

The Snow & Ice Management Association (the “Association”) is committed to the highest standards of professionalism and ethical conduct in its operations and activities.

The Association expects its members to conduct their business according to the highest ethical standards of conduct and to comply with all applicable laws. Therefore, the Association has established the following Code of Ethics (the “Code of Ethics”) and requires its observance as a prerequisite for continued membership and affiliation with the Association. This Code of Ethics provides broad guidelines for many situations, because it cannot cover every possible situation members may face in the course of business. In these cases, member’s actions should be guided by the fundamental values of integrity and honesty.

Adopted on September 19, 2018

Responsibility to the Community

- Comply with all applicable federal, state, provincial and local laws, regulations, and ordinances.
- Exercise reasonable care and competence when performing services.
- Treat every individual with dignity and respect.
- Conduct one’s self in a professional manner at all times.
- Consider the health, safety, and welfare of the public at all times when performing services or representing the Association.
- Provide truthful and accurate representations to the public in advertising, public statements or representations, and in the preparation of estimates concerning costs and services.
- Properly use professional credentials, and provide truthful and accurate representations concerning education, experience, competency and the performance of services.

Fair Dealing

- Deal honestly, ethically and fairly with all customers, employees, sub-contractors, vendors, suppliers, competitors and other third-parties.
- Shall not take unfair advantage of others through manipulation, concealment, abuse of privileged and/or confidential information, misrepresentation of material facts or any other unfair business practice.
- Shall not engage in collusive bidding, price fixing, price discrimination, or other unfair trade practices in violation of federal or state antitrust laws.
- Shall not, by affirmative act or failure to act, engage in any conduct involving fraud, deceit, misrepresentation or dishonesty in professional or business activity.

Responsibility to the Association

- Maintain standards of professional and personal conduct that will reflect in a responsible manner on the profession.
- Use any Association information and resources appropriately.
- Shall not disseminate misinformation or derogatory information concerning the Association, member or industry information.

Conflicts of Interest

- Avoid situations in which their personal interests may conflict, or appear to conflict, with the interests of the Association.
- Disclose to clients or employers significant circumstances that could be construed as conflict of interest or an appearance of impropriety.
- Assure that a conflict of interest does not compromise the legitimate interests of a client, employer, employee or the public and does not interfere with professional judgments.
- Refrain from offering or accepting significant payments, gifts, or other forms of compensation or benefits in order to secure work or that are intended to influence professional judgment.

Intellectual Property/Confidentiality

- Recognize and respect the intellectual property rights of others.
- Maintain appropriate confidentiality of proprietary or otherwise sensitive information encountered in the course of professional activities.

Responsibility to Employees

- Treat employees with respect, fairness and good faith and provide conditions of employment that safeguard employee's rights and welfare.

Position on Ethics and Enforcement (*Approved on May 3, 2011*)

SIMA has an established code of ethics and believes that all members should abide by this code. At times SIMA is made aware of members who may be in violation of the code of ethics. In such cases, SIMA will remind those members to abide by the code and will encourage members and non-members who have ethical complaints against one another to resolve their differences in an open, honest and professional manner. Questions or filing a complaint can be submitted to Martin@sima.org.

When SIMA is made aware of violations of its code of ethics, SIMA will undertake the following process:

- **Step 1:** Grievance is received from a complainant by the SIMA professional staff. SIMA staff records the complaint, with both the complainant and respondent information and a complete description of the grievance. All complainants will be forwarded to the executive director for review.
- **Step 2:** The executive director and the chair of the governance committee will review if the grievance is a possible violation of SIMA's code of ethics.

» If No, the complaint is not related to the code - SIMA will send a letter to the complainant stating the grievance noted is not related to the code of ethics. Nothing further is done.

» If Yes, the complaint is a possible violation of the code - SIMA will draft an information letter to both

parties, noting the need to comply with the code of ethics, asking that the situation be handled professionally and encouraging reconciliation. In this letter, useful contacts and information to help resolve the dispute will be included, most notably for each party to seek legal advice if the dispute cannot be resolved

If one person/company receives multiple grievances over a 2-3 year period, or if there is an egregious violation of the code of ethics, the ethics complaint will be discussed amongst the full governance committee with possible discussion at the board level.