

## ***RIA Certification Code of Conduct***

RIA Advanced Certificants are the premier providers of property and content damage restoration, remediation, reconstruction, and specialty cleaning services to the public. These professionals adhere to the following principles in their relationships with customers, clients, employees, sub-contractors and related parties:

- Treat clients, their property and environment with care and respect.
- Provide professional service according to industry best practices.
- Operate with ethical principles and sound business practices.
- Maintain proficiency in work through continuing education and training.
- Provide a safe environment for employees and clients.

*I, as an RIA Certificant, agree to:*

1. Ensure that I engender trust in those I work for and with.
2. Conduct myself in a respectful, courteous, responsible and professional manner.
3. Provide impartial opinions and accurate information concerning the scope of work required and costs.
4. Disclose in the opening statement any estimate that has been prepared without direct inspection.
5. Assure that Labor and Material contracts are based on actual costs incurred or according to the previously agreed upon rate schedule.
6. Provide supporting documentation when requested by those responsible for payment.
7. Deliver on commitments, while ensuring estimates and contract provisions are performed and documented completely and accurately.
8. Ensure personal client information remains strictly confidential.
9. Disclose any conflict of interest that may exist with all involved parties.
10. Adhere to all contract, licensing, safety and environmental requirements of the jurisdiction where the projects are completed.

*Approved by RIA Board of Directors, March 2013*