

I am honored to nominate Douglas Delay for Volunteer of the Year. Doug's service is not defined by a single accomplishment or moment in time. Rather, it reflects more than four decades of steadfast leadership, thoughtful stewardship, and an unwavering commitment to the credit union philosophy of people helping people.

Doug has served on the GFA Federal Credit Union Board of Directors since 1985, providing nearly forty years of volunteer leadership through periods of growth, economic change, industry transformation, and increasing regulatory complexity. His depth of experience in finance and governance, combined with a thoughtful and measured leadership style, has helped ensure that the credit union remains both financially strong and firmly grounded in its mission as a not-for-profit financial cooperative. As Board Chair, Doug consistently upholds the highest standards of governance, strategic oversight, and fiduciary responsibility while maintaining a clear focus on the evolving needs of the membership.

Among Doug's most significant contributions has been his leadership during a pivotal period of organizational transition. As GFA Federal Credit Union navigated a CEO transition, Doug provided the stability, vision, and confidence necessary to guide the Board and the organization through the process successfully. His steady leadership ensured continuity, preserved strategic momentum, and reinforced the Board's commitment to serving members' long-term interests. During a time when strong governance and sound judgment were critical, Doug demonstrated both, helping position the credit union for continued success under new executive leadership.

What sets Doug apart is his ability to lead the Board through its own evolution. Building upon a strong foundation, he has championed thoughtful discussions around governance, Board effectiveness, strategic oversight, and leadership development. He has encouraged the Board to embrace new perspectives, strengthen accountability, and continuously improve its governance practices to meet the demands of a rapidly changing financial services environment. Through his leadership, the Board has become increasingly aligned, engaged, and future-focused, better equipped to guide the credit union not only for today, but for the opportunities and challenges of tomorrow.

Doug leads with humility, preparation, and respect. He fosters an environment where diverse viewpoints are welcomed, decisions are carefully considered, and accountability is shared. His collaborative approach has strengthened relationships among Board members and management alike, creating a culture of trust and shared purpose that benefits the entire organization.

Doug's commitment to service extends well beyond the credit union. A dedicated member of the Town of Winchendon, he has served on the Finance Committee, Capital Planning

Committee, and Town Manager Search Committee, helping strengthen financial stewardship and long-term planning within his community.

He also brings a hands-on approach to volunteerism. Doug volunteers both independently and through credit union-led initiatives, consistently giving his time and energy to support those around him. For more than twenty years, he has volunteered at the Boston Marathon. Closer to home, he has helped place flags for veterans at the Winchendon cemetery, quietly honoring those who have served our nation. He is also actively involved in local initiatives such as The Delay Golf Memorial and the Clark Memorial Summer Solstice.

What truly distinguishes Doug is not simply the breadth of his service but its consistency. He leads without seeking recognition, serves without expectation, and approaches every responsibility with integrity, humility, and genuine care for others. His leadership embodies the very best of the credit union movement: service before self, stewardship of resources, and a deep commitment to improving the lives of others.

Doug Delay's impact is both profound and enduring. Through his leadership, GFA Federal Credit Union remains financially strong, strategically positioned, and relentlessly focused on serving its members. Through his community involvement, he continues to strengthen the town he calls home. His decades of volunteer service have left a lasting legacy that will benefit members, employees, and the broader community for years to come.

On behalf of GFA Federal Credit Union, we proudly nominate Douglas Delay for the CCUA Awards of Excellence Volunteer of the Year.