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## Code of Ethics Preamble

Moving and Mobility have been at the heart of the human story since its beginning.

Migrating alone or with family to a new place constitutes an act of courage, freedom, and opportunity. IAM appreciates the importance of such an act and the role IAM Members have in making that opportunity a reality.

Such a role imposes obligations beyond those of ordinary commerce. They impose grave social responsibility and a duty to which IAM Members should dedicate themselves, and for which they should be diligent in preparing themselves. IAM Members, therefore, are zealous to maintain and improve the standards of their calling and share with their fellow IAM Members a common responsibility for its integrity and honor.

In recognition and appreciation of their obligations to clients, customers, the public, and each other, IAM Members continually strive to become and remain informed on issues affecting the move process; and, as knowledgeable professionals, they willingly share the fruit of their experience and study with others. They identify and take steps, through enforcement of this Code of Ethics and by assisting appropriate regulatory bodies, to eliminate practices which may damage the public or which might discredit or bring dishonor to the moving profession. IAM Members having direct personal knowledge of conduct that may violate the Code of Ethics involving misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in substantial economic harm, bring such matters to the attention to the IAM Ethics Council.

Realizing that cooperation with other moving and mobility professionals promotes the best interests of those who utilize their services, IAM Members do not attempt to gain any unfair advantage over their competitors; and they refrain from making unsolicited comments about other providers. In instances where their opinion is sought, or where IAM Members believe that comment is necessary, their opinion is offered in an objective, professional manner, uninfluenced by any personal motivation or potential advantage or gain.

Membership in the IAM has come to connote competency, fairness, and high integrity resulting from adherence to a lofty ideal of moral conduct in business relations. No inducement of profit and no instruction from clients ever can justify departure from this ideal.

Accepting this standard as their own, IAM Members and their service partners pledge to observe its spirit in all of their activities whether conducted personally, through associates or others, or via technological means, and to conduct their business in accordance with the tenets set forth below.



## IAM Code of Ethics

As members of the International Association of Movers, we recognize the importance of codifying and raising awareness about the ethical principles which guide the work of moving companies, their suppliers, and their staffs.

Ethical dilemmas occur when values conflict. The IAM Code of Ethics states the values to which our members are committed and embodies the ethical responsibilities of our profession. More specifically, it provides IAM Members with a set of guidelines to assist them in understanding the difference between “right” and “wrong,” and in applying those understanding to their dealings with clients and other IAM members.

Each member must abide by the tenets set forth in this document, which are as follows:

### Article I: Members shall acknowledge and respect the cultural similarities and differences among all members.

The IAM is composed of members from around the world who serve people and families from every region. Treating members and clients with respect regardless of their race, color, national origin, sex, religion, or age is a bedrock principle of IAM.

1. I pledge not to discriminate against another company, employee, vendor, or client based on race, color, national origin, sex, religion, or age.

### Article II: Members shall conduct business in a responsible and professional manner.

1. I pledge that my company will comply with all licensing, regulatory, insurance and bonding requirements for the applicable jurisdictions and specific service lines which we advertise and provide to the public.
2. I pledge that my company is and will remain free from any government action that may affect its ability to provide the services which we advertise and provide to the public.
3. When my company collects sensitive data online (credit card, bank account numbers, identification numbers, salary, or other personal information), I pledge that my company will ensure that it is transmitted via secure means.
4. I pledge that my company will make best efforts to comply with industry standards for the protection and proper disposal of all sensitive data, both online and offline.



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Article III: Members shall deal fairly with all customers, Association Members, and other business entities.

1. I pledge to respond promptly and completely to complaints from consumers or trading partners relating to advertisements, websites, signage, or social and other media.
2. I pledge to respect customer communication preferences regarding contact by telephone, text, fax, and e-mail, and agree to remedy the underlying cause of any failure to do so.

Article IV: Members shall adhere to a policy of honesty and integrity in accordance with generally accepted principles of professional conduct and be forthright and truthful in their professional communications.

1. I pledge to design and use documentation, advisories, and paperwork to be clear, complete, easy to understand, and truthful in representing the material facts related to its services.
2. Whether in written documentation or related to online systems, I pledge to disclose to the customer the following:
  - a. what information is collected;
  - b. why the information is collected;
  - c. with whom the information is shared;
  - d. how the information is used;
  - e. how it is secured;
  - f. how it can be corrected;
  - g. how policy changes will be communicated; and
  - h. how to address concerns over misuse of personal data.

Article V: Members shall abide by all lawful agreements to which they are a party, including agreements with customers, the Association and Association Members.

1. I pledge to honor and fulfill signed contracts and written agreements.

Article VI: Members shall honor their just obligations.

1. I pledge to promptly respond to all issues or complaints.
2. I pledge to uphold commitments by correcting service issues as quickly as possible, providing the customer with status updates until the issue is resolved.
3. **Ethics Council Standard of Practice:** In the event that my payment to a fellow IAM Member is intercepted by an unknown third party, I acknowledge that my company remains responsible for compensation my provider for services rendered.



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**Article VII: Member shall strive to comply with all applicable laws and governmental regulations.**

1. I pledge that my company will ensure that any documentation required by law or best practice is readily available, clear, accurate, and complete.
2. I pledge that my company will respect and protect Transferee Privacy and Data in accordance with applicable government regulations

**Article VIII: A member shall not compete unfairly with other members.**

IAM is dedicated to ethical, fair, and vigorous competition and it is critical that we respect those principles.

1. I pledge that my company will sell its product and / or service based on its merit, superior quality, functionality, and competitive pricing.
2. I pledge to make independent pricing and marketing decisions and will not improperly cooperate or coordinate our activities with our competitors.
3. I pledge that my company will not offer or solicit improper payments or gratuities in connection with the purchase or sale of our products or services.
4. I pledge that my company will not offer or solicit improper payments or gratuities to any government or private entity to expedite or facilitate business transactions.
5. I pledge that my company will not engage nor assist in unlawful boycotts of particular customers.
6. I pledge that my company will not acquire or seek to acquire by improper means any competitor's trade secrets or other intellectual proprietary or confidential information.

**Article IX: Member shall refrain from engaging in any activity which discredits the Association or any of its members.**

1. I pledge that my company will refrain from any activity which discredits the Association or any of its members.
2. I pledge that my company will promote and enhance the public image and perception of the professional moving industry in all its activities.
3. I pledge that my company will actively support IAM's efforts to create a positive distinction for moving consumers of the benefits related to working with IAM Members.