



## *Code Of Conduct*

This is the Code of Conduct for the members of the Association for Refrigeration and Air Conditioning Technicians of Belize (ARACT).

### **1. Purpose**

**1.1** The purpose of the Code of conduct is to foster a professional, positive, and inclusive community of technicians that value the profession, and respect and collaborate with each other.

**1.2** The Code of Conduct outlines the expectation of the members of ARACT to have a professional and inclusive environment.

### **2. Principles**

**2.1 *Professionalism:*** Members of the Association shall conduct themselves in a professional manner. They shall be honest with their clients and shall provide the highest standards of service at all times.

**2.2 *Respect:*** The members of the Association shall comport with respect and consideration for themselves, their peers, and their clients despite any differences in opinion, experience, background, or ethnicity.

**2.3 *Inclusivity:*** The members of the Association shall embrace diversity, creativity and inclusivity and create an environment where the opinions of the members and the clients are valued and welcomed.

**2.4 *Collaboration:*** The members of the Association are encouraged to collaborate with each other as well as with other professionals, to have open communication and to foster a spirit of teamwork and mutual support.

**2.5 *Confidentiality:*** The members of the Association shall keep sensitive information confidential; the sharing of information obtained through the practice of their profession shall not be disclosed to anyone.

**2.6 *Fairness:*** The members of the Association shall ensure that they act with fairness and impartiality in decision-making processes, and that this shall be reflected in the pricing of their services.

**2.7** Members shall avoid any action that shows favouritism or discrimination.

### **3. Behaviour Guidelines**

**3.1** The Members of the ARACT commit to adhering to the good servicing practices for the Refrigeration and Air Conditioning Sector. The Members commit to participating actively in the Association and to attending training seminars.

**3.2 *Communication Etiquette:*** The Members of the Association shall communicate respectfully and constructively, and shall avoid offensive language, personal attacks, or disruptive behaviours.

**3.3 *Conflict of Interest:*** The Members of the Association shall conduct themselves in a professional manner at all times and shall avoid all situations which may give rise to potential conflicts of interest, in particular with respect to personal and/or family interests that might influence their independent judgment and come into conflict with their responsibilities as refrigeration and air conditioning technicians.

**3.4 *Conflict Resolution:*** Should conflict arise, the Members of the Association shall address conflicts in a constructive and professional manner. They shall seek mediation or assistance from the leadership of the Association, as appropriate.

**3.5 *Compliance with Laws:*** The Members of the Association shall adhere to the Rules and Regulations governing the ARACT and shall adhere to the legislation governing Ozone Layer protection and the relevant environmental laws of Belize and any related guidelines and directives in their association-related activities.

#### **4. Reporting Violations**

**4.1 *Reporting Process:*** The Members of the Association owe themselves and the Association a duty to report issues of non-compliance of the Code of Conduct to the Legal Committee of the Association.

**4.2 *Investigation and Action:*** The Association, through the Legal Committee, shall promptly investigate any report of non-compliance with the Code of Conduct.

**4.3** The Association shall conduct their investigations objectively and impartially with regard to due process.

**4.4** The Association shall ensure that the appropriate action is taken on the basis of their findings. These may include warnings, temporary suspension, or expulsion from the Association.

#### **5. Acknowledgment**

**5.1** By becoming a member of Association for Refrigeration and Air Conditioning Technicians of Belize, a member acknowledges and agrees to abide by this Code of Conduct.

**5.2** The Association reserves the right to update or modify this Code as needed to maintain a positive and inclusive community of refrigeration and air conditioning technicians.

#### **6. Member Acknowledgment and Signature**

I, the undersigned, have read, understood, and agree to abide by the Code of Conduct of the Association for Refrigeration and Air Conditioning Technicians of Belize (ARACT). I understand that any breach of this Code may result in disciplinary action, including possible suspension or termination of my membership in accordance with the procedures outlined above.

**Full Name (Print):**

**Signature:**

**Date:**