIP Executive Committee

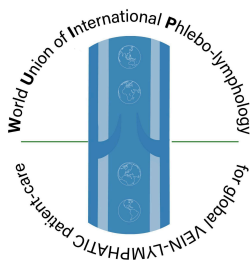


POLICY: WUIP EXECUTIVE COMMITTEE

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Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2203	1.0	None	General Council	15/09/2022	15/09/2022	15/09/2025
Policy Statement						
Purpose To outline the composition, structure, duties of the Executive Committee of the WUIP.						
Scope This policy applies to the WUIP Executive Committee.						

Executive Committee

1. Legal Requirements

Members of the Executive Committee (EC) constitute the Board of Directors of the WUIP and Australian law are considered a company director. As a company director, duties and responsibilities are imposed by the law, primarily by the *Corporations Act 2001* (Cth) but also the *Australian Charities and Not-for-profit Commission Act (ACNC) Act 2012* (collectively, the Acts). In addition, EC members have specific duties imposed by the WUIP through its Constitution and the Policy Manual. Members of the EC will abide by the Code of Conduct Policy (see Section 6, Policy Manual) of the WUIP.

2. Composition

The WUIP EC as of July 2022 includes the President, the Past President or President-Elect, five Vice-Presidents, General Secretary, Treasurer, and Chairs of the Scientific, Education committees and the Assistant General Secretary

2.1. President

President is an ex-officio member of all WUIP Committees. The President is responsible for:

- The overall governance of the WUIP;
- Provision of leadership to the Board and all other WUIP Committees;
- Supervision of the day-to-day activities of the administrative team;
- Approval of expenditure in conjunction with the WUIP Treasurer;
- Maintaining and updating the WUIP Policy Manual in accordance with decisions at director meetings and/or general meetings;
- Obtaining legal advice on behalf of the WUIP when required; and
- Speak publicly on behalf of the WUIP.

2.2. Past President / President Elect

The duties of the Past President and the President Elect include:

- To provide support to the President in day to day management of the organisation;
- To complete specific tasks delegated by the President or the EC;

- To chair Select Committees or Working Groups of the WUIP as required from time to time.

2.3. General Secretary

The duties of the General Secretary include:

- To review membership applications and advise on membership eligibility of new applicants;
- Maintenance of the WUIP membership database and regular reports to the EC of membership numbers;
- Management of all WUIP official correspondence with member societies and external parties;
- General administrative duties and any other tasks as directed by the President;

2.4. Treasurer

The duties of the Treasurer include:

- Overall management of WUIP finances;
- Ensuring timely receipt of membership fees and other payments due;
- Approval of expenditures in conjunction with the WUIP President;
- Ensuring timely payment of expenses;
- Providing quarterly Profit and Loss and Balance Sheet reports to the EC;
- Providing an annual Profit and Loss and Balance Sheet report to the Annual Meeting.
- Providing information to Auditors as required by the Act.

2.5. Committee Chairpersons

The Chairs of the Scientific and Education Standing committees and Chair of Congresses and Events will function to ensure that the objectives of the Committees are achieved as outlined under Section 4 of this Policy Manual.

2.6. Vice Presidents

The Vice-Presidents represent the WUIP on a regional basis. Region is defined by the WUIP Constitution. The duties of Vice-Presidents include:

- To foster Member engagement with the WUIP by:

- Ensuring all member societies are well informed of the activities of WUIP;
 - Encouraging active participation of member societies in WUIP activities;
 - Promoting the WUIP Congresses and Events within each region;
 - Fostering growth of the WUIP within each region; and
 - Enhancing intercontinental interaction by engaging with other Vice-Presidents and other Member Societies.
- To promote and facilitate the WUIP membership of non-member phlebology societies within their Region;
 - To report to the EC on the activities of the Member Societies from the Region whom they have been elected to represent on a quarterly basis;
 - To chair Select Committees or Working Groups of the WUIP as requested by the President and required from time to time;
 - To support the President and carry out tasks that may be delegated to them by the President from time to time.

3. Membership of the Executive Committee

3.1. Duties

Duties of Members of the EC include, but are not limited to,:

- *Attend.* EC members are required to attend at least three quarters of all EC and GC (face-to-face or online) meetings. EC members are responsible for decisions made by the EC even in their absence from a meeting. Attendance will be publicly disclosed in the WUIP Annual Report to the GC.
- *Participate.* EC members are required to actively participate in functions of the EC.
- *Contribute.* EC members should be prepared to contribute to the functioning of the EC through membership of committees and task forces of the EC as requested by the President or delegated by the EC from time-to-time. EC members are expected to attain at least a general understanding of the business of the WUIP and to bring an informed, independent judgement to bear on various matters that come before the EC for decision.
- A performance review of the EC members will need to be completed on an annual basis by the President and at least one Vice President or General Secretary.

3.2. Obligations

Obligations of Members of the EC include, but are not limited to the following:

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- *Act in accordance with law, WUIP Constitution and Policies.* EC members are obligated to act in accordance with law, the WUIP Constitution and Policies and in [particular the WUIP Code of Conduct and Conflict of Interest Policy (See Section 6, Policy Manual)].
- *Maintain Confidentiality.* EC members are required to maintain confidentiality of information obtained in the course of one's duties as a WUIP EC member. All verbal and non-verbal correspondence including emails, phone messages, other forms of correspondence, agenda papers, minutes, contracts and agreement and other supplementary documents prepared for the EC or GC or the related Standing and Select committees are regarded as confidential and must be treated in the strictest confidence at all times.
- *Act in good faith.* Members of the EC must place the interests of the WUIP before their own personal advantage (financial or otherwise) and the advantage of any other person or organisation, including a group (WUIP member society) that may have elected or appointed the EC member. WUIP Vice Presidents in particular will act in the best interest of the WUIP and not their country of origin or region they represent. When there is a conflict-of-interest, this needs to be declared to the President and the EC. Vice Presidents will not engage in any activity or decision making where there is a relevant COI.
- *Accountable.* EC members are responsible and accountable to the WUIP as a whole and not to any other person or organisation, including a group (WUIP member society) that may have elected or appointed the EC member.
- *Exercise power for proper purposes.* EC members' powers are to be used for the purpose for which they are given, and not beyond the scope of their power or authority. This overlaps significantly with prohibitions against improper use of position and information and the fiduciary duty to avoid conflicts of interest.
- *Maintain discretion.* EC members must not bind themselves to vote in a particular manner irrespective of deliberations at EC and GC meetings.
- *Do not improperly use position.* EC members must not improperly use their position or information they are in possession of to gain an advantage for themselves or someone else or cause detriment to the WUIP. EC members must not take advantage of a business opportunity at the expense of the WUIP.
- *Do not profit or gain improper benefit from position.* EC members must scrupulously avoid any circumstance which may give rise to perception that the member or someone

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Release Date: 10 October 2025

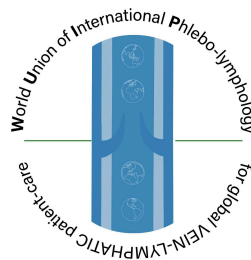
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else has received a benefit by virtue of the member's position on the EC. For this reason, EC members and persons or entities with whom they have a close association such as family members, may not provide professional services to the WUIP for the duration of their term as a member of the EC.

- *Exercise reasonable care, skill and diligence.* EC members are expected to discharge their duties with care and diligence. Amongst other things, they must be well-prepared for meetings; ensure that regular and appropriate financial reporting occurs; make proper enquiries if there are areas of doubt; gain an understanding of the key issues which affect the WUIP; and ensure that the EC defines appropriate policies particularly in areas that may give rise to liability for the Union, EC members; and to monitor the implementation of policies.
- *Do not misrepresent.* EC members must not misrepresent the WUIP and can only speak in public events within their scope of duties in their appointed positions within the EC. EC members must represent the WUIP in accordance with the WUIP policies and not present personal opinions as an official position or opinion of the WUIP. Only the President may speak publicly on behalf of the WUIP as its official spokesperson with respect to the WUIP policies unless delegated.
- *Act honestly, ethically and with integrity.* EC members should raise with the President any ethical issues that may arise through their role as a member of the EC or a Standing or Select Committee of the WUIP.
- *Disclose conflicts of interest.* EC members are required to disclose all relevant financial and non-financial conflicts of interest in accordance with this policy.

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WUIP Standing Committees

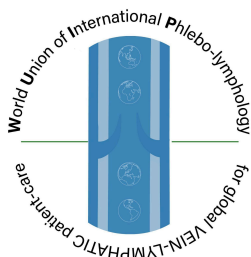


POLICY: WUIP STANDING COMMITTEES

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Release Date: 10 October 2025

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Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2204	1.0	None	General Council	15/09/2022	15/09/2022	15/09/2025
Policy Statement						
Purpose To outline the selection process, composition, structure and policies applicable to the Standing Committees of the WUIP.						
Scope This policy applies to Standing Committees of the WUIP. .						

POLICY: WUIP STANDING COMMITTEES

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1. Standing Committees- General Guidelines

Standing committees of the WUIP are permanent sub-committees of the Executive Committee to address the specific aims and objectives of the WUIP to promote the specialty by advancing education, training and science. Standing Committees are defined by the Constitution of the WUIP and function within the framework described herein and as directed by the Executive Committee.

The WUIP Standing Committees are::

- The Scientific Committee (SC)
- The Education Committee (EdC)
- The Congresses and Events Committee (CEC)

The following general guidelines are applicable to WUIP Standing Committees. Specific objectives and descriptions for each committee are described in each section.

1.1. Chair of the Committee

The Chairpersons of standing committees will be elected directly by member societies or if vacant, appointed by the EC. The term of the Chairperson is four years.

1.2. Membership Term

The membership term of each committee member is two years with the opportunity of re-appointment to the committee subject to satisfactory performance. Members must participate in at least 70% of committee meetings or they may be removed from the committee.

1.3. Code of Conduct and Conflicts of Interest

All members of Standing committees are subject to the WUIP Code of Conduct (Section 6, Policy Manual) and required to declare any relevant Conflicts of Interest.

1.4. Function

Each committee will hold virtual or physical meetings as required, follow an agenda and document minutes of all meetings.

1.5. Composition

Standing Committees will comprise of 5-20 members consisting of a Chair, Deputy Chair and Members as required. The President and Executive Director will be ex-officio members of each committee.

1.5.1. Chairperson

- Oversee the appointment process for committee members;
- Organise and Chair the committee meetings;
- Circulate the agenda for each committee meeting;
- Appoint a Deputy Chair;
- Delegate responsibilities to the Deputy Chair as appropriate;
- Provide a quarterly report of Committee activities to the the EC;
- Provide an annual report of the Committee activities for inclusion in the Annual Report to be submitted to the GC.

1.5.2. Deputy Chair

- Assist the Chair in carrying out the duties listed above.
- Deputise for the Chair at meetings that the Chair is unable to attend.

1.5.3. Membership Requirements

- *Attend.* Committee members are required to attend at least three quarters of all Committee meetings.
- *Participate.* Committee members are required to actively participate in functions of the Committee.
- *Contribute.* Committee members should be prepared to contribute to the functioning of the Committee as requested by the Chair.
- *Performance.* A performance review of Committee members will need to be completed on an annual basis by the Chair and Deputy Chair of the Committee.
- Persons deemed not to proactively contribute to the functioning of the Committee may be excused from their position at any time at the discretion of the Committee Chair.

1.6. Application Process

Applications to any WUIP Standing Committees will be made through the WUIP website. Applicants will be required to complete an application form, and provide the following documentation (in English):

- A Curriculum Vitae of a maximum of 500 words.
- Statement (maximum 500 words) setting out:
 - Why they want to be considered for the committee
 - What they think that they will be able to contribute to the committee.
- A letter of recommendation from a President, a nominated representative of a WUIP Member Society in good standing.
- Any other documentation (up to 10 pages in total) supporting their application including
 - A list of peer-reviewed publications, book chapters, guideline documents or similar published works;
 - A list of scientific meetings, workshops or courses organised;
 - Any other documentation that supports their application.

Applications will initially be checked for compliance by the WUIP Administration. Incomplete applications will be returned to the applicant, who will have 5 business days to complete their application. The Chair of the Committee will propose a list of candidates, the final list to be approved by the EC.

2. Scientific Committee (SC)

2.1. Mission and Objectives

The mission of the Science Committee (SC) is to promote the science of phlebology for the benefit of patients worldwide by overseeing the scientific quality of conferences being held under the auspices of the WUIP and encouraging the conduct of original scientific research, and the development of consensus documents and guidelines, under the auspices of the WUIP.

The objectives of the SC include:

- To identify gaps in knowledge and science and research priorities of immediate and critical importance to phlebology;
- To design and implement original scientific research in phlebology;
- To develop consensus documents and guidelines in all aspects of phlebology;
- To manage the scientific program of the WUIP Congresses and Events.

2.2. Activities

The activities of the WUIP SC will include:

- To form sub-committees to focus on particular areas of research to identify priorities, develop research protocols and guidelines or consensus documents;
- To design and propose research protocols to be conducted by research institutes, universities or the industry;
- To develop and publish consensus documents and guidelines;
- To manage the scientific content of the WUIP congresses by
 - Maintaining the blueprint of WUIP scientific programmes;
 - Ensuring high standards of scientific contents;
 - Developing and implementing COI policies for the WUIP World Congresses and Events in accordance with WUIP Code of Conduct Policy (Section 6, Policy Manual);
 - Identifying speakers, moderators, and discussants;
 - Adjudicating abstracts, prizes and travel grants
 - Adjudicating Awards to be conferred during WUIP World Congresses;
 - Ensuring CME / CPD points are obtained and awarded;

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2.3. Selection Criteria

The selection of members of the Science Committee will be based on peer recognition as a leader in scientific research or development in the field of phlebology, lymphology, vascular surgery, haematology or the affiliated fields according to the following criteria.

2.3.1. Research Quality

- Carries out original/innovative research, actively contributing to the advancement of knowledge in phlebology
- Makes contributions to the Phlebology that are recognised at a national level with emerging international impact
- Significant record of research outputs that is recognised at national level, as measured by citations and volumes or other peer esteemed recognition measures relevant to phlebology

2.3.2. Research Output

- Undertakes independent research in Phlebology or related area
- Establishes a distinguished program of research
- Makes an independent contribution through professional practice and expertise that promotes knowledge or practice in phlebology
- Builds research groups in their area of specialist expertise
- Publications in top-tier journals
- Research outputs as a senior author

2.3.3. Recognition and Esteem

- Achieves peer recognition at a national level (and some at international level)
- Establishes research network/s (based on the norms of phlebology) at an international level
- Reviewer for prestigious journals
- Nominations for nationally prestigious research awards
- Obtains nationally prestigious research awards
- Obtains external prestigious research fellowships
- Collaborations with leading international research groups
- Chair/co-chair for national research gatherings

2.3.4. Funding

- Demonstrates an established record of substantial research income, primarily as a grant application leader, consistent with that of a national leader in their phlebology research
- Leads significant research proposals submitted to competitive funding bodies and in terms of impact on the end users of research

2.3.5. Supervision

- Mentors and guides groups and colleagues
- Supervises Higher degree research students as primary supervisor
- Supports and mentors of post-doctoral fellows

2.3.6. Research Culture and Leadership

- Participates in major research collaborations
- Demonstrates WUIP values in both professional and ethical conduct
- Builds a positive research culture
- Makes a significant contribution to the development and delivery of research strategy at the Organisational level
- Contributes to WUIP's research reputation at an international level
- Involvement in major research collaborations with other universities locally, and can discuss their role in these
- Involvement in major activities in developing and managing research capacity and professional activities relevant to the discipline

2.4. Editorial Representation

The Chair of SC will represent the WUIP on the editorial board of Phlebology, the official journal of the WUIP. The WUIP representative on the journal editorial board is to assist the editor to ensure the journal receives high quality scientific submissions. The WUIP representative will participate in the management of submissions received at the journal and other tasks normally delegated to the associate editor.

3. Education Committee (EdC)

3.1. Mission and Objectives

The mission of the Education Committee (EdC) is to improve the standards of knowledge, education and training in phlebology for the benefit of medical practitioners and ultimately patients worldwide. An essential aim of the EdC is to promote recognition of phlebology as a multidisciplinary specialty of medicine and to gain specialist accreditation through universities and governmental authorities of member countries.

The objectives of the EdC include:

- To identify educational and training priorities of immediate and critical importance to phlebology;
- To design and conduct educational and training activities in phlebology;
- To further develop and update the WUIP Curriculum;
- To further develop and contribute to the WUIP online training courses and modules;
- To develop and award a Certificate of Knowledge based on the WUIP curriculum and online modules;
- To plan and conduct educational and training activities during the WUIP Congresses and Events;
- To plan and conduct other educational and training activities in phlebology as the Committee sees fit.

3.2. Activities

The activities of the WUIP EdC will include:

- To form sub-committees to focus on particular aspects of the WUIP Curriculum to identify priorities, develop teaching and educational activities, contribute to the online modules, develop a Certificate of Knowledge and to update and publish the WUIP Curriculum;
- To design and propose educational and training activities to be conducted by Member Societies under the auspices of the WUIP;
- To conduct educational and training activities in countries where phlebology is underdeveloped.
- To manage the educational component of the WUIP Congresses and Events by

- conducting workshops
- educational sessions
- masterclasses
- other teaching and training activities as the committee sees fit.

3.3. Selection Criteria

The selection of members of the Education Committee will be based on peer recognition as a leader in the provision of education and training in the field of phlebology, lymphology, vascular surgery, haematology or the affiliated fields according to the following criteria.

3.3.1. Discipline Expertise, Professional Learning and Development

- Demonstrates expertise and knowledge in phlebology
- Recognised for expertise in teaching and learning
- Demonstrates a skill in and an extensive knowledge of a range of pedagogical approaches and develops critical approaches to evaluating evidence and its relevance to teaching
- Contributes to quality publication in refereed edited books, journals and/or conference proceedings

3.3.2. Design and Development of Learning Activities and Assessment

- Initiates and leads in the development or revision of training programs
- Applies a range of well-managed experimental approaches in course design, delivery and/or content across a range of learning environments as part of an integrated approach
- Engages in benchmarking across phlebology to ensure knowledge and skills are up-to-date and relevant to phlebology

3.3.3. Educational Leadership

- Applies and influences others to apply a well-defined teaching philosophy and a critically reflective teaching practice
- Leads the development, management and review of institutional teaching and learning strategies and resources

4. Congresses and Events Committee

4.1. Objectives

The aims of the WUIP Congresses and Events Committee (CEC) are to:

- To ensure consistency between WUIP congresses from event to event.
- To create a blueprint for all WUIP Congresses and Events.

4.2. Activities

The activities of the WUIP CEC include:

- To create a common structure for the congress scientific program, general council meetings and social functions;
- To oversee the bidding process for future WUIP Congresses and Events, including
 - transparency in travel cost and visa restrictions that may affect attendance,
 - bidder's willingness to adhere to WUIP congress structure and scientific program oversight,
 - ensuring that above items are included in the application and presented to the General Council;
- To proactively interact with industry to maintain sponsorship for the congresses of the WUIP;
- To oversee the activities of the Local Organising Committee and Core-PCO;
- To engage with the WUIP Core professional congress organiser Core PCO and to distribute, collect and analyse feedback forms;

4.3. Composition

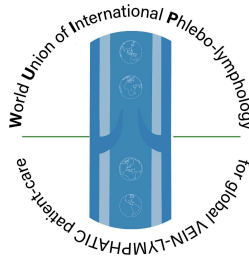
The CEC shall be comprised of:

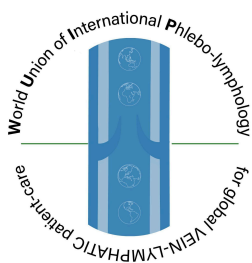
- the Chair of the Congresses and Events Committee (Chair)
- the Chair of the Science Committee (Deputy Chair)
- the Chair of the Education Committee
- representatives from the WUIP Core PCO
- the WUIP Executive Director
- the Chair(s) of the Local Organising Committee for the upcoming WUIP Congresses
- the WUIP President

- Any additional members that may be required by the Committee from time to time.

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WUIP Select Committee and Working Groups





Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2205	1.0	None	General Council	15/09/2022	15/09/2022	15/09/2025
Policy Statement						
Purpose To outline the selection process, composition, structure and policies applicable to the Select Committees and Working Groups of the WUIP.						
Scope This policy applies to Select Committees and Working Groups of the WUIP. .						

POLICY: WUIP SELECT COMMITTEES and WORKING GROUPS
POLICY MANUAL | World Union of International Phlebology (WUIP)

Release Date: 10 October 2025

1. Select Committees and Working Groups - General Guidelines

Select committees of the WUIP are sub-committees of the Executive Committee (EC) formed to address specific administrative needs of the WUIP. Select Committees are defined by the Constitution of the WUIP and function within the framework described herein and as directed by the EC. Select Committees may be formed or dissolved from time to time based on the needs of the organisation.

The WUIP Select Committees are:

- Constitutional Reform and Policy Committee
- Communications and Public Relations Committee
- Conflict Resolution Committee

Working Groups may be proposed by the President from time to time to implement specific projects of the WUIP or to assist with the implementation of the objectives and projects of the Standing and Select committees. Working Groups may be formed or dissolved from time to time based on the needs of the organisation.

The Working Groups of the WUIP are:

- Engagement Working Group

The following general guidelines are applicable to WUIP Select Committees and Working Groups. Specific objectives and descriptions for each committee are described in each section.

1.1. Chair of the Committee

The Chair of the Committee or Working Group will be nominated by the WUIP President and appointed with the approval of the EC. The term of the Chairperson is two years with the opportunity of re-appointment subject to satisfactory performance.

1.2. Membership Term

The term of each committee member is 2 years with the opportunity of re-appointment to the committee subject to satisfactory performance. Members must participate in at least 70% of committee meetings or they may be removed from the committee.

1.3. Code of Conduct and Conflicts of Interest

All members of Standing committees are subject to the WUIP Code of Conduct (Section 6, Policy Manual) and required to declare any relevant Conflicts of Interest.

1.4. Functions

Each committee will hold virtual or physical meetings, follow an agenda and document minutes.

1.5. Composition

Select Committees will comprise 3-5 members. Working Groups may comprise 5-20 members. The President and Executive Director act as ex-officio members of all Select Committees.

1.5.1. Chairperson

- Oversee the appointment process for committee members;
- Organise and Chair the committee meetings;
- Circulate the agenda for each committee meeting;
- Appoint a Deputy Chair;
- Delegate responsibilities to the Deputy Chair as appropriate;
- Provide a quarterly report of Committee activities to the the EC;
- Provide an annual report of the Committee activities for inclusion in the Annual Report to be submitted to the GC.

1.5.2. Deputy Chair

- Assist the Chair in carrying out the duties listed above.
- Deputise for the Chair at meetings that the Chair is unable to attend.

1.5.3. Membership Requirements

- *Attend.* Committee and Group members are required to attend at least three quarters of all Committee or Working Group meetings.
- *Participate.* Committee and Group members are required to actively participate in functions of the Committee/Group.

- *Contribute.* Committee and Group members should be prepared to contribute to the functioning of the Committee / Working Group as requested by the Chair.
- *Performance.* A performance review of Committee / Working Group members will need to be completed on an annual basis by the Chair and Deputy Chair of the Committee / Working Group.
- Persons deemed not to proactively contribute to the functioning of the Committee / Working Group may be excused from their position at any time at the discretion of the Committee Chair.

1.6. Appointment Process

The Chair of the Committee / Working Group will nominate members for appointment to the Committee / Working Group for approval by the EC.

2. Communications and Public Relations Committee (CPR)

2.1. Objectives

The aim of the Communications and Public Relations Committee (CPR) is to:

- Work closely with the WUIP administration and members of the EC to regularly update the website, social media content and WUIP newsletter.
- Promote all aspects of WUIP activities, including WUIP Congresses and Events and activities of other WUIP Committees.

2.2. Activities

The committee will direct the activities of the WUIP ED, WUIP Communications Officer and Core-PCO including

- The WUIP Newsletter
- The WUIP social media accounts: Facebook, Twitter, LinkedIn, Instagram

The Communications Officer on behalf of the committee will report quarterly statistics to the WUIP EC on the frequency of all communications and on the number of times communications are read and interacted with.

2.3. Composition

The CPR shall be comprised of:

- the Chair of the Communications and Public Relations Committee (Chair)
- The Chair of the WUIP Engagement Working Group (Deputy Chair)
- the WUIP Executive Director
- the WUIP Communications Officer
- the WUIP President
- Any additional members that may be required by the Committee from time to time.

3. Conflict Resolution Committee (CRC)

3.1. Objectives

The objectives of the Conflict Resolution Committee (CRC) are to:

- Identify and manage potential internal and external conflicts that may involve the WUIP in accordance with the WUIP Dispute Management Policy.
- Enhance the integrity and trustworthiness of the WUIP and their membership
- Promote confidence and trust in the WUIP by demonstrating a commitment to integrity and ethics

3.2. Activities

The committee will undertake, inter alia, the following activities in accordance with the WUIP Dispute Management Policy:

- Manage concerns, complaints and disputes involving the WUIP or its member societies;
- Seek legal opinion and provide a recommendation to the EC;

4.4. Composition

The CRC shall be comprised of:

- the Chair of the Conflict Resolution Committee (Chair)
- the WUIP President
- the WUIP Executive Director
- Any additional members that may be required by the Committee from time to time.

4. Constitutional Reform and Policy Committee (CRP)

4.1. Objectives

The objectives of the WUIP Constitutional Reform and Policy Committee (CRP) are to:

- Review and propose changes to the WUIP constitution
- Update WUIP policies to reflect the ongoing changes within the organisation.

4.2. Activities

The activities of the committee are:

- To review the WUIP Constitution and identify areas requiring clarification or reform.
- To review the WUIP Policy Manual and identify areas requiring clarification or reform.
- To seek legal advice on matters relating to the WUIP Constitution, Policies and Procedures.
- To engage with and generate discussion with Member Societies to gauge their needs and concerns with regards to the WUIP Constitution, Policies and Procedures.

4.3. Composition

The CRP shall be comprised of:

- the Chair of the Constitutional Reform and Policy Committee (Chair)
- the WUIP General Secretary (Deputy Chair)
- the WUIP President
- the WUIP Executive Director
- Any additional members that may be required by the Committee from time to time.

5. Engagement Working Group

5.1. Objectives

The aims of the Engagement Working Group (EWG) are to:

- To promote engagement of WUIP with young health professionals and trainees interested in phlebology.
- To provide educational support and advocacy for health professionals new to phlebology.

5.2. Activities

The activities of the WUIP EWG include:

- To propose projects to be carried out by members of the group on behalf of or under the auspices of the WUIP.
- To plan and present at a dedicated EWG scientific session in WUIP World Congresses. The aim of the session would be to present results, to welcome new projects and to foster involvement of new members/collaborators of the working group.

5.3. Composition

The EWG shall be comprised of :

- the Chair of the Engagement Working Group (Chair)
- Ex-officio members- WUIP Executive Director and WUIP President
- Ten other members

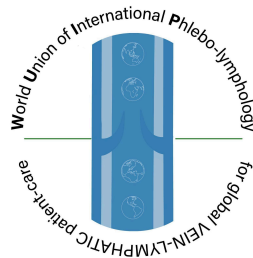
5.4. Selection Criteria

To ensure engagement of a diverse range of members, the following selection criteria will apply:

- Age- five members to be younger than 40 years of age at the time of application;
- Gender- minimum of two female members;
- Region- representation of at least one person from each WUIP geographical region;
- Trainees- minimum of 3 trainees, residents or new phlebology graduates with less than 3 years in practice;
- Developing nations- minimum of one member from a developing nation;
- Skills- minimum of 3 members with proven skills in social media/web use.

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Code of Conduct

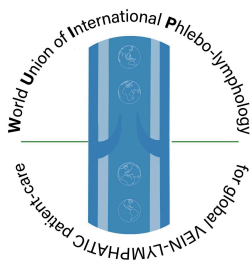


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POLICY MANUAL | World Union of International Phlebology (WUIP)

Release Date: 10 October 2025

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Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-220 6	1.0	None	General Council	15/09/2022	15/09/2022	15/09/2025
Policy Statement						
Purpose To outline the Code of Conduct of the World Union of International Phlebology (WUIP).						
Scope This policy, inter alia, applies to all employees, Executive Committee members; Standing and Sub-committee members; Member Societies and their Representatives; Agents and contractors (including temporary contractors) of WUIP; collectively referred to as 'WUIP participants'.						

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Code of Conduct

1. Purpose

- 1.1 The Code of Conduct ('Code') for the World Union of International Phlebology (WUIP) recognises the importance of an environment which actively promotes WUIP Participants (see 3.1) to work together in the best interests of the WUIP and to promote the objects of the WUIP.
- 1.2 The purpose of this Code is to describe the standards of behaviour and conduct expected from WUIP Participants in their dealings with each other, other societies and organisations, suppliers, employees, and the general public.
- 1.3 WUIP expects all WUIP Participants to observe the standards set out in this Code.

2. Commencement

- 2.1 This Code will commence from 22 August 2022. It replaces all other codes of conduct of WUIP, if any (whether written or not).

3. Application of the Code

- 3.1 The Code, inter alia, applies to:
 - (a) all employees;
 - (b) Executive Committee members;
 - (c) Standing and Sub-committee members;
 - (d) Member Societies and their Representatives;
 - (e) Agents and contractors (including temporary contractors) of WUIP;collectively referred to as 'WUIP participants'.
- 3.2 The Code does not form part of a contract of employment or contract for services.

4. The Code requirements

- 4.1 All WUIP participants are expected to act in good faith, observe the highest standards of ethics, integrity and behaviour during the course of their participation with WUIP. This Code provides an overview of WUIP's fundamental values. It is by no means exhaustive, but summarises some of the most important policies of the WUIP, which are based on

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standards that underlie business ethics and professional integrity, standards that apply to all participants.

- 4.2 WUIP participants are expected to conduct themselves in a professional and courteous manner and observe the duties of behaviour set out in this code when dealing with each other and when a participant can be perceived as representing WUIP with approval from the Executive Committee.

5. General Duties

All WUIP participants must:

- 5.1 Comply with all applicable laws, and legal and statutory duties.
- 5.2 Comply and WUIP policies, procedures, rules, regulations and contracts.
- 5.3 Comply with all lawful and reasonable directions from WUIP.
- 5.4 Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by WUIP in the interests of work health and safety.
- 5.5 Be truthful in all dealings with persons encountered during WUIP participation. WUIP participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of WUIP. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.
- 5.6 Promptly report any violations of law, ethical principles, policies and this Code.

6. Duty of Confidentiality

All WUIP participants must:

- 6.1 Maintain during their participation with WUIP and after the termination of participation with the WUIP, the confidentiality of any confidential information, records or other materials acquired during the participation with WUIP. Confidential Information means all agreements, documents, records, financial records, private membership records, private records of the Executive Committee, discussions, negotiations, deliberations and decisions of the WUIP or a WUIP representative including but not limited to the

Executive Committee and Subcommittees without the prior written consent of the Executive Committee.

- 6.2 All communications within the WUIP EC conducted by email are considered confidential and are not to be redirected to external parties without the consent of the sender or participants.
- 6.3 All email communications considered for the WUIP EC should not have external parties copied onto the email.
- 6.4 WUIP Participants shall comply with the privacy or data protection laws of those jurisdictions in which the WUIP operates.
- 6.5 Not make any unauthorised statements to the media, or in any other public forum, about WUIP's business. Requests for media statements should be referred to the Executive Committee.

7. Duty of Loyalty

- 7.1 WUIP Participants must not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of the WUIP.
- 7.2 Executive Committee:
 - (a) Executive Committee members must act in the interest of the WUIP ahead of other interests in all decision making processes and declare any perceived or actual, financial or non-financial conflicts of interests in all Meetings and the provisions of clause 8 hereof shall apply.
 - (b) Executive Committee members must declare membership, employment or other affiliations, inter alia, such as office bearer, board member or holding any position of authority or control with another entity that is an organisation. Supplier, competitor or a member society of the WUIP.
 - (c) Executive Committee members must abstain from voting or participation in any decisions of the Executive Committee where that person has a relevant conflict of interest including but not limited to being a member, employee, office bearer, board member or holding any position of authority or control with another entity that is an organisation, supplier, competitor or a member society of the WUIP.
 - (d) The Chairperson shall maintain a record of the declared conflicts in the minutes of the meeting.

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7.3 General Council and other General Meetings:

- (a) WUIP Participants must declare any conflicts of interest pertaining to the matter at hand to the floor before they can address the meeting.
- (b) This does not alter the voting rights of the WUIP Participant (if any).
- (c) The Chairperson shall maintain a record of the declared conflicts in the minutes of the meeting.

8. Duty to Disclose Financial Conflicts of Interest

- 8.1 WUIP Participants must declare financial conflicts of interest to the Executive Committee as the Executive Committee may direct from time to time or as provided by the WUIP Conflict of Interest Policy.
- 8.2 A financial conflict of interest will occur when personal financial benefit is derived by a WUIP Participant from actions or decisions made in an official capacity in any role held as a WUIP Participant. To that end, WUIP Participants must not:
 - (a) Use WUIP participation for private gain without the prior written consent of the Executive Committee;
 - (b) Abuse the advantages of their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise the integrity or reputation of the WUIP participant or the WUIP;
 - (c) Accept any employment with another organisation that is a supplier or competitor of the WUIP, or any other employment that is in conflict with your WUIP participation;
 - (d) Give, accept, or solicit gifts or benefits in circumstances that could be considered to give rise to undue influence or obligation. In all circumstances, gifts must only be accepted with the approval of the Executive Committee. If WUIP Participants are in any doubt as to the appropriateness of any gift, they should consult with the Executive Committee before it is given or accepted, or as soon as possible thereafter;
- 8.3 At any meeting of the WUIP, WUIP Participants attending the meeting must declare financial conflicts of interest to the Chairperson who shall maintain a record of the declared conflicts in the minutes of the meeting. Any such declaration must be made

during the discussion of the matter at hand and before they can address the meeting. In respect of voting by the attendee, the provisions of clause 8.1 hereof shall apply.

8.4 The WUIP shall maintain a register of declared financial conflicts of interest.

9. Duty to Act in the best financial interest of the WUIP

9.1 Do not use WUIP participation for private gain.

9.2 Respect the WUIP ownership of all of its property including but not limited to funds, equipment, supplies, records, intellectual property and confidential information (however described). Where respect means to:

- (a) Use reasonable endeavours to protect the assets and resources of the WUIP and to ensure their efficient use for legitimate WUIP purposes. Any suspected (on reasonable grounds) instances of fraud or theft should be reported immediately; and
- (b) Protect the assets of the WUIP (including proprietary information such as intellectual property, strategic plans, employee information, and any other information concerning the WUIP that is not generally known to the public). This obligation continues after termination of WUIP Participation.

10. Duty to Not to Mislead

10.1 WUIP Participants must be truthful in all dealings with the WUIP.

10.2 WUIP participants must not make false or misleading statements or declarations during the performance of their duties. A statement or declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading or untruthful view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.

11. Duty not to abuse position

11.1 WUIP Participants must not abuse the advantages of their position for private purposes or otherwise than for the direct benefit of the WUIP.

11.2 WUIP Participants must not hold themselves out to be empowered to make decisions or take any action unless duly authorised to do so by the Executive Committee.

11.3 The WUIP Participants shall not register a new operating entity, a non-registered entity or

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a subsidiary of the WUIP in the same jurisdiction or any other jurisdiction whether under its current name or the name as translated into other languages and whether in the form of a company, association, society or any other body without the expressed consent of the WUIP.

- 11.4 WUIP Participants must not use the WUIP logo, letterhead or their position within any WUIP

structure, including but not limited to membership of the Executive Committee, Standing or Sub-committees of the WUIP, in presentations, speeches or other meetings unrelated to WUIP business without the express written consent of the Executive Committee.

12. Duty not to abuse Intellectual Property

- 12.1 WUIP Participants shall not be permitted to use the intellectual property of the WUIP including but not limited to any trademarks or logos without the written consent of the Executive Committee.
- 12.2 WUIP Participants shall promptly report any violations of law, ethical principles or policies and this Code.

13. Duty of Competence and Capacity

- 13.1 Display the appropriate image of professionalism at WUIP meetings or when representing the WUIP with the consent of the Executive Committee.
- 13.2 WUIP has a legitimate interest in the private activities of WUIP Participants where such activities may bring disrepute upon WUIP and may possibly call the participant's fitness for continued WUIP participation into question.
- 13.3 WUIP participants must maintain legal capacity to participate in WUIP business.

14. Duty of Respect

- 14.1 Be honest and fair in dealings with other WUIP Participants, other societies and organisations, customers, clients, suppliers, management and the general public.
- 14.2 Treat fellow WUIP participants, customers, suppliers, management and the general public in a non-discriminatory manner with proper regard for their rights and dignity.

- 14.3 In this regard, discrimination, victimisation or harassment based on a person's race, ethnicity, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- 14.4 Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- 14.5 Correspondence is considered inappropriate if the WUIP participant has demonstrated racist, sexist, discriminatory, abusive or disruptive conduct. The conduct and content of all communications should be professional, objective, and non-judgemental. Defamatory, accusational and personal attacks are considered violations of this code and can result in a warning or suspension.

15. Conduct in Meetings

- 15.1 WUIP meeting participants are required to adhere to WUIP General Meeting Protocols (WUIP Policy Manual, Procedure 3).
- 15.2 The proceedings of the WUIP General Meetings and other meetings are not to be recorded or broadcasted using any technology without prior consent of the WUIP.
- 15.3 Other than invited participants, no other persons are to enter the WUIP General or Executive Meetings without prior invitation or registration where applicable.
- 15.4 Participation in WUIP Meetings (either in person or teleconferences) of the WUIP EC meetings, General Council, General Meetings or WUIP Select and Subcommittees meetings by third parties are by invitation from the meeting chair (or their nominated representative) only.
- 15.5 Attendees of all WUIP Meetings are required to adhere to respectful and courteous conduct. An attendee's conduct is considered disorderly if the attendee has demonstrated racist, sexist, discriminatory, abusive or disruptive conduct and persistently and wilfully obstructed the meeting. Conduct should be professional, objective, and non-judgemental. Defamatory, accusational and personal attacks are considered violations of this Code. The meeting Chairperson can impose a range of

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sanctions, including a warning or temporary suspension from the meeting or other appropriate actions in accordance with this Code.

- 15.6 The General Secretary, or in their absence another Board Member nominated by the Chairperson, shall act as a Sergeant at Arms (SAA) during the course of meetings.
- 15.7 In the event the SAA, in consultation with the Chairperson, considers the conduct of a Representative does not meet with the standards of the WUIP Code of Conduct or the Representative is unreasonably disrupting the meeting proceedings, the SAA may put the Representative on notice that if the conduct continues, the Representative may be expelled from the meeting.
- 15.8 If after being put on notice by the SAA, the conduct of a Representative is in breach of the WUIP Code of Conduct or the Representative is unreasonably disrupting the meeting proceedings in the opinion of the SAA in consultation with the Chairperson, the SAA shall be empowered to expel the Representative from the meeting.
- 15.9 The proceedings of the WUIP General Meetings and other meetings are not to be recorded or broadcasted using any technology without prior consent of the WUIP.
- 15.10 Other than invited participants, no other persons are to enter the WUIP General or Executive Meetings without prior invitation or registration where applicable.

16. Conduct in Hybrid/Online Meetings

- 16.1 WUIP meeting participants are required to adhere to WUIP General Meeting Protocols (WUIP Policy Manual, Procedure 3).
- 16.2 The Conduct in meetings, described in the schedule 15 must be adhered to.
- 16.3 The proceedings of the WUIP General Meetings and other meetings are not to be recorded or broadcasted using any technology without prior consent of the WUIP.
- 16.4 Other than invited participants, no other persons are to enter the WUIP General or Executive Meetings without prior invitation or registration where applicable.
- 16.5 It is incumbent upon the attendee to ensure the WUIPs rules regarding confidentiality and privacy are maintained at all times, for example by the use of headphones during the meeting.

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- 16.6 Attendees must not join the meeting if walking, driving, doing other work or tasks, operating, travelling, in a public space or a noisy environment, or if it is unsafe to join the meeting.
- 16.7 Attendees must have a neutral background that does not distract other attendees and be mindful of background noise.
- 16.8 Attendees must mute their microphone until they are called.
- 16.9 Attendees must ensure that their name is correctly displayed on screen.
- 16.10 Attendees must not talk over other people. If wishing to speak, they should use the “Raise Hand” function of the meeting platform and wait until you are called.
- 16.11 Attendees must use a webcam or camera and may be asked to identify themselves.
- 16.12 Attendees must ensure the camera is positioned properly, in a stable position and focused at eye level.
- 16.13 Attendees must limit distractions by turning off notifications, closing or minimising running apps. Avoid multitasking.
- 16.14 If sharing content during the meeting, attendees must make sure they have the files and/or links ready to go before the meeting begins.
- 16.15 Attendees should dress in professional attire, as though they were attending a physical meeting.

17. Email and other forms of Correspondence

- 17.1 WUIP participants must observe the following when communicating by email or other forms of correspondence:
- 17.2 Content
 - (a) Purpose- Email communication should be reserved for matters of simple communication and not for long discussions. These matters will need to be discussed in relevant meetings.

- (b) Unlawful Content- These forms of communication shall be considered unlawful if the WUIP participant has used racist, sexist, discriminatory, abusive or defamatory language.
- (c) Inappropriate Content- The conduct and content of all communications should be professional, objective, and non-judgemental. Disruptive conduct, accusational language and personal attacks are considered violations of this code and can result in a warning or suspension.

17.3 Scope of Authority

- (a) Formal announcements and communications must be released by the WUIP administration and not individual members of the EC or other WUIP participants.
- (b) All other communications released by the WUIP participants must be done so on behalf of the WUIP and within the scope of authority of the WUIP participant.
- (c) WUIP participants shall not misrepresent their role or authority within the WUIP in any communication including emails to other WUIP participants or third parties.

17.4 Ownership

- (a) The WUIP maintains ownership of all its forms of communication including email and social platforms and shall be the confidential information and property of the WUIP.
- (b) All communications sent or received by WUIP participants in their capacity or on behalf of the WUIP must be handed over to the WUIP administration upon request.

17.5 Confidentiality

- (a) Executive Committee (EC) members are required to maintain confidentiality of information obtained in the course of one's duties as a WUIP Executive Committee member. All verbal and non-verbal correspondence including emails, phone messages, other forms of correspondence, agenda papers, minutes, contracts and agreement and other supplementary documents prepared for the Executive Committee or General Council or the related Standing and Select committees are regarded as confidential and must be treated in the strictest confidence at all times.
- (b) WUIP participants and in particular members of the Executive Committee (EC) must not include third parties copied (CC or BCC) in internal email communications without the express permission of all proposed addressees.

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- (c) WUIP participants must not provide the email address of other WUIP participants to third parties without the express permission of all proposed addressees.

18. Additional Duties for WUIP Participants

18.1 WUIP Participants should:

- (a) Promote a team spirit;
- (b) Avoid bias in decision making;
- (c) Ensure compliance with Policies and Procedures of the WUIP;
- (d) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes;
- (e) Exercise objectivity when administering rewards or discipline;
- (f) Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision;
- (g) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities; and
- (h) Carry out tasks or duties assigned to them by the WUIP diligently and professionally.

19. Breach of the Code of Conduct

- 19.1 Breaches of this Code of Conduct may result in expulsion from the WUIP in accordance with the Constitution of the WUIP or such other disciplinary action/s as may be deemed appropriate in accordance with the policies of the WUIP.
- 19.2 To ensure that all reported breaches of this Code of Conduct are controlled, reported, investigated and communicated in a systematic manner, the WUIP will maintain a reporting and investigation process.
- 19.3 Alleged breaches of this Code of Conduct shall be referred by the WUIP Executive Committee for independent legal advice on:
 - (a) whether a breach has occurred in accordance with this code; and
 - (b) if the breach is of a serious or material nature; and
 - (c) in accordance with the applicable laws or the WUIP governing documents recommend a range of options for disciplinary action including warnings, suspension, expulsion, termination or removal from office; and/ or

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- (d) recommend referral of the matter for alternative dispute resolution procedures;
and/or
- (e) recommend referral of the matter to a relevant authority.

19.4 The Executive Committee must take appropriate action in accordance with the legal advice provided.

20. Additional Obligations of the Board of Directors / Executive Committee

Obligations of Members of the Executive Committee include, but are not limited to the following:

- 20.1 To act in accordance with law, WUIP Constitution and Policies.
- 20.2 To maintain Confidentiality. Executive Committee members are required to maintain confidentiality of information obtained in the course of one's duties as a WUIP Executive Committee member. All verbal and non-verbal correspondence including emails, phone messages, other forms of correspondence, agenda papers, minutes, contracts and agreement and other supplementary documents prepared for the Executive Committee or General Council or the related Standing and Select committees are regarded as confidential and must be treated in the strictest confidence at all times.
- 20.3 To act in good faith. Members of the Executive Committee must place the interests of the WUIP before their own personal advantage (financial or otherwise) and the advantage of any other person or organisation, including a group (WUIP member society) that may have elected or appointed the Executive Committee member. WUIP Vice Presidents in particular will act in the best interest of the WUIP and not their country of origin or region they represent. When there is a conflict-of-interest, this needs to be declared to the President and the Executive Committee. Vice Presidents will not engage in any activity or decision making where there is a relevant conflict of interest.
- 20.4 To be accountable. Executive Committee members are responsible and accountable to the WUIP as a whole and not to any other person or organisation, including a group (WUIP member society) that may have elected or appointed the Executive Committee member.
- 20.5 To exercise power for proper purposes. Executive Committee members' powers are to be used for the purpose for which they are given, beyond the scope of their power or

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authority. This overlaps significantly with prohibitions against improper use of position and information and the fiduciary duty to avoid conflicts of interest.

- 20.6 To Maintain discretion. Executive Committee members must not bind themselves to vote in a particular manner irrespective of deliberations at Executive Committee and General Council meetings.
- 20.7 To not improperly use position. Executive Committee members must not improperly use their position or information they are in possession of to gain an advantage for themselves or someone else or cause detriment to the WUIP. Executive Committee members must not take advantage of a business opportunity at the expense of the WUIP.
- 20.8 Must not profit or gain improper benefit from position. Executive Committee members must scrupulously avoid any circumstance which may give rise to perception that the member or someone else has received a benefit by virtue of the member's position on the Executive Committee. For this reason, Executive Committee members and persons or entities with whom they have a close association such as family members, may not provide professional services to the WUIP for the duration of their term as a member of the Executive Committee.
- 20.9 Shall exercise reasonable care, skill and diligence. Executive Committee members are expected to discharge their duties with care and diligence. Amongst other things, they must be well-prepared for meetings; ensure that regular and appropriate financial reporting occurs; make proper enquiries if there are areas of doubt; gain an understanding of the key issues which affect the WUIP; and ensure that the EC defines appropriate policies particularly in areas that may give rise to liability for the Union, EC members; and to monitor the implementation of policies.
- 20.10 Shall not misrepresent. Executive Committee members must not misrepresent the WUIP and can only speak in public events within their scope of duties in their appointed positions within the Executive Committee. Executive Committee members must represent the WUIP in accordance with the WUIP policies and not present personal opinions as an official position or opinion of the WUIP. Only the President may speak

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publicly on behalf of the WUIP as its official spokesperson with respect to the WUIP policies unless delegated.

- 20.11 Shall act honestly, ethically and with integrity. Executive Committee members should raise with the President any ethical issues that may arise through their role as a member of the Executive Committee or a Standing or Select Committee of the WUIP.
- 20.12 Must disclose conflicts of interest. Executive Committee members are required to disclose all relevant financial and non-financial conflicts of interest in accordance with this policy.

21. Breach of the Code of Conduct

- 21.1 Breaches of this Code of Conduct may result in expulsion from the WUIP in accordance with the Constitution of the WUIP or such other disciplinary action/s as may be deemed appropriate in accordance with the policies of the WUIP.
- 21.2 To ensure that all reported breaches of this Code of Conduct are controlled, reported, investigated and communicated in a systematic manner, the WUIP will maintain a reporting and investigation process.
- 21.3 Alleged breaches of this Code of Conduct shall be referred by the WUIP Executive Committee for independent legal advice on:
 - (a) whether a breach has occurred in accordance with this Code; and
 - (b) if the breach is of a serious or material nature; and
 - (c) in accordance with the applicable laws or the WUIP governing documents recommend a range of options for disciplinary action including warnings, suspension, expulsion, termination or removal from office; and / or
 - (d) recommend referral of the matter for alternative dispute resolution procedures; and/or
 - (e) recommend referral of the matter to a relevant authority
- 21.4 The Executive Committee must take appropriate action in accordance with the legal advice provided.

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WUIP participant acknowledgement

I acknowledge:

- *that I have received the WUIP Policy Manual incorporating the WUIP Code of Conduct;*
- *that I will comply with all applicable laws and the WUIP Code of Conduct.*
- *that I would declare any conflicts of interest as they arise.*

WUIP Participant name:

Signed:

Date:

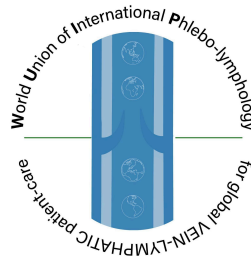
Witness name:

Signed:

Date:

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Membership and Fees

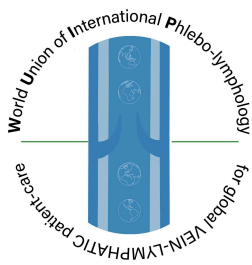


POLICY: MEMBERSHIP AND FEES

POLICY MANUAL | World Union of International Phlebology (WUIP)

Release Date: 10 October 2025

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Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2207	1.0	None	General Council	15/09/2022	15/09/2022	15/09/2025
Policy Statement						
Purpose To outline the process of application for membership of the WUIP, eligibility criteria for membership, fees and voting rights of member societies.						
Scope This procedure applies to organisations applying to join the WUIP as a Member Society.						

POLICY: MEMBERSHIP AND FEES

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1. WUIP Membership and Fees

The process for membership of the WUIP is outlined below.

1.1. Guidelines on Application for Society Membership

Societies applying for Society Membership in the WUIP must:

- Be a not-for-profit registered incorporated organisation able to hold membership shares in the WUIP; and
- Be an organisation with primary objectives and activities that align with those of the WUIP; and

Derive its membership base from, and carries out its activities at a predominantly nationwide, transnational or international membership base; and

Hold and maintain a governance structure that actively engages in advocacy and representation of its membership and meets appropriate registration requirements including election of a governing body, appointment of office bearers and holding of required membership meetings.

Demonstrate continuous activity for a minimum of three years and be currently active at the time of application;

- Must demonstrate activity in the entire field of phlebology and not limited to particular interventions, procedures, diagnostic services or management of particular conditions.
- Engagement in provision of education, scientific research, academic initiatives, promotion of healthcare standards or humanitarian missions in phlebology; and
- Organisation of at least two previous national or international congresses at the time of application where the congress theme or a substantial component (>50%) of the activities was dedicated to phlebology.

Societies which do not meet the above conditions could be admitted under the category of *Associate Member*. Such societies may attend the General Council Meetings with no voting rights and will be required to pay the annual membership fee according to the classification.

1.2. Membership Tiers

WUIP membership categories A, B, C and D and the associated voting rights are defined in the Constitution of the WUIP.

Type	Definition	Registration Requirement	Voting Rights
<i>Member Society TYPE A</i>	<i>Societies with a membership base from <u>one country or a group of countries</u> in which no other member society of the WUIP exists.</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>2 votes</i>
<i>Member Society TYPE B1</i>	<i>Societies with a membership base from a <u>group of countries</u> in which other member society(ies) of the WUIP exist.</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>1 vote</i>
<i>Member Society TYPE B2</i>	<i>Societies with a membership base from <u>one country</u> in which other member society(ies) of the WUIP exist, where the society was first admitted in time with the WUIP</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>1 vote</i>
<i>Member Society TYPE C</i>	<i>Societies with a membership base from <u>one country</u> in which other member society(ies) of the WUIP exist, and which was not admitted first in time with the WUIP.</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>1 shared vote</i>
<i>Associate Societies TYPE D</i>	<i>Societies that have not met the membership prerequisites.</i>	<i>Board may set a fee for Associate Societies.</i>	<i>May attend the Annual General Meeting but will have no voting rights.</i>
<i>Executive Members</i>	<i>These are the Executive Committee Members (Board of Directors). These persons may only hold membership for the term of their appointment on the Board.</i>	<i>Election to an executive position.</i>	<i>1 vote per executive member</i>

POLICY: MEMBERSHIP AND FEES

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1.3. Application process

Applications for membership and all supporting documents must be in English and should be submitted through the WUIP website (<https://www.uip-phlebology.org/join-uip>).

The application must include the following documents/information:

1. A formal application by the Society for membership in the WUIP outlining
 - Society contact details (Address, email, phone number, website)
 - Registered address, registration number and Certificate of Registration
 - Not-for profit NGO registration in the respective country
 - Presidents name and contact details
 - Executive Committee names and position
 - The name of the Society journal, if any
2. Copy of the constitution of the Society, containing
 - The administrative structure of the Society
 - The procedures of elections and voting
 - The frequency of meetings
3. A list of past meetings and main themes
4. A list of planned future meetings and main themes
5. A full membership list with total numbers
6. The logo of the society

Applications are reviewed by the General Secretary and Executive Director. Applications not meeting the membership requirements or with insufficient documentation will be returned to the applicant for resubmission. Once the society meets the application criteria for membership, their application is forwarded to the Executive Committee for approval. Once approved, the membership application is presented to the next General Council Meeting for election as a member.

1.4. Membership Fees and Late Payments

Membership fees are determined and reviewed by the EC from time-to-time. Fees are listed below.

For new members, fees are payable on the day of the approval as a new member. Societies wishing to apply for Tier 2 or Tier 3 (see Procedure 4) membership must apply in writing for this reduced fee. This is a charitable effort to recognise the importance of phlebology societies in lesser developed countries, or in countries in crisis.

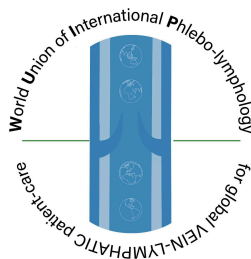
The WUIP Executive Committee must approve any change in a society's status. Membership fees are due on the 1st of November of the previous year. Please refer to Procedure 4 for an outline of the current WUIP Membership fees.

1.5. Late Payments

A 10% late fee will be applicable for payments made after the 1st of January providing a two month grace period. Extensions may be granted at the discretion of the WUIP Board. Antecedence of the member society will not be reinstated should the member apply to be reinstated.

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WUIP Congress Organisation

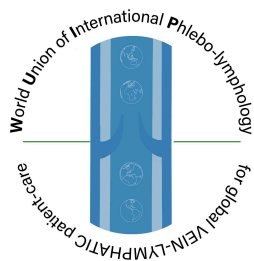


POLICY: WUIP CONGRESS ORGANISATION

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Release Date: August 2022

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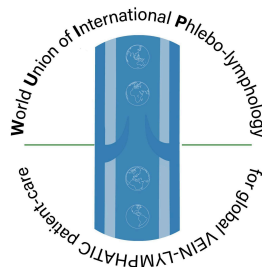
Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2208	2.0	V1.0	General Council	20/09/2023	20/09/2023	20/09/2029
Policy Statement						
Purpose To outline the process of selection of the WUIP World Congresses						
Scope This procedure applies to WUIP World Congresses and Chapter (Regional) meetings.						

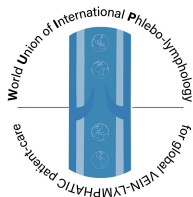
1. WUIP Congress Organisation

Detailed instructions for submitting bids to host World Congress and Chapter meetings of the WUIP are outlined in the [“Manual for Selection of UIP Congress Sites”](#).

These instructions are updated by the Congresses and Events Committee for each planned WUIP congress.

Concerns, Complaints and Dispute Management Policy





Policy No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPO-2209	1.0	None	General Council	10/10/2025	10/10/2025	22/08/2031
Policy Statement						
Purpose To outline an effective framework for the timely and objective resolution of concerns, complaints and disputes ('CCD') submitted from WUIP members, stakeholders or external parties to the WUIP about other member conduct, organisational activities, decisions, processes and actions.						
Scope This procedure applies to complaints received from: • WUIP members and stakeholders; • External parties; This policy does not apply to employees of the WUIP where applicable employment laws determine the course of action.						

Glossary

CCD	Concerns, complaints and disputes.
Complainant	The person, entity or member society lodging a complaint.
Complaint	Includes any concerns, grievances, allegations, accusations, conflicts or disputes communicated to the WUIP and referred to, in this document.
Complaint Officer	The person nominated by the WUIP to assess, review, conduct and coordinate all investigations and communications with the complainant, the respondent and all other parties.
Complaint- formal	<i>Formal Complaints</i> are any complaints submitted to the WUIP via the WUIP CCD web-page complaints portal.
Complaint- informal	<i>Informal Complaints</i> are concerns, grievances or matters communicated to the WUIP in any form of communication other than lodgement via the WUIP CCD web portal.
Complaint- major	<i>Major Complaints</i> include financial disputes; matters arising from conflicts between member societies, or between member societies and the WUIP; matters relating to geopolitics; discriminatory conduct based on inter alia, race, religion, nationality, ethnicity, gender, sexual orientation or disabilities; allegations of misconduct or conflicts of interest against members of the WUIP EC, staff, employees, third party contractors or GC members; matters concerning the WUIP governance, reputation or legitimacy; and matters with potential for detriment of the WUIP.

Complaint- minor	<i>Minor Complaints</i> are those of an operational nature related to the day to day running of the organisation and may relate to matters arising from WUIP transactions such as management of membership fees, website-related matters, newsletter and the use of communication platforms.
Conciliation	A form of alternative dispute resolution that involves a dispute resolution practitioner (the conciliator) convening a meeting between the two conflicting parties. The conciliator's core role is to advise and/or determine a mutually beneficial outcome for both parties.
Confidentiality	Confidentiality retains its ordinary definition of confidential where personal or identification information provided to the WUIP will not be disclosed to any third parties with the exception of members of the CRC or other relevant structures of the WUIP including relevant committees or third parties invited to assist with the investigation or determination of an outcome.
Conflict Resolution Committee (CRC)	The WUIP Conflict Resolution Committee (CRC) is a sub-committee of the WUIP EC tasked with processing, assessing and managing complaints lodged through the WUIP web-based CCD Portal. Members of the CRC include the WUIP President, the Chair of the CRC, the Complaints Officer and at least one neutral member from the Executive Committee (EC), and a qualified legal practitioner when required from time to time. Any member of the CRC with a conflict in the matter at hand will be replaced by a neutral member of the EC.
Days	All days referred to in this policy are in calendar days.
EC	Executive Committee, Board of Directors of the WUIP.

GC	General Council, Council of the member societies of the WUIP.
Mediation	A form of alternative dispute resolution that involves an impartial third party (the mediator) presiding over a meeting between the two conflicting parties. The mediator facilitates communication, understanding and assists both parties in reaching a mutually beneficial agreement. As against conciliation, a mediator does not advise or determine a potential resolution to the conflict but guides the parties to reach a mutually acceptable outcome. The agreement reached in mediation is not legally-binding. This means that either party is entitled to withdraw at any point, and the outcome cannot be forced upon either party.
Member Society	A phlebology or vascular society that has met all membership criteria of the WUIP and has been accepted into membership of the organisation.
ODR	Online Dispute Resolution- a form of legal dispute resolution that is facilitated by technology and various online mechanisms. Examples of ODR include online court trials, online mediations and online arbitrations.
Person	A person or legal entity including corporations treated as having the same rights and obligations of a person.
Procedural Fairness	Administrative decision-making principles, also referred to as 'natural justice' or 'due process'.
Respondent	The person or member society that is the subject of a complaint.
WUIP Stakeholder	Any person dealing with the Organisation in any capacity whether in regards to membership, administration, a member of the GC or EC, past WUIP Presidents, past EC members and/or anyone that

	has served the Organisation during their career or has an interest in the action, processes and decisions of the WUIP.
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1. Dispute System Design (DSD)

A Dispute System Design (DSD) is a structured system for prevention, management and resolution of disputes faced by an organisation.¹ DSDs were introduced in the late 1980s to streamline the process of handling disputes as they arise and managing the process to ultimate resolution.² Disputes by clients, customers and users of services are classified as *external* whereas those arising from employees or contractors are categorised as *internal*.³ The system is used to predict potential sources of conflict and place measures in place to prevent and manage future disputes.

DSDs incorporate multiple elements including the ability to refer disputes for ADR procedures such as mediation, conciliation and arbitration. As such they may involve online dispute resolution (ODR) services that incorporate such procedures. The incorporation of online strategies for dispute resolution is essential for international organisations such as the WUIP where disputing parties may be located in entirely different continents.

For a DSD to be effective it requires a careful design that involves the end-users and stakeholders in the design development and the evaluation of the system after its release.⁴ The primary goal of DSD is to encourage early intervention and utilisation of less costly approaches to CCD resolution delivered in a staged fashion to ultimately avoid litigation. An important feature of DSD is the incorporation of design principles that enhance accountability and transparency,⁵ features of great importance to the WUIP stakeholders. International organisations such as the World Trade Organisation and its antecedent the General Agreement

¹ Lisa Blomgren Amsler et al, *Dispute system design: Preventing, managing, and resolving conflict* (Stanford University Press, 2020) 6.

² William L. Ury, Jeanne M. Brett and Stephen B. Goldberg, 'Designing an effective dispute resolution system' (1988) 4(4) *Negotiation Journal*, 413.

³ Ibid.

⁴ Adam B. Kinon, 'Power before Interest in Dispute System Design' (2012) 17 *Harvard Negotiation Law Review* 273.

⁵ Lisa Blomgren Amsler and Jessica Sherrod, 'Accountability Forums and Dispute System Design' (2017) 40(3) *Public Performance & Management Review* 529.

on Tariffs and Trades (GATT)⁶ and the United Nations Commission for Trade Law (UNCITRAL)⁷ have resolved international disputes for decades and have implemented DSD to manage international disputes. International medical organisations lack structured DSDs and developing a system for the WUIP may assist the incorporation of such systems across the entire industry.

1.1. The Design

1.1.1. The Aims

The DSD aims to address the limitations listed under Section 2 above and seeks to enshrine the core values of the WUIP including promotion of organisational transparency, accountability and objectivity. The escalation pathways and the complaint lodgement process proposed here closely mimic those used by international organisations such as the World Health Organisation (WHO) and the World Trade Organisation (WTO). While international geopolitical organisations have well established complaints management processes, there is a scarcity of such systems used by medical organisations. The *European Society of Vascular Surgery (ESVS)* provides that to make a complaint, the complainant must contact the relevant supervisory authority in their EU Member State.⁸ The websites of *International Society of Thrombosis and Haemostasis (ISTH)*⁹ and *The Society for Vascular Surgeons (SVS)*¹⁰ did not reveal a publicly accessible DSD. The WUIP aims to pioneer a DSD system with the potential to be adopted by other global medical organisations.

1.1.2. The Structure

The WUIP DSD incorporates 5 escalation pathways (Figure 1):

- Pathway 1: Informal Complaints
- Pathway 2: Formal Complaints managed by the WUIP Complaints Officer
- Pathway 3: Formal Complaints escalated to the Conflict Resolution Committee

⁶ Ernst-Ulrich Petersmann, *The Gatt/WTO dispute settlement system: international law, international organizations and dispute settlement* (Martinus Nijhoff Publishers, 1997) 23.

⁷ Ronald A Brand, 'Party Autonomy and Access to Justice in the UNCITRAL Online Dispute Resolution Project' (2012) 10 *Loyola University Chicago International Law Review* 11.

⁸ Complaints, *ESVS Privacy Policy* (Web Page) <<https://esvs.org/privacy-policy/>>.

⁹ Disputes, *ISTH Website Usage and Privacy Policy* (Web Page) <<https://www.isth.org/page/UsagePrivacy?&hhsearchterms=%22privacy+and+policy%22>>.

¹⁰ Whistleblower Protection Policy, *Society for Vascular Surgery* (Web Page) <<https://vascular.org/about/policies/whistleblower>>.

- Pathway 4: Formal Complaints escalated to the Executive Committee
- Pathway 5: Formal Complaints escalated to the General Council

The proposed DSD incorporates a time-frame for each review period and clarifies the delegation of tasks, powers and responsibilities in assisting conflicting parties to amicably resolve disputes as promptly as possible. The escalation pathways are accompanied by the options provided to the complainant to request an internal review as part of an appeal mechanism and/or to complain to external agencies.

1.1.3. Pathway 1: Informal Complaints

Historically, most complaints received by the WUIP have been communicated by informal or semi-formal methods such as verbal communication, email or social media platforms. While on most occasions the complainants have been willing to be identified, on rare occasions the complainants have refused to be identified but demanded their complaint to be addressed and responded to. More commonly, a member of the WUIP EC will relay a message or communicate a 'complaint' to the committee and at times the identity of the complainant has remained undisclosed.

Complainants must raise all concerns or complaints, directly with the WUIP Complaints Officer within 90 days of the event or incident occurring. The complaints must be made in writing both for documentation and recordkeeping purposes and to enable the Complaints Officer and respondent to have a record of the complaint for future reference. Evidentiary materials must be submitted simultaneously with the written complaint to support the complainant's case.

While informal communication is probably the best method and the most friendly way to resolve minor issues, the DSD does not allow the use of the 'informal' pathway to deal with major concerns and complaints that must be lodged as a formal complaint. This is to ensure accountability, transparency and appropriate communication back to the complainant.

Person 1

The WUIP Complaints Officer is responsible for the initial management of all informal complaints received. All matters communicated to other WUIP staff, members of the EC or any other WUIP stakeholder must be directed to the WUIP Complaints Officer for processing.

Action 1

Once an informal complaint is received, the WUIP Complaints Officer, within seven calendar days:

A. Notifications

- a. Notify the WUIP President and the Chair of CRC of the receipt of the complaint;
- b. Notify the complainant of the receipt of the complaint;
- c. Notify the respondent that a complaint has been made (where applicable);
- d. Notify any other third parties including EC members who may have had a dealing with the matter that all future handlings of the complaint will be handled by the Complaints Officer;

B. Documentation

- a. Record the complaint in the WUIP CCD database system as 'informal'.

C. Assessment

- a. Categorise the complaint as *major* or *minor* (see definitions);
- b. Consult with the President, the Chair of CRC, and relevant WUIP EC members, regional representatives or committee chairs during the investigation process;
- c. Assess for potential resolutions and attempt to resolve the complaint where possible.

D. Resolution

- a. Discuss resolution options with the complainant.
- b. Failing that, offer the complainant the opportunity to withdraw their complaint;
- c. If the complaint is successfully resolved or the complaint is withdrawn, will close the case- See *Record-Keeping 1*; or
- d. If the complaint remains unresolved, the Complaints Officer would urge the complainant to submit a Formal Complaint via the WUIP CCD web-based portal.

E. Reporting

- a. Report the complaint in the Quarterly EC meeting minutes.

Record-keeping 1

The WUIP Complaints Officer will document the receipt, progress and outcome of the complaint in the WUIP CCD database as an *Informal Complaint*. The progress and status of the complaint will be accessible to the Complaints Officer, the Chair of CRC, the President, the complainant

and the respondent at any time and other members of the EC by request provided there are no current conflicts of interest, and external agencies when requested and required by law. On resolution, the record of the complaint will be maintained on the WUIP CCD database and available to WUIP stakeholders by request.

1.1.4. Pathway 2: Formal Complaints

This stage is where a complaint is formally lodged via the WUIP CCD web-based complaints portal. The registration page will request identification information from the complainant (e.g. name, member society), but the option of anonymity will be made available. All complaints categorised as major (refer to Section 1 Glossary for definition) must be submitted as a formal complaint on the WUIP CCD web-portal. All formal complaints must be submitted in writing directly on the CCD portal within 90 days of the event or incident occurring.

Responsible Person 2

The WUIP Complaints Officer is responsible for the initial management of all formal complaints received. The WUIP Complaints Officer will consult with the President, the Chair of CRC, and relevant WUIP EC members, regional representatives or committee chairs during the investigation process to assess potential resolution options.

Action 2

Immediately once a formal complaint is received, the WUIP CCD system will automatically generate a notification to:

A. Notifications

- a. Notify the WUIP President and Chair of CRC if the receipt of the complaint;
- b. Notify the complainant to confirm the receipt of the complaint;
- c. Notify the respondent (when relevant) that a complaint has been made; and
- d. Notify any other third parties including EC members who may have had a dealing with the matter that all future handlings of the complaint will be handled by the Complaints Officer.

B. Documentation

- a. Record the complaint in the WUIP CCD database as 'formal';

C. Assessment

- a. Categorise the complaint into *Minor* or *Major*;
- b. Determine whether the matter can be resolved internally through the DSD or if it requires referral to an external agency for resolution;
 - i. If it can be resolved internally, conduct further investigations;
 - ii. If it cannot be resolved internally, refer to Step D Resolution
- c. Assess for potential resolutions and attempt to resolve the complaint where possible;

D. Resolution

- a. Discuss resolution options with the complainant.
- b. Failing that, offer the complainant the opportunity to withdraw their complaint;
- c. If the complaint is successfully resolved or the complaint is withdrawn, will close the case- See *Record-Keeping 2*; or
- d. If the complaint remains unresolved, the Complaints Officer will escalate the complaint to Pathway 3 Formal Complaints escalated to the CRC

E. Reporting

- a. Report the complaint in the Quarterly EC meeting minutes; and
- b. Include a written report in the WUIP Annual Report.

Record-keeping 2

The progress and status of the complaint will be accessible to the Complaints Officer, the Chair of CRC, the President, the complainant and the respondent at any time and other members of the EC by request provided there are no current conflicts of interest, and external agencies when requested and required by law. On resolution, the record of the complaint will be maintained on the WUIP CCD database and available to WUIP stakeholders by request.

1.1.5. Pathway 3: Formal Complaints- escalation to the Conflict Resolutions Committee (CRC)

Responsible Person 3

During this stage, the complaint will be received, reviewed and assessed by the CRC. Please refer to Section 1 Glossary for a brief overview of the composition of CRC, its roles and

responsibilities. The CRC will have 30 calendar days to complete the actions provided in *Action 3*.

Action 3

Once a formal complaint is received, the WUIP CRC, within 30 calendar days, will:

A. Notification

- a. Notify the complainant and respondent about the status of the complaint; and
- b. Notify the EC about the receipt and management of the complaint in writing.

B. Documentation

- a. Document the receipt of the matter in the minutes of the meetings held.

C. Assessment

- a. Obtain further information pertaining to the nature of the complaint;
- b. Organise direct negotiation meetings with the complainant to understand their interests and motivations underlying the complaint if appropriate;
- c. Seek legal advice or external independent expert opinion (especially where WUIP executives and staff lack the knowledge or the impartiality in the subject matter);
- d. Assess for potential resolution options;

D. Resolution

- a. Discuss resolution options with the complainant.
- b. Failing that, offer the complainant the opportunity to withdraw their complaint;
- c. If the complaint is successfully resolved or the complaint is withdrawn, will close the case- See *Record-Keeping 3*; or
- d. If the complaint remains unresolved, the Complaints Officer will escalate the complaint to Pathway 4 Formal Complaints escalated to the EC

E. Reporting

- a. Update the complainant on the status and outcome of the complaint and on the WUIP CCD database;
- b. Report the complaint in the Quarterly EC meeting minutes; and
- c. Written report to be included in the Annual Report of the WUIP.

Record-keeping 3

The progress and status of the complaint will be accessible to the Complaints Officer, the Chair of CRC, the President, the complainant and the respondent at any time and other members of the EC by request provided there are no conflicts of interest, and external agencies when requested and law enforcement agencies when required by law. On resolution, the record of the complaint will be maintained on the WUIP complaints database and available to WUIP stakeholders by request.

1.1.6. Pathway 4: Formal Complaints Escalated to the Executive Committee

Responsible Person 4

In this phase, the issue will be managed by the EC. Upon assuming managerial responsibility for the complaint, the EC will have 30 calendar days to complete the tasks outlined in *Action 4*.

Action 4

Once a formal complaint is received, the WUIP EC, within 30 calendar days, will:

A. Notification

- a. Notify the complainant and respondent about the status of the complaint; and
- b. Notify the GC about the receipt of the complaint.

B. Documentation

- a. NIL

C. Assessment

- a. Revise the CRC reports;
- b. Obtain further information pertaining to the nature of the complaint;
- c. Organise direct negotiation meetings with the complainant to understand their interests and motivations underlying the complaint if appropriate;
- d. Seek legal advice or external independent expert opinion (especially where WUIP executives and staff lack the knowledge or the impartiality in the subject matter); and
- e. Assess for resolution options and consider mediation and/or conciliation.

D. Resolution

- a. Discuss resolution options with the complainant.
- b. Failing that, offer the complainant the opportunity to withdraw their complaint;

- c. If the complaint is successfully resolved or the complaint is withdrawn, will close the case- See *Record-Keeping*; or
- d. If the complaint remains unresolved, the Complaints Officer will:
 - i. Escalate the complaint to Pathway 4 Formal Complaints escalated to the EC
 - ii. Refer the matter to an external agency if appropriate or law enforcement agencies if required by law; or
 - iii. Offer the complainant the opportunity to request for an internal review.

E. Reporting

- a. Report the complaint in the Quarterly EC meeting minutes;
- b. Written report to be included in the Annual Report of the WUIP; and
- c. Update the status and outcome of the complaint on the WUIP CCD.

Record-keeping 4

The progress and status of the complaint will be accessible to the Complaints Officer, the Chair of CRC, the President, the complainant and the respondent at any time and other members of the EC or GC by request provided there are no conflicts of interest, and external agencies when requested and required by law. On resolution, the record of the complaint will be maintained on the WUIP complaints database and available to WUIP stakeholders by request.

1.1.7. Pathway 5: Formal Complaints Escalated to the General Council

Responsible Person 5

The WUIP GC is responsible for managing formal complaints in the final stage of the CCD pathway. The GC will have 60 calendar days to complete the tasks outlined in *Action 5*.

Action 5

Once a formal complaint is received, the WUIP GC, within 60 calendar days, will:

- A. Notification
 - a. Notify the complainant and respondent about the status of the complaint.
- B. Documentation
 - a. NIL.
- C. Assessment

- a. Revise the complaint and submitted reports from the CRC, EC and any relevant legal advice and/or expert opinions and any ODR outcomes (when relevant);
- b. Conduct further consultations pertaining to the nature of the complaint;
- c. Seek legal advice or external independent expert opinion;
- d. Organise direct negotiation meetings with the complainant to understand their interests and motivations underlying the complaint if appropriate;
- e. Assess for resolution options and consider direct negotiation, mediation and/or conciliation;

D. Resolution

- a. Discuss resolution options with the complainant.
- b. Failing that, offer the complainant the opportunity to withdraw their complaint;
- c. If the complaint is successfully resolved or the complaint is withdrawn, will close the case- See *Record-Keeping 5*; or
- d. If the complaint remains unresolved, the Complaints Officer will:
 - i. Send the matter back to ODR
 - ii. Refer the matter to an external agency if appropriate or law enforcement agencies if required by law; or
 - iii. Offer the complainant the opportunity to request for an internal review.

E. Reporting

- a. Report the complaint in the Quarterly EC meeting minutes;
- b. Written report to be included in the Annual Report of the WUIP; and
- c. Update the status and outcome of the complaint on the WUIP CCD.

Record-keeping 5

The progress and status of the complaint will be accessible to the Complaints Officer, the Chair of CRC, the President, the complainant and the respondent at any time and other members of the EC and GC by request provided there are no conflicts of interest, and external agencies when requested and required by law. On resolution, the record of the complaint will be maintained on the WUIP complaints database and available to WUIP stakeholders by request.

1.2. Conflicts of Interest and Special Situations

In the event where the complaint involves any person tasked with managing the complaint at any escalation phase or the person has a conflict of interest in the matter, the complaint will be escalated to the next escalation phase.

- If the complaint involves the complaints officer, the matter will be escalated to pathway 3-CRC.
- If the complaint involves any member of the CRC, or if the member has a conflict of interest in the matter at hand, the member will be replaced by a neutral member of the EC.
- If the complaint concerns the entire CRC, the matter will be escalated to the EC.
- If the complaint involves the entire EC, the matter will be escalated to the GC.
- Complaints involving the entire GC and the WUIP as an organisation need to be addressed to external governmental and regulatory agencies.

1.3. Strengths of the Proposed DSD

1.3.1. Streamlined Process

The clear CCD management process, delegation of powers, duties and responsibilities and escalation pathways prevents arbitrary implementation of rules, decisions and negligent communication of confidential information to unwarranted individuals. This fixed framework ensures procedural fairness to complainants, objective administration of justice and an efficient resolution of disputes in an amicable manner to mitigate any unnecessary dramatisation or complication of matters. This is especially reinforced through the provision of obtaining expert advice at high level escalation pathways for the relevant complaint. Accordingly, DSD evidently fosters organisational harmony and supports the WUIP in its mission to achieve a higher standard of healthcare, education, training and scientific research in phlebology.

1.3.2. Historical Continuity, Documentation and Record-Keeping

The transparent, centralised and retrievable documentation and record-keeping system of the DSD prevents WUIP members from lodging unsubstantiated allegations, and ensures that all submissions are recorded, reviewed, resolved, and flagged for action (if the dispute remains

unresolved). This is especially beneficial in addressing common claims of antecedence within the WUIP across a range of matters including voting rights and the recurrence of disputes.

1.3.3. Transparency and Accountability

The strict documentation and record-keeping mandates ensure that all submissions are clearly recorded and appropriately escalated to the nominated person or committee as illustrated in Figure 1. Accordingly, this holds decision-makers accountable for their decisions because all complaints will be compiled and distributed to WUIP stakeholders, composed of EC and GC members, to promote intra-organisational communication, understanding and transparency. The evidential attachments required when submitting a formal complaint promotes individual accountability in terms of lodging substantiated complaints and encouraging member adherence to the WUIP's code of conduct.

1.3.4. Confidentiality

The provision of confidential information to the one selected person or committee at each escalation stage prevents the unnecessary circulation or leakage of sensitive information, whether via email or word of mouth. The DSD provides both WUIP members and the Organisation with assurance to confidentiality. For WUIP members, this highly secure chain of communication via the portal increases their confidence and likelihood of lodging concerns and/or complaints for the greater organisational good. This is especially important if the complaint is of a confidential or sensitive nature, for example, when reporting potential misconduct, and if the complainant may wish to remain anonymous. The complainant's identity, while kept confidential, will remain available to the Complaints Officer, Chair of the CRC, President and legal representatives or other executive members when deemed necessary to assist in the determination of an outcome. If the Complaint concerns the persons listed, the complainant can remain anonymous. For the Organisation, having a streamlined communication and management process ensures that all internal decisions, strategy and processes remain confidential at all times, and negates and significantly reduces the risk of negligent disclosure of the organisation's policy approach, strategy etc.

1.3.5. Jurisdictional Complexities

Although the WUIP is yet to be involved in litigation, the proposed DSD is a prophylactic measure to provide early detection opportunities and resolution options to ensure a timely and amicable resolution to concerns and complaints. This is especially critical in light of the current geopolitical events involving the WUIP membership and the plans of the WUIP to expand its activities and in particular congresses in future. The current ad hoc method of managing complaints and disputes is clearly inadequate to manage issues of a more complex nature.

The proposed DSD identifies potential legal problems arising from jurisdictional differences from the activities of the WUIP and activities of its member societies, and prompts decision-makers to seek legal advice, when appropriate, to address and deal with these issues. Given the operation of the WUIP and diverse representation of EC members from multiple jurisdictions, the DSD provides the organisation with an adaptable management plan and management process to deal with both internal and external conflicts.

1.3.6. Preference for Alternate Dispute Resolution

The management plan of the proposed DSD utilises ADR and ODR mechanisms such as negotiation, mediation and conciliation to resolve complex disputes in the latter escalation stages. ADRs and ODRs are much more efficient ways of addressing disputes both cost-wise and time-wise. The immediate implementation of the agreed solutions promotes intra-organisational harmony. Additionally, the proposed solutions are generally mutually beneficial for both parties, meaning that agreements made tend to be more long-lasting and significantly reduce dispute recurrence.

1.3.7. Organisational Precedence

Because the solutions and outcomes proposed under the DSD will be securely documented in the concerns and complaints database system, they can form organisational precedence for the future management of disputes of a similar nature. This is greatly advantageous as it provides future executive members with a foundation to inform their decisions which maximises resolution efficiency and promotes organisational harmony. This reinforces a formal and objective

administration of justice which overcomes the complexities associated with informal feedback to the complainant.

1.3.8. Ongoing Evaluation and Reform

Once approved by the EC, the DSD will be circulated to the WUIP member societies for feedback and consultation. The engagement of all stakeholders in the design process will aim to ensure the needs of the member societies in using the system are met.¹¹ This system, once launched, will also receive feedback from its end-users with respect to its function, benefits, limitations, and potential areas for improvement. The DSD will also be reviewed on a regular basis every 2-4 years to ensure that it remains effective for changing geopolitical and organisational situations.

¹¹ Jeanne M Brett, Stephen B Goldberg and William L Ury, 'Designing systems for resolving disputes in organizations' (1990) 45(2) *American Psychologist* 165.

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B. Cases

None

C. Legislation

None

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Figures

Figure 1- The WUIP CCD Design System

