



AMERICAN BIO-RECOVERY ASSOCIATION

CODE OF CONDUCT AND ETHICS

In the area of human endeavor involving trade under competitive conditions, ethical standards for fair and honest dealing can be made increasingly meaningful by an association organized and dedicated not only to the definition, maintenance, and enforcement of such standards, but also to the improvement and education of its members. Such is the objective of the American Bio- Recovery Association (“ABRA” or “Association”). A Code of Conduct and Ethics is only as strong as the willingness of its members to uphold it. In establishing this Code, we commit to a professional standard and as members of ABRA agree to uphold and enforce it for ourselves and our peers.

Conduct of Business:

As businesses and individuals operating in the bio-recovery remediation, trauma scene abatement, crime scene cleaning, and other related industries, ABRA members agree to always strive:

1. To comply with all laws and regulations applicable to their business, and to maintain high standards of ethical conduct in the operation of that business and their dealings with employees, customers, and competitors;
2. To treat all applicants and employees with dignity and respect, and to provide equal employment opportunities, based on bona fide job qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any basis prohibited by applicable law;
3. To provide a safe work environment, and to protect the health and safety of the public;
4. To maintain the highest standards of integrity in all advertising and promotions, and to never resort to unfair or deceptive trade practices;
5. To avoid willfully misrepresenting services, pricing, or products, and to avoid making false promises or making any other statements that would lead a customer to believe something that is not true;
6. To establish, maintain, and uphold strict policies of customer confidentiality;
7. To give their undivided loyalty and effort to all customers, recognizing that the customer’s interests come first;
8. To avoid even the appearance of impropriety;
9. To honor signed legal agreements in spirit and in letter;
10. To stay current and up-to-date with respect to industry knowledge and standards, as well as regional marketplace thresholds for pricing and billing of services performed.

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Loyalty to the Profession and the Association:

As business and individual operating in the bio-recovery remediation, trauma scene abatement, crime scene cleaning, and other related industries, ABRA members recognize the impact their actions have not just on their own individual reputations, but also impact how the public views their profession and the industries in which they work. To that end, ABRA members commit that they:

1. Will maintain a professional relationship with their peers and industry-related professionals;
2. Will promptly fulfill their financial obligations to the Association;
3. Will avoid publicly criticizing other ABRA members or the Association;
4. Will not purport to act for or represent the Association, or express any opinions in the name of the Association, without authority from the Association;
5. Will not submit false or untrue information to the Association;
6. Will not participate in the theft or misappropriation of any Association property, and will not act to defraud the Association;
7. Will not commit any willful violation of federal, state, or local law, or take any other action that may have an adverse effect on the Association's image;
8. Will not use Association logos, emblems, materials, resources, or information in an unauthorized manner;
9. Will not engage in employee recruitment at any Association sponsored function.

This Code of Conduct and Ethics is not law, but a professional standard of conduct which defines the essentials of honorable behavior for a member for the American Bio-Recovery Association; a behavior that will foster pride, admiration, and respect for our profession and the industries in which we work.

In order to be considered for membership, all members pledge to adhere to this Code of Conduct and Ethics. Violation of this Code may result in sanctions imposed by the Association's Ethics and Intervention Committee, in accordance with the applicable provisions of the Association's Bylaws and Policy on Ethics Procedures.

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