



## **OWTS INSPECTOR CODE OF ETHICS**

### **PREAMBLE**

Participants in the City of Calabasas Certified Onsite Wastewater Treatment System (OWTS) Inspector Program are committed to the highest standards of integrity and professionalism in the OWTS inspection industry. They are dedicated to providing the public with quality service. This Code of Ethics provides the standards to which City of Calabasas Certified OWTS Inspectors ascribe as they perform their services.

### **GENERAL OBLIGATION**

Approved OWTS Inspectors understand the local, state, and national statutes, codes, laws, regulations and the requirements of the City of Calabasas OWTS Ordinance 2009-262 that is applicable to OWTS's. OWTS Inspectors perform honestly and lawfully, building their business through their own skills and merits in the industry, rather than berating the skills and abilities of other OWTS inspectors. They avoid any act which might promote their individual interests at the expense of the integrity of the OWTS inspection profession, and avoid conduct which might discredit the industry or deceive the public. Certified OWTS Inspectors having knowledge of any alleged violation of this Code of Ethics by a fellow Certified Inspector will furnish such information to the City of Calabasas. Certified OWTS Inspectors acknowledge and agree that a violation of this Code of Ethics may result in the revocation of City of Calabasas OWTS Inspector Certification.

### **OBLIGATIONS TO THE PUBLIC**

Certified OWTS Inspectors represent themselves and the benefits of their services accurately and honestly to the public. They convey their credentials, training, experience, and abilities to prospective clients and to the general public with integrity and pride. Certified OWTS Inspectors seek to enhance the reputation of the OWTS inspection industry with the public by the way they communicate and interact.

### **OBLIGATIONS TO THE CUSTOMER**

Approved System Inspectors serve the customer competently, promptly and represent their services to the customer openly and honestly. They constantly strive to provide timely service and respond quickly to customer questions or complaints. Contracts and warranties of service are honored without delay. Certified Inspectors are diligent to inform customers of service requirements and associated costs. They are faithful to disclose all known or potential conflicts of interest, which may arise because of a business association, interest, or other conflicting circumstance to customers. Further, Certified Inspectors do not reveal facts, data or information obtained from customers to other parties without the consent of such customers, except as required by the City of Calabasas. Certified OWTS Inspectors do not accept compensation from more than one party for services performed at the same time or in conjunction with the same project, unless the circumstances are fully disclosed to all parties involved.

### **OBLIGATIONS TO PROFESSIONALISM**

Certified OWTS Inspectors strive to maintain and advance their skills and knowledge in their field. They continually seek to improve their own professional expertise by staying informed of scientific and technological developments in the industry. They seek to advance the integrity of the industry by encouraging the other Certified OWTS Inspectors to understand and adopt the business ethics and guidelines of this Code of Ethics. Certified OWTS Inspectors admit and take responsibility for their own errors when proven wrong and do not seek to alter or distort facts in an effort to justify decisions. They conduct themselves in a professional manner, while assuring that OWTS's are safe and sanitary.

**The undersigned City of Calabasas Approved Onsite Wastewater Treatment System Inspector has read this Code of Ethics, and fully understands and supports its content. In signing, this individual expresses their commitment to adhere to and promote these principles.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_