

## Code of Ethics and Professional Standards For Independent Contractor Members

MSPA North America is dedicated to improving service and promoting excellence in the customer experience industry. A fundamental aim of the Association is to ensure that the highest standards and ethics are maintained. To improve the value, reputation and stimulate the use of customer experience management and measurement services, it is important that the individual provider companies perform their services with honesty, integrity and professionalism while complying with applicable government laws, regulations and ordinances.

MSPA-NA expects all members to follow principles of honesty, professionalism, fairness and confidentiality to guard the interests of the public and our clients in order to promote good business practices.

The MSPA-NA Code of Ethics and Professional Standards for Independent Contractors was established to ensure that all MSPA-NA Independent Contractor members conform to the following principles:

- Commit, in principle, to the purposes of the association: improving service and promoting excellence in the customer experience industry;
- Conduct services in an honest and ethical manner;
- Conduct services according to industry procedures and regulations set forth and agreed to by MSPA-NA members;
- Instill confidence in the industry and encourage public cooperation;
- Respect our MSPA-NA members, clients, and the general public.

In addition, we agree to the following Rules of Ethical Conduct

- I agree to perform all engagements according to the guidelines
- I agree to perform all engagements with honesty and integrity;
- I agree to submit all client reports on or before the deadline;
- I agree to honor all confidentiality agreements;
- I agree to give immediate notice to the service provider company (or arrange for an appropriate substitute, if permitted) if I cannot perform an engagement for any reason;
- I agree to return follow up calls or e-mails in a timely manner;
- I agree to keep paperwork and notes concerning an engagement for at least 60 days in case questions arise by the client;
- I will not perform an engagement unless I have thoroughly read and understand each question on the survey and the client objectives provided by the service provider;
- I will not falsify or misrepresent reports;
- I will not ask or encourage other independent contractors to break any confidentiality agreements they have entered into with other firms;
- I will not use any MSPA-NA media to publish public complaints against vendors, clients, independent contractors or service providers;
- I will not share information with others on which company arranges engagements for which clients;
- I will not share information with others on fees and reimbursements for specific clients;
- I will not share the results of an engagement with others in order to protect the client's confidentiality;
- I will not perform any engagements under the influence of illegal drugs, or prescription drugs that might impair my abilities;
- I will not become inebriated or drink beyond the legal limits set forth in the state where the engagement is being conducted or perform any other activity that may cause harm to myself or others;
- I will not contact a client directly unless asked to do so by the service provider company;
- I will not disrupt the normal business flow of an operation in the process of performing an engagement (do not cause a scene) unless given specific instructions by the service provider company;

# MSPA<sup>®</sup> NORTH AMERICA

328 East Main Street / Louisville, KY 40202

502.574.9033 / F: 502.589.3602 / [mspa-na.org](http://mspa-na.org)

- I will not announce myself as an independent contractor to the business unless such an announcement is part of the client's objectives for the engagement;
- I will not accept an engagement for a business that I, my family or friends work for;
- I will not list any service provider company that has engaged me as an "employer" on any forms (especially unemployment forms) if that company engaged me as an independent contractor.
- I will not sign a services agreement with a service provider company that characterizes me as being an independent contractor unless I actually do provide services as an independent contractor.
- I will not violate any part of an independent contractor agreement signed with any service provider company.

If, after a thorough investigation, MSPA-NA finds an independent contractor to be in violation, membership and/or certification may be terminated. Should a complaint be filed against you, you will be contacted and given the opportunity to respond before a final decision is made.

I further understand that not conforming to this Code of Ethics and Professional Standards may result in termination of my MSPA-NA membership and/or certification.

