



### **The RIA Code of Ethics**

As providers of property damage restoration, remediation and cleaning services to the public, we subscribe to the following principles in our relationships with customers, employees and business associates:

- To treat our customers and their property with care and respect.
- To provide professional service in accordance with high standards of practice that will, where possible, restore the customer's property to its pre-damaged or pre-soiled condition.
- To operate in a manner consistent with ethical principles and sound business practice.
- To be proficient in our work through ongoing participation in education and training.
- To provide our customer with accurate information concerning the scope of work required and its costs, maintaining strict impartiality in our professional opinions.
- To disclose to the customer any connection we may have to their insurer or any other interested third party.

*Adopted June 20, 2006  
RIA Board of Directors*