

# **AUWC Code of Ethics and Conduct**

## **Preamble**

**The Association of United Window Cleaners, and its members, are committed to promoting the highest level of professionalism, integrity, and ability available in the window cleaning industry as well as the public at large.**

**The Association of United Window Cleaners is intended to encourage fair and healthy competition within the industry. We consider industry relationships critical to the industry's success.**

**Minimum standards of conduct in these areas are contained herein:**

## **Articles**

### **I Professionalism**

**Each member of the Association and anyone working for the member shall conduct business in a manner displaying the highest degree of professional behavior bringing credit to the profession, the industry, and the Association. Members and anyone working for the member shall speak truthfully and act in accordance with accepted principles of honesty and integrity. Anyone working for a member shall endeavor to understand and fairly represent his or her own scope of knowledge and ability to perform services.**

### **II Responsibility to Clients**

**Each member shall diligently and honestly pursue the client's legitimate objectives. Whenever possible, objectives should be put in writing to avoid misunderstanding. No member shall place its own needs and desires above those of the client in the performance of work for that client. Each member shall advise the client regularly or as agreed on matters concerning the creation of value. Federal, State and Local laws as well as regulations, codes and ordinances shall be strictly adhered to in the performance of work.**

### **III Responsibility to Employers**

**Each person working for a member shall behave in a manner consistent with the stated goals of his or her firm and/or employer. No employee of a member company shall use proprietary information of that member company for personal gain without the knowledge and consent of the employer and/or firm.**

### **IV Responsibilities to Property and Equipment**

**Each member shall be diligent in the care of property to maximize its long-term value within the client's objectives. Members shall not knowingly permit or cause damage to the property or properties under their control. In the servicing of the property, members shall take those actions reasonably necessary to maximize the security and life safety of the occupants consistent with accepted standards of the industry.**

### **V Confidentiality**

**Each member shall maintain as confidential any legitimate business information provided in confidence until:**

- (a) Given permission to disclose it by the source of such information, or**
- (b) Being legally required to do so.**

### **VI Fair Dealing**

**Each member shall endeavor to deal fairly with its clients, competitors, vendors, and employees. No member shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.**