

Code of Ethics

British Columbia Ground Water Association

The British Columbia Ground Water Association is dedicated to promoting the highest principles of honesty, integrity, fair dealing and professionalism in the groundwater industry. We are equally dedicated to preserving the consumer's right to quality workmanship as part of our leadership in the protection and sustainable development of groundwater resources in BC. This Code of Ethics sets forth standards for BCGWA members in their dealings with their customers, among themselves, with members of related industries and with the general public.

General Obligations

British Columbia Ground Water Association (BCGWA) members shall conduct themselves as informed, law abiding citizens. They shall be informed of and adhere to all laws, statutes, ordinances, codes and regulations applicable to the groundwater industry, particularly the Water Sustainability Act (WSA). All BCGWA members are obligated to treat the public, customers, and each other fairly and without discrimination (as described in the BCGWA Respectful Workplace policy). Members shall pay annual dues and support the BCGWA in principle and practice.

Obligations to Customers and the Public

British Columbia Ground Water Association members shall dedicate themselves to sound and lawful business practices, and shall serve their customers competently, honestly, and promptly. Specifically, they shall strive to:

- A. Build their businesses on the merits of their own products, services and abilities and not falsely disparage the products, services or abilities of competitors or others.
- B. Accurately represent the products and/or services that they provide to their customers and the general public and avoid the omission of material facts in promoting their products or services if the effect would be to mislead or misrepresent the purchaser or user.
- D. Accurately represent their credentials, training, experience, and abilities and those of their employees, sub-contractors, and agents.
- E. Base product performance, benefit, or other promotional claims either verbal or written on factual data.
- F. Provide service in a competent manner and within the time promised to the client and respond promptly to customer complaints.
- G. Inform their customers of maintenance and service requirements, related costs, and the consequences of not completing the service and maintenance.
- H. It is highly recommended that BCGWA members use a written contract which details price structure, levels and limits of responsibility (location selection, success, flowing conditions etc.) and members are obligated to honour contracts and warranties without undue delay.

Obligations to Professionalism

British Columbia Ground Water Association members shall maintain and advance their knowledge and skills in the technologies utilized in the groundwater industry. Specifically, they shall strive to:

- A. Ensure that their employees and agents have a practical and up to date knowledge of the use and capabilities of the products and the services they provide.
- B. Improve their own professional expertise by continuing education related to advances in science and industry knowledge.
- C. Adhere to and promote the business ethics embodied in this Code.

Obligations to Current Industry Legislation

British Columbia Ground Water Association members shall be informed of and adhere to those federal, provincial, and local laws, statutes, ordinances, codes and regulations applicable to the groundwater industry, in particular the Water Sustainability Act (WSA). Specifically, they shall strive to:

- A. Employ drillers and pump installers with appropriate qualification and certification.
- B. Complete and submit all required reports and documentation.
- C. Meet or exceed all WorksafeBC regulations and requirements.
- D. Follow all standards and requirements under the Water Sustainability Act.