



Code of Ethics

NW Landscape Network assures the Public that our Members have agreed to abide by and operate their business under the Network's Code of Ethics.

1. I will support NWLN's Customer 'Bill of Rights'

I will support NWLN's Customer 'Bill of Rights' throughout my business; this can be stated simply as the 'Golden Rule' – I will treat others as I wish to be treated. In particular:

- Every customer is due courteous and respectful treatment.
- Even when busy, each call shall be returned promptly (*even if only to explain that you need to turn down work*).
- I will not take advantage of any customer; I will price fairly and reasonably for the work, products or services to be performed.
- Complaints, if any, are taken seriously and best efforts are extended to satisfactorily resolve. If necessary, I agree to enter into arbitration to resolve the matter. I understand that too many unresolved or unsatisfactorily resolved complaints, as determined by the NWLN Directors, may be grounds for dissolving my membership.
- I will also support the Network in collecting information regarding my company's performance. I will report how complaints (if any) are resolved, and in keeping current the list of services offered for the Network's Consumer Resource program (*as part of the Network's mission, this information will be presented to the public for their reference*).

2. I will purchase from fellow NWLN Members

Whenever possible, when purchasing, I will purchase from fellow NWLN Members. I will pay my bills promptly.

3. I will sell to fellow NWLN Members

Whenever possible, when selling to fellow NWLN Members, I will offer the best pricing considerations or most favorable terms.

4. I will participate in the NWLN Mentor Program

I will participate in the NWLN Mentor Program and will help other NWLN Members whenever possible.

5. I will participate in educational, training, and industry certification programs

I will participate and encourage my employees, crew and office staff alike, to participate in educational, training, and industry certification programs related to their profession.

6. Scholarship & Philanthropic Activities

I will support the Networks scholarship & philanthropic activities.

7. By-Laws

I will abide by the By-Laws of the Network

8. I will not be a silent member

I will provide my input, actively or when asked, on legislative and or Network matters that concern me and the Membership of the NWLN.