

**The Alliance of Masonry Heater and Oven Professionals Code of Ethics**  
**(AMHOP Code of Ethics)**  
**June 4, 2008**

I, \_\_\_\_\_, as a member of the Alliance of Masonry Heater and Oven Professionals  
Please Print Name Here  
(AMHOP), agree to:

1. Learn, use and update my skills and knowledge as guidelines and construction practices develop and change for the masonry heater or masonry oven industry.
2. Provide services honestly, fairly, and professionally and refrain from misrepresentation or other deceptive practices.
3. Maintain appropriate insurance for my business for the protection of my and my customer's interests.
4. Adhere to appropriate safety and building codes and manufacturer's instructions pertaining to the masonry heater and oven installation in whatever state or province I may contract to work or provide materials and assistance.
5. Act in a decent, professional, and reputable fashion while performing my duties as a heater or oven mason, manufacturer or when participating in any event in which I represent or appear to represent these industries.
6. Follow the bylaws of the Alliance of Masonry Heater and Oven Professionals and its other standing rules and resolutions.

I agree to conform to AMHOP's Code of Ethics during the term of my membership. I understand that failure to abide by these ethical obligations is a violation of AMHOP policy and may result in disciplinary action. I agree to hold harmless the AMHOP organization from liability resulting from any disciplinary action taken against me.

\_\_\_\_\_  
Signature of Member

\_\_\_\_\_  
Date

**AMHOP Ethics Violation Procedure:**

If you think that an AMHOP member individual or company has violated the AMHOP Code of Ethics, please complete the AMHOP Ethics Violation Complaint Form and send it with any appropriate documentation to the AMHOP address shown. Receipt by AMHOP of the completed complaint form (and the appropriate filing fee, if applicable<sup>1</sup>) will initiate the following procedure:

1. The complaint will be provided to the Ethics Committee Chairman who will review the complaint with

<sup>1</sup> AMHOP members filing a complaint against other AMHOP members shall provide a \$250 filing fee with the completed complaint form. Homeowners/consumers will have no filing fees associated with complaints. Filing fees will be refunded if the offending company or individual is found to have violated the AMHOP Code of Ethics.

the Ethics Committee Vice-chairman. If it appears an ethics violation may have occurred, the accused member will be sent by certified mail a cover letter, a response form, and copies of the material submitted by the complainant. The member will have 30 days from the date of the cover letter to complete and return the response form.

2. Once received, the accused member's response form and all documentation for the case will be forwarded to the Ethics Committee Chairman for distribution to committee members. If the accused member fails to respond within 30 days, the Ethics Committee will determine that the member does not dispute any of the complaints and the process will move forward.
3. Within 30 days of the date materials were forwarded to it, the Ethics Committee shall review and recommend action on the case. The committee members in a duly constituted meeting must unanimously agree to the recommended action.
4. The Ethics Committee Chairman shall forward the committee decision to the AMHOP Secretary to draft a letter under the AMHOP President's signature outlining the decisions and recommendations of the Ethics Committee. This letter will be sent to AMHOP legal counsel for review.
5. Once approved by legal counsel and the AMHOP President, the letter shall be forwarded to both complainant and accused member.
6. At their option, the complainant or accused member may appeal the decision of the Ethics Committee by writing a letter to the AMHOP President stating the reasons and any further documentation supporting the appeal<sup>2</sup>. The appeal process follows the same guidelines already set forth for the initial complaint except that the appeal is handled and decided by the Board of Directors instead of the Ethics Committee. The board's decision on the matter is approved via a two-thirds vote.
7. Upon receipt by the AMHOP President of the appeal letter, he shall call a special board meeting to address and decide the complaint within thirty days of receipt of that letter. The president shall forward all related documentation of the case to all members of the board at least 10 days prior to that meeting.
8. The board's decision on the case shall be written into a letter signed by the president and to be mailed to both complainant and accused member.

#### NOTES:

1. The Ethics Violation Procedure shall at all times be handled in a confidential manner. Every attempt shall be made by board and Ethics Committee members to protect the privacy of the complainant, the accused member and any other parties involved in any dispute. Board or committee members who circulate stories or rumors surrounding a filed case are subject to immediate disciplinary action that may include revocation of membership.
2. All original paperwork related to any case shall remain in the offices of AMHOP. Notes of conversations or other correspondence with both parties shall remain with the case file.
3. AMHOP members filing a complaint against other AMHOP members shall provide a \$250 filing fee with the completed complaint form. Homeowners/consumers will have no filing fees associated with complaints. Filing fees will be refunded if the offending company or individual is found to have violated the AMHOP Code of Ethics.
4. AMHOP members or consumers/homeowners appealing the decision of the AMHOP Ethics Committee shall submit a fee for appeal in the amount of \$100.

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<sup>2</sup> AMHOP members and homeowners/consumers appealing the decision of the AMHOP Ethics Committee shall submit a fee for appeal in the amount of \$100.