

# STANDARDS OF CONDUCT

## NKBA MEMBER STANDARDS OF CONDUCT

In order to maintain the dignity of our profession, to assure public confidence in our industry, and to render proper service to individuals and the public, it is the duty of the owners, executives, and employees of each member firm of the National Kitchen & Bath Association to:

- Conduct all work and business affairs with fairness to all concerned, fidelity to clients and suppliers, and devotion to high ideals of personal honor;
- Accept compensation for a particular service or in particular business dealings from one source only, except with the full knowledge and consent of all interested persons;
- Make no false or misleading statements to the public, to employers, to employees, or to those with whom we maintain business relationships;
- Disclose all interest charges, carrying charges, and fees, and to uphold all laws and regulations pertaining to the business and professional activity;
- Assist the client in understanding and obtaining the full measure of the services and rights expressed or implied in contracts, agreements, or warranties;
- Conduct all business activity without prejudice as to an individual's age, gender, race, color, religion, national origin, ethnicity, disability that cannot be reasonably accommodated, marital or domestic partnership status, sexual orientation, liability for service in the armed forces or other protected trait or class;
- Refrain from using unfair means to win professional advancement disseminating any malicious information concerning any individual or business; or using improper or questionable methods of soliciting professional work or sales; and
- Cooperate in advancing the kitchen and bathroom industry by voluntarily exchanging information and experience with fellow members and by contributing to the work of educational groups, schools, and public and trade press, without disclosing confidential matters.

These Standards of Conduct have been adopted to promote and maintain the highest standards of business conduct and professional service among the members of the NKBA. Adherence to these Standards of Conduct is required for membership in the Association and serves to assure public confidence in the integrity and service of its members.

# NKBA PROFESSIONAL CODE OF ETHICS

Whereas an **NKBA Certified Designer** is defined as an individual and NKBA Member in good standing possessing an active certificate with NKBA of Certified Kitchen & Bath Designer (CKBD<sup>®</sup>), Certified Master Kitchen & Bath Designer (CMKBD<sup>®</sup>), Certified Kitchen Designer (CKD<sup>®</sup>), or Certified Bath Designer (CBD<sup>®</sup>);

And

Whereas an **NKBA Certified Professional** is defined as an individual and NKBA Member in good standing possessing an active certificate with NKBA of Associate Kitchen & Bath Designer (AKBD<sup>®</sup>), or Certified Kitchen & Bath Installer (CKBI<sup>®</sup>);

And

As such, the Individual has the right to use the appellations “CKBD”, “CMKBD”, “CKD”, “CBD”, “AKBD” or “CKBI”, I agree to abide by the following statements:

## 1. Laws and Regulations

I shall:

- Abide by the regulations, building codes, statutes and ordinances, permit procedures and such laws and practices in any state, province or territory where I practice business;
- Sign and/or seal drawings, specifications or other project documents only where I or my firm have prepared, supervised, or professionally reviewed and approved such documents as allowed by law in any state, province or territory where I practice business.

## 2. Professional Behavior

I shall:

- Perform to the highest standards of personal and professional conduct when working with the public (clients), colleagues, contractors, related professionals, tradespersons, vendors, suppliers and manufacturers;
- Perform professional services with consideration of the health, safety and welfare of the public;
- Conduct all professional and business activities without prejudice as to an individual’s age, gender, race, color, religion, place of origin, ethnicity, physical or mental disability that cannot be reasonably accommodated, marital or domestic partnership status, sexual orientation, liability for service in the armed forces or other protected trait or class;

- Continue to attain increased knowledge and skill through continuing education in kitchen or bathroom design, construction systems, business management, and the like for the betterment of my professional abilities.

I shall not:

- Make misleading, deceptive or false statements or claims about my professional qualifications, education, experience or performance;
- Engage in any form of misleading advertising or promotional activities, nor imply through any means that employees and business consultants of my business(es) are registered/licensed/certified, or have qualifications unless such is fact;
- Engage in fraud, deceptive business practices, misrepresentation or dishonesty in my professional or business activities;
- Attempt to obtain a business contract to provide design and/or installation services through unlawful means;
- Make payment or offer a gift to any public official or take any other action to unduly influence the official's judgment in conferring a current project or future project that I am interested in;
- Assist or abetting improper or illegal conduct of anyone in the completion of a project.

### **3. Responsibilities to the Client**

I shall:

- Agree to undertake professional responsibility only for design services that I am qualified by means of education, experience and examination to perform;
- Clearly set for the scope and nature of the entire project scope, services to be provided, compensation methods, and other legal terms and conditions of my agreements in writing;
- Disclose to my employer and/or client a financial interest that I may have that could affect their impartiality in specifying a good or service, and shall withdraw upon objection by the employer or client;
- Maintain confidentiality about projects or clients and shall not disclose personal information about said individuals, use photographs, or other project documents without prior written consent, except those documents to which I retain property rights;
- Act with fiscal responsibility and in the best interest of my clients, maintain sound business relationships with suppliers, manufacturers, tradespersons, contractors and related professionals for the best service possible to the public.

#### **4. Responsibilities to the Industry**

I shall:

- Abide by common law and statutory prohibitions against tortious interference of a contract and I will not interfere with another allied professionals or their businesses relationships;
- Take credit only for work that has actually been created by me, my business, or under my immediate supervision, direction or control;
- Refrain from criticizing the works of others, except on the bases of well-founded knowledge and fact or, upon request of when it does not present a conflict of interest, provide a second opinion to a client or serve as an expert witness in a judicial or arbitration matter;
- Cooperate professionally in reasonable ways with the NKBA, suppliers, vendors, manufacturers and competitors for the betterment of the kitchen and bath industry.

And I shall not:

- Intentionally make false statements, either written or spoken, that harms another NKBA Member's or allied professionals reputation or otherwise disparages their character;
- Accept instructions from my clients that knowingly involve plagiarism, nor shall I plagiarize another's work;
- Endorse an NKBA Certified Designer or NKBA Certified Professional of an individual known to be unqualified with respect to education, experience, examination or character, nor shall I knowingly misrepresent the professional expertise or moral character of that individual.

NKBA Certified Designers and Certified Professionals shall adhere to this Professional Code of Ethics and shall, at the time of certification and annual renewal, attest to this Code.