



## ***IMAWA Code of Ethics and Professional Conduct***

**WE, the members of the Illinois Movers' and Warehousemen's Association, stand united in our sincere beliefs that **honest, ethical, efficient, and quality services to the public** are the ultimate goals of this organization. Whereupon we pledge ourselves to uphold and advance the following ideals and principles:**

- TO maintain standards of professionalism and personal conduct that will reflect in a responsible manner on IMAWA and the moving and storage industry.
- TO adhere to all laws, rules, regulations, and applicable tariffs governing moving and storage operations, whether in intrastate or interstate commerce; and to conduct business in an ethical manner consistent with the laws of the State of Illinois and the United States of America, or any subdivision thereof.
- TO consistently offer and provide the most efficient and reliable moving and storage services available, while adhering strictly to a policy of truth, honesty, integrity, and fairness in all business transactions.
- TO promote the elimination of fraud, deceit, misrepresentation, and unethical practices within the industry.
- TO give fair and honest consideration to all complaints.
- TO be conscious and considerate of consumer needs and to continually promote the progress, fraternity, education, and dignity of our industry so that the public will be better served.
- TO act with fiscal responsibility and to maintain sound business relationships with suppliers, industry, and trades.
- TO refrain from defaming competitors by falsely representing or falsely disparaging the quality of their services.
- TO maintain the highest concern for the health, welfare, and safety of our employees, while recognizing their needs as both human beings and individuals.
- TO protect free enterprise in a democratic society and to foster the commercial viability of the small business component of our industry.
- TO afford all members and applicants maximum due process in the administration of Association affairs, to promote competitive practices, and to eliminate unlawful restraint of trade within the industry.
- TO faithfully fulfill all obligations of membership, including the timely payment of all charges for membership affiliation and services.
- AND to adhere to the Association Bylaws and this Code of Professional Conduct as adopted by the governing Board of the Illinois Movers' and Warehousemen's Association.

***adopted March 2001***