CODE OF ETHICS, CODE OF CONDUCT, AND PROFESSIONAL STANDARDS GOVERNANCE POLICY

ARTICLE 1

PURPOSE

This policy establishes ethical standards, conduct expectations, and disciplinary procedures governing members of the Association.

The purpose of this policy is to:

1. Promote integrity and professionalism in the building industry
2. Protect the public and consumers
3. Maintain fair competition and professional conduct among members
4. Provide a fair and orderly process for addressing violations
5. Ensure proceedings follow accepted parliamentary procedures consistent with Robert's Rules of Order Newly Revised

This policy applies to:

1. Builder Members
2. Associate Members
3. Affiliate Members
4. Directors and Officers
5. Committee Members
6. Employees and volunteers acting on behalf of the Association

ARTICLE 2

CODE OF ETHICS

Members of the Association shall conduct their business and professional activities in accordance with the following ethical principles.

2.1 Duty to the Public

Members shall:

1. Comply with all applicable federal, state, and local laws, regulations, and building codes.
2. Promote safe, sanitary, and high-quality housing.
3. Avoid deceptive, fraudulent, or misleading practices.
4. Represent their services and qualifications truthfully.

5. Conduct business in a manner that protects the public health, safety, and welfare.

2.2 Duty to Customers

Members shall:

1. Honor contracts and warranties.
2. Provide products and services consistent with accepted construction standards.
3. Respond to customer concerns professionally and in good faith.
4. Avoid unfair or deceptive trade practices.
5. Comply with consumer protection laws of the State of New Jersey.

2.3 Duty to Employees and Subcontractors

Members shall:

1. Provide safe working conditions.
2. Treat employees and subcontractors fairly and respectfully.
3. Comply with wage, labor, and safety laws.
4. Honor contractual obligations to subcontractors and suppliers.

2.4 Duty to Fellow Members

Members shall:

1. Avoid deceptive, dishonest, or unethical business practices.
2. Refrain from making false or defamatory statements about another member.
3. Respect the contractual relationships of other members.
4. Conduct business with professionalism and mutual respect.

2.5 Duty to the Association

Members shall:

1. Support the mission and objectives of the Association.
2. Avoid conduct that brings disrepute upon the Association or the industry.
3. Comply with Association policies, rules, and adopted standards.

ARTICLE 3

CODE OF CONDUCT

This Code of Conduct governs behavior within Association activities.

3.1 Board Meeting Conduct

Members shall:

1. Conduct themselves in a professional and respectful manner.
2. Follow parliamentary procedures consistent with Robert's Rules of Order.
3. Respect the authority of the meeting chair.
4. Avoid disruptive behavior, harassment, or intimidation.

The presiding officer may:

1. Call members to order
2. Rule remarks out of order
3. Require a member to yield the floor
4. Remove a disruptive participant if necessary.

3.2 Association Events

Members shall maintain professional conduct at all association events.

Harassment, discrimination, intimidation, or abusive conduct is prohibited.

3.3 Board Member Conduct

Board members shall:

1. Act in the best interests of the Association
2. Maintain confidentiality of sensitive matters
3. Avoid conflicts of interest
4. Respect board decisions once adopted.

ARTICLE 4

APPROVED MATERIALS AND COMMUNICATIONS POLICY

To protect the integrity of the Association and prevent misuse of its platforms, members may distribute materials at Association meetings or events only if approved by the Association.

4.1 Approved Materials

Approved materials include:

1. Meeting agendas
2. Meeting minutes
3. Treasurer's reports
4. Official Association announcements
5. Event & Sponsor promotional materials
6. Educational materials approved by the board
7. Business cards at networking events

4.2 Prohibited Distribution

Members may not distribute:

- Commercial advertising not approved by the Association
- Political endorsements not approved by the Association
- Materials that misrepresent the Association
- Materials disparaging other members

Violations may be referred to the Professional Standards Committee.

ARTICLE 5

PROFESSIONAL STANDARDS COMMITTEE

5.1 Establishment

A **Professional Standards Committee** shall be established to investigate alleged violations of this policy.

5.2 Composition

The committee shall consist of five members, including:

- Two Builder Members
- Two Associate Members
- One Board Member serving as Chair

Members shall be appointed by the President with approval of the Board.

5.3 Authority

The committee shall:

- Receive complaints
- Conduct investigations.
- Hold disciplinary hearings
- Recommend sanctions to the Board.

The committee does not impose final penalties unless authorized by the Board.

ARTICLE 6

COMPLAINT PROCESS

6.1 Filing a Complaint

Complaints may be filed by:

- Consumers
- Members
- Association leadership
- Government agencies

Complaints must:

- Be submitted in writing within 60 days of the alleged violation coming to the attention of the complainant.
- Identify the respondent
- Identify the provision of the code of ethics or code of conduct alleged to have been violated
- Describe the alleged violation.
- Include supporting documentation if available.

6.2 Preliminary Review

The committee chair in consultation with the President shall determine whether:

- The complaint falls within the Association's jurisdiction
- The complaint alleges a violation of the Code of Ethics or Conduct.

If not, the complaint may be dismissed.

ARTICLE 7

INVESTIGATION PROCEDURE

If accepted:

1. The respondent receives written notice of the complaint.
2. The respondent may submit a written response.
3. The committee may gather evidence or interview witnesses.
4. The committee may attempt informal resolution if appropriate.

ARTICLE 8

DISCIPLINARY HEARING PROCEDURE

Hearings shall be conducted in accordance with principles consistent with Robert's Rules of Order and basic fairness.

Procedures include:

1. Notice of hearing at least 15 days in advance
2. Presentation of complaint
3. Presentation of evidence
4. Respondent opportunity to respond
5. Questions from committee members
6. Deliberation in closed session
7. Vote on findings and recommendations

A majority vote of the committee determines the recommendation.

ARTICLE 9

SANCTIONS

Possible disciplinary actions include:

1. Letter of Warning
2. Letter of Reprimand
3. Probation
4. Suspension of membership
5. Revocation of membership
6. Removal from Association leadership positions

Sanctions are subject to approval by the Board of Directors.

ARTICLE 10

APPEALS

A disciplined member may appeal the decision in writing to the Board within 30 days.

The Board may:

- Affirm the decision
- Modify the sanction
- Remand the matter to the committee.

The Board's decision is final.

ARTICLE 11

CONFIDENTIALITY

Disciplinary matters shall remain confidential except as required to implement disciplinary action.

ARTICLE 12

RECORDKEEPING

The Association shall maintain records of:

- Complaints
- Investigation reports
- Hearing outcomes
- Disciplinary actions

Records shall be maintained by the Executive Officer in an electronic file.

ARTICLE13

BINDING DISPUTE RESOLUTION

Claims, disputes or other matters in question between the parties, or breach thereof, which the parties are unable to settle among themselves through mediation shall be conclusively and finally decided and settled by means of alternative dispute resolution in accordance with the New Jersey Alternative Procedure for Dispute Resolution Act. N.J.S.A. 2A:23A-1, et seq. The parties hereto consent to the jurisdiction of the Superior Court of New Jersey to enforce this agreement pursuant to the provisions set forth in said Act and to enter judgment thereof. The parties hereby waive the right to a trial by jury and to appeal or review except as may specifically be provided for in said Act.

The procedure for selecting the umpire shall be as follows: The written notice of demand for resolution shall specify a wholly independent and impartial umpire selected by the party sending such notice. Each party receiving such notice shall specify a wholly independent and impartial umpire by written notice to the party sending the original notice. Such subsequent notices shall be sent within ten (10) days after receipt of the original notice. Notices shall be sent via certified mail, return receipt requested, to the addressees set forth on the first page of the Agreement to the attention of the individual signing the Agreement. Notices shall be effective three (3) days after mailing as aforesaid. The umpires specified in the notices shall endeavor to agree on another independent impartial neutral umpire to hear and settle the claim or dispute. If, within fourteen (14) days, the umpires are unable to agree on a neutral third umpire to hear and decide the dispute, a neutral umpire shall be appointed in accordance with the Act. If the party or parties receiving the original notice fail to respond as aforesaid within the ten (10) day period, they shall be deemed to have approved the umpire set forth in the original notice.

A party who files a notice of demand for alternative dispute resolution must assert in the demand all claims then known to the party on which alternative dispute resolution is permitted to be demanded. When a party fails to include a Claim through oversight, inadvertence or excusable neglect, or when a claim has matured or been acquired subsequently, the umpire may permit amendment so as to permit such claim to be included in the alternative dispute resolution procedure.
The award rendered by the Umpire or Umpires shall be final and binding, and judgment may be entered upon it in accordance with applicable law in any court having jurisdiction thereof.

The Professional Standards Committee will replace the Ethics Committee.

FORMS

FORM 1

ETHICS COMPLAINT FORM

Name of Complainant:
Address:
Phone / Email:

Member or Staff or Person Against Whom Complaint Is Filed:

Company Name:

Relevant Code of Ethics or Code of Conduct Provision:

Description of Alleged Violation:

Date(s) of Occurrence:

Supporting Documents Attached:

Signature:
Date:

FORM 2

NOTICE OF COMPLAINT

Date:

To: _____

You are hereby notified that a complaint has been filed alleging violation of the Association Code of Ethics. A Copy of the Complaint is attached for your easy reference.

You have 15 days to submit a written response.

FORM 3

NOTICE OF HEARING

Date:

A disciplinary hearing will be held:

Date:
Time:
Location:

You may present evidence and witnesses.

FORM 4

PROFESSIONAL STANDARDS COMMITTEE DECISION FORM

Respondent:

Violation Found:

Recommended Sanction:

Committee Vote:

Chair Signature:

Date:

FORM 5

MEMBER ACKNOWLEDGEMENT

I acknowledge that I have received and agree to comply with the Association's:

- Code of Ethics
- Code of Conduct
- Disciplinary Procedures

Check the appropriate boxes on the new member application.