



## **Contractors Division Code of Ethics**

In order to deliver above-average products and services that meet and exceed customers' indoor environment needs, contractor members of the Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI) agree to:

- Instill the highest respect for the heating, ventilating, air conditioning and refrigeration (HVACR) contracting profession within their communities;
- Maintain strict compliance with all laws, regulations and ordinances pertaining to the HVACR industry and business operations prescribed by federal, provincial and municipal governments;
- Design, install, service and repair heating, ventilation, air conditioning and refrigeration systems in accordance with accepted industry standards;
- Develop and maintain an understanding of proper equipment selection to assure customers of safe, dependable and comfortable performance;
- Ensure that quality, honesty, integrity and good faith are hallmarks of contractors' business practices, including individual contractor sales, advertising, installations and service of HVACR systems;
- Increase the safety and efficiency of the HVACR contracting industry by supporting ongoing education and training of employees;
- Develop and maintain the highest quality standards of customer service and nurture long-term relationships with customers;
- Encourage and support business development in which skilled and professional HVACR contractors are empowered to provide high-level services to consumers and end-users;
- Practice responsible equipment management (REM) by ensuring all equipment is decommissioned and disposed of in an environmentally responsible manner; and
- Refrain from engaging in any business activity that benefits from cross-subsidization from a regulated monopoly business.

## **WHAT IS RESPONSIBLE EQUIPMENT MANAGEMENT (REM)?**

Responsible Equipment Management (REM) is a guideline developed by the HVACR industry that offers a few simple steps on how contractors can ensure that used HVACR equipment is handled in an environmentally acceptable manner. The purpose of the guideline is to raise awareness of industry members, equipment owners and the public on the appropriate environmental practices to be used by contractors when replacing and/or decommissioning HVACR equipment in the field.

The following 6 step guideline outlines how to properly handle and dispose decommissioned equipment and illustrates the appropriate environmental practices currently used by the large majority of HVACR contractors.

### **Responsible Equipment Management (REM) Guidelines**

1. Recover all refrigerant and oils from retired equipment.
2. Remove all retired equipment and material from the jobsite.
3. Transport retired equipment and material to a recycling facility or scrap dealer, return it through a manufacturer's recycling program (if available) or have it picked up by a recycling company or scrap dealer.
4. Retain acceptable equipment and materials for future use.
5. Ensure retired equipment and materials are not left with the customers or placed in municipal landfills.
6. Make "REM" guidelines part of your company's objectives by:
  - a. Formally adopting the guidelines
  - b. Discussing them with mechanics and technicians
  - c. Posting the guidelines in an easily accessible area of the workplace and in service trucks
  - d. Informing your customers that your company is committed to the "REM" principles.

Customers are more environmentally aware today and often select companies that follow environmental guidelines. Talk to your technicians and mechanics, review the guideline and formally adopt "REM" as your own.

Be an Industry and Environmental Leader – PRACTICE REM TODAY.