

IAMTrusted Mover Code of Conduct

The IAMTrusted Mover Code of Conduct is an extension of the IAM Code of Ethics and Standard of Practice. Whereas the IAM Code of Ethics and Standard of Practice sets the standard by which an IAM Member must agree to abide, the IAMTrusted Mover Code of Conduct goes one step further by verifying that an IAMTrusted Mover is upholding these principles to the maximum extent possible.

This Agreement lists the requirements that IAM member companies must adhere to as a condition of earning and maintaining their IAMTrusted Mover designation.

To earn and maintain the IAMTrusted Mover Designation, the IAM Member company shall prove the following using the IAM Mobility Exchange (IAMX) Validation Program:

1. It has been in continuous legal operation under its current legal structure and operating name for at least 4 years.
2. It has demonstrated a commitment to professionalism and continual improvement by having at least one employee complete the ***IAMTrusted Moving Specialist*** program.
3. It has agreed to abide by the FIDI Professional Cooperation Guidelines when dealing with other IAM members when an existing service level agreement (SLA) has not been agreed to.
4. It complies with all licensing, regulatory, insurance and bonding requirements for the applicable jurisdictions and specific service lines which it advertises and provides to the public.
5. It has provided documentation of its written data privacy and protection policy that conforms to the principles set forth in the IAM Code of Ethics and Standards of Practice.
6. It will comply in a timely and complete manner with any applicable judgement issued under the terms of the IAM Issue Resolution System (IIRS). This includes but is not limited to the following:
 - a. Respond promptly and completely according to the IIRS Guidelines to any inquiries or complaints from any transferees, clients, or trading partners relating to advertisements, websites, signage, social, and other media
 - b. Agree to and comply with any judgement issued by the IIRS as it relates to advertising complaints
7. An IAMTrusted Mover must register a third-party arbitration service with IAM and offer that arbitration service to its transferees, clients, and other IAM Members.
8. IAMTrusted Mover credentials will be documented, reviewed, and validated through the IAMX Validation system.