

Code of Ethics

for Members of the HRAI Contractors Division

Members of the Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI) Contractors Division agree to:

1. Instill the highest respect for the heating, ventilating, air conditioning and refrigeration (HVACR) contracting profession within their communities;
2. Maintain strict compliance with all laws, regulations and ordinances pertaining to the HVACR industry and business operations prescribed by federal, provincial and municipal governments;
3. Design, install, service and repair heating, ventilation, air conditioning and refrigeration systems in accordance with accepted industry standards;
4. Develop and maintain an understanding of proper equipment selection to assure customers of safe, dependable and comfortable performance;
5. Ensure that quality, honesty, integrity and good faith are incorporated as standard business practices, including but not limited to individual contractor sales, advertising and the installation and servicing of HVACR systems;
6. Increase the safety and efficiency of the HVACR contracting industry by supporting ongoing education and training of employees;
7. Develop and maintain the highest quality standards of customer service and nurture long-term relationships with customers;
8. Encourage and support business development in which skilled and professional HVACR contractors are empowered to provide high-level services to consumers and end-users;
9. Practice Responsible Equipment Management (REM) (see attachment) on decommissioned HVACR equipment; and
10. Refrain from engaging in any business activity that benefits from cross-subsidisation from a regulated monopoly business.

Responsible Equipment Management

for HVACR Contractors

Responsible Equipment Management (REM) is a guideline developed by the HVACR industry that outlines how to properly handle and dispose decommissioned equipment and illustrates the appropriate environmental practices currently used by the large majority of HVACR contractors.

The purpose of the guideline is to raise the 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.

Following a few simple steps can ensure that used HVACR equipment is handled in an environmentally acceptable manner.

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 into your business practices. Be an industry and environmental leader!

RESPONSIBLE EQUIPMENT MANAGEMENT GUIDELINES

1. Recover all refrigerant and oils from retired equipment.
2. Remove all retired equipment and material from jobsites.
3. Transport retired equipment and materials to a recycling facility or scrap dealer, return 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 a 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 REM principles.

Agreement for Use of the HRAI Member Company Logo

This Agreement for Use of the HRAI Member Company Logo (the “Agreement”) sets out the terms under which an HRAI member in good standing is entitled to use the HRAI Member Company Logo (the “Logo”).

The Logo may be used only in accordance with this Agreement and the Rules of Use for the HRAI Member Company Logo (the “Rules of Use”). No other variations to the Logo, its font, colours, or layout are permitted.

TERMS OF AGREEMENT

1. The member is granted a non-exclusive, royalty-free right to use the HRAI Member Company Logo for appropriate and legal use in accordance with the Rules of Use, and accepts any future revisions that may be approved by the HRAI Board of Directors from time to time.
2. At HRAI’s request, the member agrees to provide samples of the manner in which the Logo is being used.
3. If the member fails to use the Logo in accordance with current or future Rules of Use, or ceases to be a member of HRAI, then HRAI may terminate this agreement and the member – or former member – must cease use of the Logo in any manner.
4. The member shall not have the right to assign, sub-license or otherwise transfer this Agreement.
5. For clarity, this Agreement entitles the member to use the HRAI Member Company Logo only, not the Master HRAI Brand Logo.

Rules of Use

for the HRAI Member Company Logo

The HRAI Member Company Logo distinguishes HRAI members of good standing in the industry. The consistent and careful use of the Logo contributes to the strength and recognition of its image. As such, HRAI will take the necessary action to protect against improper or unlawful use of the Logo.

The following Rules of Use apply to all uses of the Logo including; sales literature, signage, advertising, vehicle branding, packaging, websites, electronic signatures, stationary, exhibits, annual reports, uniforms, or related communications and marketing material, whether for internal or external use. Any materials in violation of these rules must be corrected or destroyed. The Rules of Use may be updated from time to time at the sole discretion of HRAI.

RULES OF USE

1. The HRAI Member Company Logo may only be used by members in good standing with HRAI.
2. Only the Logo may be used to illustrate that a member is in good standing with HRAI.
3. Members are prohibited from using the organization's name "HRAI" or "Heating, Refrigeration and Air Conditioning Institute of Canada" except as part of the HRAI Logo.
4. The Logo cannot be used on equipment, products, invoices or company cheques in any form whatsoever.
5. The Logo may be used in the following: vehicle branding, stationery, uniforms, exhibits, sales literature, signage, packaging, annual reports, general and *Yellow Pages* advertising, websites, and e-mail marketing/communications. All other applications must be approved by HRAI beforehand via express written permission from an HRAI representative.
6. The Logo must be sharp, free of any distortion and have clean edges.

RULES OF USE CONTINUED

7. A set area must be left clear around the Logo equal to the distance from the left corner of the red diamond to the right corner of the red diamond.



8. When reproducing the HRAI Member Company Logo the colours to be used are PMS (Pantone® Matching System). Avoid the use of a one-colour Logo if possible, but if required, black or white may be substituted depending on the background.



9. The Logo colours cannot be faded or screened back.



10. The Logo should never appear as an outline.



11. The Logo should not appear smaller than 1.5 inches in width. If it is to be used at a size smaller than 1.5 inches in width, then the Logo version that does not include the tagline must be used. The Logo should not appear larger than 16 inches wide.



12. The Logo must be used in its entirety. It is not permissible to use only the checkmark, icon, etc. outside of the full Logo, or to remove elements from the Logo.



13. The size of the Logo must be manipulated proportionally. Do not change the Logo's proportions or distort it.



14. The Logo should not appear over a busy or conflicting background.



Managing Consumer Complaints

of Members of the HRAI Contractors Division

BACKGROUND

HRAI's Contractors Division requires that all members submit documentation of valid trade licenses, fuel safety certificates, liability insurance and workers compensation as well as compliance with a Code of Ethics.

Since 2000, the Contractors Division has promoted members in the marketplace via its website (www.hrai.ca), pamphlets, placement of news items and advertising. As an inevitable result of this kind of exposure, the Contractors Division has started to receive the occasional consumer complaint about the performance of members.

Although the Contractors Division Board of Directors has the authority to cancel the membership of any company that fails to live up to the Code of Ethics and Membership Policy, the Board felt that there should be a process for handling complaints which ensured both that consumers were heard and, more importantly, that members had a full opportunity to respond to complaints.

In September 2000, the Board appointed a Task Team to develop an appropriate complaints management policy. Comprised of seven contractor members from across Canada, the Task Team came back with the policy outlined on the following page, which was approved by the Board on August 26th, 2001.

PROCEDURE FOR MANGAGING CONSUMER COMPLAINTS

Step 1 - The complainant must file a written complaint using a prescribed form (copy attached), which must include the following information: 1) the steps that have already been taken by the consumer and the contractor to resolve the problem; 2) dates/times of contact; and 3) a detailed description of the complaint. Note: As of 2014, The Contractors Division has the right to reject complaints that are older than two years, that is to say the installation or service of the equipment took place two years or more prior to the written complaint being received.

Step 2 - Staff will verify that the consumer has previously contacted the contractor in question and that the member company is aware of the problem. Staff will forward a copy of the documentation to the member company against whom the complaint has been lodged and an acknowledgement will be sent to the complainant.

Step 3 - The member company in question will be asked to respond to the complaint in one of two ways;

Option 1 - Telling the Contractors Division that it is not a legitimate complaint (and including reasons for this assessment); or

Option 2 - Contacting the complainant, looking into the problem and, where possible, rectifying the problem to the satisfaction of both parties as quickly as possible (suggest a maximum of 14 days).

The Complaint Form will include a “Release” section wherein the member company and the complainant can sign off indicating that there has been a satisfactory resolution.

The company is to reply to HRAI’s Contractors Division in writing within 30 days indicating what, if any, action(s) was (were) taken and the outcome. If the problem has been resolved, the member company will submit the Release to the Contractors Division to be kept on their record.

Step 4 - If, after 30 days from the time of the initial complaint, there has been no communication between the member company and the complainant, divisional staff will follow-up with the member company and the complainant to check on the status of the complaint. If the situation has been resolved, staff will urge both parties to sign off on the Release Form. If the situation has not been resolved to the satisfaction of both parties, divisional staff will continue to try and work toward a mutually acceptable outcome between the Member Company and complainant.

Step 5 - If necessary, by day 60, divisional staff will prepare a brief assessment and will file a report and recommendations to the Contractors Division Executive Committee, concluding either that: a) every effort has been made by the member company to resolve the customer’s complaint; or b) there is a concern that every effort has not been made to resolve the customer’s complaint.

PROCEDURE FOR MANGAGING CONSUMER COMPLAINTS CONTINUED

Step 6 - Upon receiving the report and recommendations from the Contractors Division staff, the Contractors Division Executive Committee will choose one of the following options:

Option 1 - Rule that the complaint was not valid and dismiss it. The Executive Committee may also decide on whether or not to keep a record of the complaint in the member company's file.

Option 2 - Issue a warning to the member company that the complaint has been noted and put in the company's file. The member company will be contacted and given an opportunity to respond in writing within 14 days of notification.

Option 3 - Determine that the Code of Ethics has been breached in a serious enough manner to terminate the company's membership. The member company will be contacted and given an opportunity to respond in writing within 14 days of notification.

Option 4 - Decide that the investigation is still inconclusive and instruct staff to pursue the matter further. After another 30 days, revert to Step 5.

Option 5 - If deemed necessary by the Contractors Division Executive Committee (for example due to a conflict of interest for a member of the Executive Committee, or a stalemate in the Committee's deliberations), request an ad hoc Review Committee be formed to review the case within 30 days. This Committee should be seen as a "jury of peers" comprised of Members in Good Standing with HRAI's Contractors Division that do not compete directly with the company in question. The committee would review the case and, if necessary, provide another opportunity for the company in question to respond. The ad hoc committee will make recommendations to the Executive Committee, which will have final authority on these matters.

Step 7 - Member Companies that have received repeated complaints will be monitored and may be denied membership if more than three valid complaints (per province or per branch office in the case of larger companies) in the span of three years have been received against them or if they appear unwilling to resolve valid consumer complaints.

Member companies that are terminated as a result of this process are eligible to re-apply for membership after three years from the termination date have lapsed. If a terminated Member Company has a change of ownership, this company is eligible to re-apply for membership prior to the completion of the three-year waiting period.

Step 8 - If an action is taken, the complainant will be contacted and informed about the outcome of the complaints process. Information to the general public will only be in the form of a periodic general summary statement that identifies the number of complaints reviewed as part of the complaints management process. *No report on individual companies will be released to the public or to other members under any circumstances.*