



WLS 19-POINT CODE OF CONDUCT



The goal of the Water Loss Specialist (WLS) certification is to establish and then maintain a reputation as a certification of individuals recognized for their technical excellence and indisputable integrity. We undertake to earn this reputation, both with those whose damage we mitigate and whose property we restore and also with the insurance industry that bears the bulk of the financial responsibility for the cost associated with that damage, by establishment of and adherence to the following *Code of Conduct*.

1. We will show respect for the abilities and reputations of competitors who conduct their business in a professional and ethical manner and we will work to promote professional and ethical practices within our industry.
2. We agree to abide by the licensing and other applicable laws of the county, state, province or other political jurisdiction in which we conduct business.
3. We will document charges for services we provide as appropriate and format billings in a manner consistent with the highest industry standards. We are willing to explain or defend those charges at any time.
4. We will enter into no agreement with a property owner, manager or insurance company representative to offer rebates, kickbacks or similar compensation not specified in our estimates or invoicing.
5. We will not allow catastrophic conditions to excuse us for adhering to the professional and ethical standards that guide our personal business practices.
6. We believe technical excellence results in great part, from the free exchange of information, access to the findings of pertinent research and participation in ongoing technical training.
7. We agree to utilize, to the best of our abilities, all available association, industry and government resources to provide and maintain for ourselves and others we work with, state-of-the-art technical training and current information related to our industry.
8. We believe the safety of our clients, other industry professionals we work with, and the public, is of tantamount importance.
9. We will remain diligent in our efforts to provide those under our direct report and other restoration stakeholders with appropriate safety equipment and training and to act in good faith to comply with or exceed currently accepted safety standards with regards to our facilities, equipment and job-site operations.
10. We believe that our responsibilities, when we agree to respond to a property loss, include the promise of quick, competent and appropriate response to each loss as it exists.
11. In our role as emergency responders, we will strive to make decisions involving the application of our skills and utilization of the manpower and equipment at our disposal that reflect a responsible balance between cost and benefit for all parties.
12. We will, when asked, make every effort to provide objective judgments concerning cause, condition and economic feasibility for the successful restoration of damaged property.
13. We will labor to provide the level of expertise, equipment and workmanship appropriate to both the needs of the property owner and the insurer; if applicable, based upon the conditions presented during the course of our professional involvement in each loss-from initial response through final restoration.

14. We understand that our ability to provide service to our customer is a result of the combined strength and cooperation of our company, suppliers, subcontractors and association.
15. We will seek to sustain that strength and cooperation by meeting our financial commitments to our suppliers, subcontractors and association in a timely and responsible manner.
16. We accept that we have an ongoing obligation to act responsible and in a manner consistent with preservation of the environment in which we live.
17. We will endeavor to follow both the letter and the intent of the laws that govern our business conduct and the environment.
18. We understand that we are members of a larger community and that we have responsibilities to serve the community from which we derive our livelihood. We believe we each should seek opportunities to be of service within the community beyond the scope of our for-profit operations.
19. We realize that in the course of any business, disputes may arise. In the event that a dispute results from operations carried out by our company and if that dispute cannot be resolved to the satisfaction of all interested parties within the scope of our standard operating procedures, we each are willing to attempt to settle the dispute by mediation under the direction of the American Arbitration Association.

Realizing that the ability of RIA's WLS Certification to fulfill its goal is the result of the combined actions of all its WLS Certificants, I agree, as a Water Loss Specialist (WLS), to conduct the operations that I have direct control of in my company in accordance with, both in spirit and in practice, the articles stated above.

I agree to uphold RIA's Water Loss Specialist *Code of Ethics and Conduct*.