



Stairbuilders and Manufacturers Association

CODE of PROFESSIONAL ETHICS and CONDUCT

The SMA and its members are committed to promoting the highest level of professionalism, integrity, and ability available in the stairway industry as well as the public at large. It 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:

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, provincial and local laws as well as regulations, codes and ordinances shall be strictly adhered to in the cooperation of property or equipment.

III. Code of Ethics

Believing that honesty and integrity, high ideals and concern for the welfare of the construction industry are both desirable and necessary, and in a sincere effort to promote the mission of the Association, members of the SMA pledge themselves to:

1. Establish and maintain high standards of professional conduct.
2. Freely interchange information and experiences with members of the stairway community.
3. Maintain confidentiality of privileged information.
4. Avoid conflicts of interest.
5. Avoid misrepresentation of products and services.
6. Promote improvement of construction communications, techniques, and procedures.
7. Comply with the Residential Building Codes of the United States as a minimum standard for construction and shall work toward its improvement in the interests of structural sufficiency, safety, and health.
8. Deal justly with their employees, subcontractors, and suppliers.
9. Deal honestly and fairly with their customers.
10. Cooperate to extend the effectiveness of the Association by exchanging information and experience, and encourage research on materials and techniques in order to provide the best value for their customers.
11. Uphold the principle of appropriate and adequate compensation for the services, which they render.
12. Avoid all conduct or practice detrimental to the stairway industry, to the Association, to the good name or reputation of any of its members, or to customers.

These responsibilities are freely and solemnly assumed as they form part of an obligation as members of the Stairway Manufacturers' Association.

Thank you for joining our membership and agreeing to the code of professional ethics and conduct.