



## Members Code of Ethics

We, the members of JATT, recognize our obligations to serve in maintaining clean and healthy environments and by extension the health of the people. We are fully aware of our commission to our industry, herewith set forth in the creed, by which we endeavor to fulfill our obligations and responsibilities.

1. We believe that cleaning professionals, cleaning supplies and services are integrally related to public health and that we must keep these purposes foremost in our minds.
2. We believe the janitorial industry demands that only high-quality janitorial services are offered to both public and private customers, and we pledge ourselves to this end and further pledge ourselves to render professional service with every job we do.
3. We believe that we must aid in educating our members and the public in proper and efficient cleaning and sanitization methods, so that public health may be maintained and improved.
4. We believe in research and development of products and methods that will aid in helping to improve the level of public health. In this regard, we pledge our continued support of all scientific research, pertinent to our industry.
5. We believe it is our duty to act in every instance in such a manner that we may command the respect of the public for our industry and the goals toward which we strive.
6. We believe our industry to be a dignified one, entrusted with serving the interest of our valued members and public health; therefore, we pledge that we should do our utmost to deserve this trust.

7. We shall continue to apprise our members of our ideals and policies, and continue to educate them, to know the true value of the importance of janitorial professionals and services, and to be mindful of the important role they play in serving the public's health.
8. We believe in the respect, protection, remuneration and preservation of all persons actively involved in the provision of janitorial services.
9. We believe in the uses of environmentally safe cleaning chemicals (green chemicals) for the prolonged health of all janitorial technicians and the preservation of the environment.
10. We believe in honesty, integrity, fairness, professionalism and excellent customer service in the delivery of janitorial services to the public.
11. We believe in confidentiality and preservation of personal identity.
12. Members must not take pictures or make videos of personal property while offering residential cleaning services.
13. Members must not duplicate nor attempt to duplicate the keys that opens the doors to their client's properties.
14. We believe in continuous janitorial training and development
15. We believe in building trust and credibility
16. Members must respect their clients
17. Members must have respect for fellow janitorial technicians, janitorial companies and manufacturers of janitorial chemicals.
18. Members must at all times uphold the law.
19. We believe and we encourage members to uphold fair competition for all janitorial service providers.

20. Members must uphold the proprietary rights of others. Members should not acquire nor encourage others to acquire improper means of a competitor's operational secrets or other proprietary or confidential information.
21. Members must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs.
22. Members of janitorial cleaning services must always deliver the highest quality service to their clients.
23. Janitorial companies must provide personal protective equipment (PPE) to their employees at all times.
24. We believe in accurate dissemination of information for the benefit of our members and the general public.
25. We believe all chemicals produced for janitorial purposes must be accompanied by a detailed material safety data sheet (MSDS).