



CMHA INSTALLER  
**CODE OF CONDUCT**

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To become a CMHA Certified Installer, an individual must be committed to conducting business in accordance with recognized industry competency and professional standards. The tenets of this Code of Conduct were developed to encourage and promote standards of business conduct and professional service among CMHA Certified Installers that serve to benefit the industry as a whole and the consuming public.

CMHA Certified Installers pledge to conduct themselves at all times in accordance with recognized and accepted industry standards and practices, technical competence, honesty and integrity, and to adhere to the following tenets of the **CMHA Installer Code of Conduct**:

1. Conduct business interactions with fairness, honesty, integrity, and professionalism.
2. Subscribe to industry recognized and accepted technical and ethical standards for products and services in the areas of installation, complaint resolution and business practices.
3. Encourage professional development through educational opportunities for associates and partners.
4. Foster consumer confidence through the practice of honesty and integrity in advertising, marketing, proposals and representation of products and service capabilities.
5. Comply with applicable local, state/provincial and federal laws and regulations.
6. Conduct business through fair competition by promoting the positive benefits and features of the Certified Installer's product and services.
7. Promote and reinforce safe and healthy working environment for associates and customers.
8. Strive to create a sustainable future through environmentally safe practices to preserve and protect the environment.
9. Represent the CMHA in a professional manner, honoring its ideals, its Code of Conduct, and safe-guarding its intellectual property.
10. To comply with the relevant provisions of the certification program.
11. To make claims regarding certification only with respect to the scope of the certification program for which the certification has been granted.
12. Not to use the certification in such a manner as to bring the Certification Body into disrepute, and not to make any statement regarding the certification which the Certification Body considers misleading or unauthorized.
13. To discontinue the use of all claims to certification that contain any reference to the certification body or certification upon the suspension or withdrawal of the installer's certification, and to return any certificates issued by the Certification Body.
14. Not to use the certificate, certification or CMHA intellectual property in an unauthorized or misleading manner.

Adherence to this CMHA Installer Code of Conduct is an expectation of individuals who wish to become or remain a CMHA Certified Installer and is intended to assure public and industry confidence in the integrity and service of the CMHA Certified Installers.