



**CERTIFIED
CONTRACTORS
NETWORK**

CODE OF ETHICS

- *CCN Members have pledged to observe the highest standard of Integrity, Frankness and Professional Responsibility in dealing with their Owner Clients...*
- *By making no false promises or claims in advertising.*
- *By providing Professional Courteous Reception when the Owner calls with an inquiry, or Request For Bid.*
- *By keeping appointments at the agreed scheduled time. (If a conflict arises to call the Owner and rescheduled prior to appointment.)*
- *By providing a Professional Appraisal of the Owner's needs.*
- *By providing Written Specifications for the required project according to Manufacturer Specifications and Industry Standards.*
- *By encouraging only projects that are Structurally and Financially sound.*
- *By being Licensed by Local Authorities and following Local Requirements.*
- *By being a Certified Installer by Manufacturers when applicable.*
- *By providing Proof Of Insurance to Owners.*
- *By providing Customer Reference List to Owners.*
- *By fulfilling Contract Obligations.*
- *By providing Manufacturer's Long Term Warranty when applicable.*
- *By providing Contractor Labor Warranty.*
- *By maintaining Communications with the Owner regarding any changes in schedule, scope of work or unforeseen conditions.*
- *By providing Safe Work Conditions according to OSHA guidelines or Industry Standards.*
- *By being Professionally Responsive to Owner Service Calls.*
- *By attending Continuing Education Programs.*
- *By aspiring towards 100% Owner Satisfaction.*