



Certified Firms CODE OF ETHICS
(Please make a copy for your records)

IICRC Certified Firm agrees to:

1. Present a professional image, including but not limited to, appearance, grooming, equipment, attire, and attitude.
2. Maintain an awareness of and knowledge about IICRC published standards, relevant to the Certified Firm's operations.
3. Seek and promote education and training for technicians to enhance proficiency.
4. Have an IICRC Certified Technician supervise or be present on all job sites.
5. If the Certified Firm no longer has a Certified Technician on staff, the Certified Firm agrees to hire or obtain a replacement Certified Technician as soon as possible, but in no event later than twelve (12) months. If the Certified Firm fails to hire or obtain a replacement Certified Technician, the Certified Firm agrees to cease advertising as a Certified Firm for those services which require such Certified Technician.
6. Be truthful; provide service that results in elevated levels of customer satisfaction; be prompt; conduct business with honesty, integrity, and fairness; build consumer confidence in the industry; and promote good relations with affiliate industries.
7. Avoid confusing or misleading consumers by providing accurate information to them about prices, services and products.
8. Comply with government rules and regulations.
9. Avoid conflicts of interest and the appearance of conflicts of interest.
10. Use the IICRC name, logo, certification marks, and trademarks only in the manner authorized and approved by the IICRC (always follow logo use memo found in the Certified Firm tool box).
11. Maintain a written customer complaint policy which includes at least the following elements: a.) a designated person who responds to customer complaints; b.) a commitment to respond, in writing, to verbal or written complaints within five (5) business days; and c.) an agreement to use Better Business Bureau or similar alternative dispute resolution process, with a neutral mediator, in an effort to resolve customer complaints.
12. Agree to comply with rules, policies and procedures of the IICRC, as such polices, and procedure now exist or as they may be amended in the future.

Firm Name: _____

Accepted and Agreed to this _____ Day of _____, 20_____

Signature: _____

Print Name: _____

Title: _____