

# LIVE AT HOME CODE OF ETHICS

*As a VGM Live at Home (LAH) member engaged in the business of helping people gain and/or maintain accessibility, both inside and outside of their homes, by modifying structures and installing assistive devices, we agree to conduct our business in accordance with the following standards:*

- We will serve our customers/clients with honesty, integrity, candor and the objectivity they deserve, and we will provide our services with competence, using reasonable care, skill and diligence consistent with the interest of our customer/client.
- We will only accept projects for which we are qualified, with respect to our education, training, professional experience and technical competence. We will only assign staff or subcontractors to projects in accordance with their Certified Environmental Access Consultant (CEAC) credentialing, expertise, and qualifications as commensurate with the services to be provided. We will only make representations concerning our qualifications and availability that are truthful and accurate and not embellishing or misleading in any way.
- We will furnish our services in a manner consistent with the established and accepted quality standards of the industry and within all legal requirements that govern such projects.
- We will represent our project experience accurately to prospective customer/clients, only offer services that we are capable of delivering, and we will only engage in fair competition for projects.
- We will endeavor to avoid conflicts of interest and will disclose conflicts of interest that may impair our objectivity, judgment and integrity.
- We will negotiate fairly and openly on quotations and contracts with our customers/clients, and we will charge fees and expenses that are reasonable and commensurate with the services to be provided and the risks and responsibilities to be assumed.
- We will keep information and records confidential when appropriate and to the extent required by law. When required we will only make statements that are truthful and accurate.
- We will not discriminate in the performance of our services on the basis of race, religion, national origin, age, disability or sexual orientation. Furthermore, we will not knowingly violate any law, statute or regulation in performing services for our customers/clients.
- We will entrust LAH to investigate any form of misrepresentation or misconduct by any LAH member and to recommend/implement any appropriate corrective action up to and including revoking LAH and/or CEAC certificates and credentials.
- We will continue to develop our professional and technical knowledge and competency through ongoing education, and we will contribute to the advancement of the accessibility industry by fostering research and education.
- We will avoid actions that promote our own self-interest at the expense of the accessibility industry, and we will uphold with honor and dignity the standards that LAH has and will establish for the industry.

