

# VISPA Code of Ethics

The Verified Independent Service Provider Association (VISPA) adopts the following Code of Ethics to promote the highest ethical and moral standards of professional conduct in the PPE care and maintenance industry. Each member of the association agrees to abide by this Code of Ethics. VISPA intends that this Code of Ethics be interpreted and enforced reasonably, fairly, and objectively.

## I. PRINCIPLES OF ETHICS

These Principles of Ethics are aspirational goals of professional conduct for all Association members. All members of VISPA pledge to:

- A. adhere to a standard of excellence in the care and maintenance of personal protective equipment, including the promotion and marketing of services and products;
- B. maintain and service all accounts efficiently and professionally;
- C. monitor industry accepted standards and technological developments to assure availability of the highest quality service and the imposition of the most stringent standards within the PPE in industry;
- D. provide opportunities for professional advancement of employees by assisting them to acquire additional knowledge and increased technical competence;
- E. impose strict quality controls throughout the PPE servicing and marketing process;
- F. represent and market all products and services fairly and accurately;
- G. protect and enhance the environment and the health and safety of their employees, their customers' employees, and consumers through the safe and responsible use and disposal of potentially hazardous substances; and
- H. always be guided by a spirit of justice, honor, and fairness within their communities and in all dealings with other members of the PPE industry and with associated industries.

## II. RULES OF ETHICS

These Rules of Ethics provide mandatory and specific standards of minimally acceptable professional conduct for all members of VISPA. These Rules of Ethics are enforceable by VSIPA under the procedures provided in Section III of this Code.

### Members of VISPA shall:

- A. provide products and services in compliance any applicable industry standards, test specifications and operating procedures as prescribed by the National Fire Protection Association and other standard-setting organizations recognized generally in the industry and/or local, state, or federal contracting authorities;
- B. maintain quality control and testing procedures for products and services to ensure that required standards and specifications have been met and are accurately reflected;

- C. assure that all service promotional information, including statements designed or which can be interpreted to describe the properties or performance of the service, are accurate and are not misleading;
- D. comply with the current standard provisions of NFPA 1851: Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting, current edition;
- E. comply with all laws and regulations relating to the care and maintenance of PPE, including antitrust, occupational safety and health and environmental laws and regulations.

### **III. Disputes and Grievance Process**

#### **DISPUTES**

Disputes among members, of whatever class, may be resolved by the consent of the members in dispute to arbitrate, in which event:

- A. Each such member shall select an arbitrator that is a MEMBER in good standing;
- B. Such selected arbitrators shall select another MEMBER in good standing as an additional arbitrator and as chair of such Board of Arbitrators;
- C. The matter shall be resolved by the majority vote of all arbitrators;
- D. The resolution by the arbitrators may be submitted by either member for review to the MEMBERS;
- E. A majority vote decision by the MEMBERS shall be final.

#### **GRIEVANCES**

- A. Disputes not resolved by arbitration, and complaints of any member failing to comply with the Codes of Conduct or engaging in conduct detrimental to VISPA, shall be determined as follows:
  - B. By the Board of Directors; or
  - C. By a committee composed of at least three (3) MEMBERS appointed by the President which shall investigate the dispute or complaint, report the findings of such investigation to the Board of Directors and shall make recommendations for resolution of the dispute or complaint to the Board of Directors;
  - D. The decision of the Board of Directors on such dispute or complaint shall be subject to the approval of the MEMBERS and a decision thereof by the MEMBERS shall be final; however, a decision to terminate the membership of a member, of whatever class, must be approved by two thirds (2/3) of the MEMBERS voting thereon.