

CERTIFICATION CODE OF CONDUCT

Inspectors, Sales, Program & Partner Representatives

PURPOSE OF THIS CODE

This Code of Conduct defines the **standards of behavior, language, and boundaries** required to participate in the Dumpster Stormwater, Organics & Infrastructure Prevention System.

Certification is a **privilege**, not a right.

These standards exist to:

- protect cities and regulators
 - protect inspectors and sales staff
 - protect property owners
 - protect public trust
 - protect the integrity of the program
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1 WHO THIS APPLIES TO

This Code applies to all certified individuals, including:

- Inspectors
- Sales representatives
- Program staff
- Partner representatives
- Contractors acting under the program

Anyone representing the program is bound by this Code.

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2 CORE PRINCIPLES (NON-NEGOTIABLE)

All certified individuals must operate under these principles:

1. **Neutrality** — Document and explain, never accuse
2. **Accuracy** — Observe and report facts only
3. **Boundaries** — Never exceed assigned authority
4. **Respect** — Treat all parties professionally
5. **Transparency** — No hidden agendas or pressure

3 ABSOLUTE PROHIBITIONS (ZERO TOLERANCE)

Certified individuals must **never**:

- Claim or imply regulatory authority
- Use enforcement language (violation, illegal, citation, fine)
- Threaten or suggest enforcement consequences
- Interpret laws, permits, or regulations
- Direct property owners to take corrective action
- Promise regulatory outcomes
- Misrepresent data or photos
- Alter or manipulate inspection records

Violation of these rules is grounds for **immediate decertification**.

4 ROLE-SPECIFIC BOUNDARIES

Inspectors

Inspectors must:

- document conditions as observed
- remain factual and neutral
- stop inspections if unsafe
- follow escalation protocols

Inspectors must **not**:

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- instruct owners or tenants
- speculate on causes
- recommend enforcement
- confront individuals

Sales & Program Staff

Sales and program staff must:

- explain data calmly
- present optional prevention pathways
- allow time for decision-making

They must **not**:

- apply urgency or pressure
- suggest legal exposure
- use fear-based selling
- bypass city authority

5 LANGUAGE STANDARDS

Approved Language Includes:

- “Observed condition”
- “Documented exposure”
- “Potential runoff pathway”
- “Optional prevention option”

Prohibited Language Includes:

- “Violation”
- “Illegal”
- “Non-compliant”
- “Required immediately”
- “Fine”
- “Citation”

Language misuse is a **serious violation**.

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6 DATA & CONFIDENTIALITY OBLIGATIONS

Certified individuals must:

- protect inspection data
- access only authorized records
- never share raw data externally
- respect city data ownership

Unauthorized data sharing results in decertification.

7 CONFLICT OF INTEREST

Certified individuals must:

- disclose conflicts of interest
- avoid self-dealing
- avoid misrepresenting sponsorships
- never condition inspection outcomes on funding

Transparency is mandatory.

8 DISCIPLINARY ACTIONS

Violations may result in:

- retraining
- probation
- suspension
- **decertification**

Decertification results in:

- immediate loss of credentials
- removal from active programs
- revocation of access

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Cities may be notified if appropriate.

9 DUTY TO REPORT MISCONDUCT

Certified individuals have a duty to report:

- misuse of authority
- enforcement threats
- data manipulation
- unethical behavior

Failure to report known misconduct is itself a violation.

10 ACKNOWLEDGMENT & AGREEMENT

Certification requires acknowledgment that:

- this Code has been read
- boundaries are understood
- violations have consequences

Certification may be revoked at any time.

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