

RIA Code Of Ethics

All RIA members adhere to its Code of Ethics:

As providers of property damage restoration, remediation and cleaning services to the public, we subscribe to the following principles in our relationships with customers, employees and business associates:

- To treat our customers and their property with care and respect.
- To provide professional service in accordance with high standards of practice that will, where possible, restore the customer's property to its pre-damaged or pre-soiled condition.
- To operate in a manner consistent with ethical principles and sound business practice.
- To be proficient in our work through ongoing participation in education and training.
- To provide our customer with accurate information concerning the scope of work required and its costs, maintaining strict impartiality in our professional opinions.
- To disclose to the customer any connection we may have to their insurer or any other interested third party.

*Adopted June 20, 2006
Board of Directors*

RIA Certificants are proud of their advanced credentials. They understand that these certifications represent their superior knowledge and experience in the cleaning and restoration fields. To locate an experience professional in your area or to obtain more information on becoming certified, contact RIA.

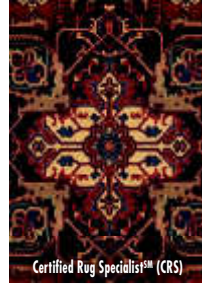


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Certified RestorerSM (CR)



Certified Rug SpecialistSM (CRS)



RIA Advanced Certification

The Mark of a Professional



Certified Mold ProfessionalSM (CMP)



Certified Fabric SpecialistSM (CFS)



Certified Mechanical HygienistSM (CMH)



Water Loss SpecialistSM (WLS)

RIA Mission Statement

The mission of RIA is to provide industry leadership, support science, and promote best practices for cleaning and restoration.

Individuals impacted by serious property damage — whether it's rugs, carpets, textiles, the built environment or the contents within — need accurate and authoritative information on the nature of the damage suffered and the alternatives available for restoration or remediation. Can specific items be saved? Will it be cost effective to do so? What are the best procedures for preserving contents, textiles and artwork? What about the indoor air quality? Most importantly, what about the home or business itself?

The Restoration Industry Association (RIA) is committed to providing the highest level of professionalism and education for the industry. Individuals who hold an RIA advanced certification have completed the equivalent of a master's or Ph.D degree in the restoration arts and sciences.

RIA offers six different advanced certifications:

- CERTIFIED RESTORERSM
- WATER LOSS SPECIALISTSM
- CERTIFIED RUG SPECIALISTSM
- CERTIFIED FABRIC SPECIALISTSM
- CERTIFIED MECHANICAL HYGIENISTSM
- CERTIFIED MOLD PROFESSIONALSM

Within each specialty, candidates must first apply to the specific program, meeting preliminary requirements and then, once accepted, attend required pre-certification education courses,

undertake a rigorous course of self-study and research, and take a standardized certification examination, in addition to the creation and submission of a formal report and/or paper. Upon acceptance of the final report, candidates are approved for their advanced certification and receive the Association's appropriate designation.

Benefits of RIA advanced certifications include: high level of recognition and respect within the restoration field, quality assurance for clients and the general public; recognition as experts by the insurance industry; and a competitive edge over the competition

Achieving RIA's advanced certifications is a stepped approach:

- Step 1: Application Submission
- Step 2: Completion of Pre-requisite Coursework
- Step 3: Attendance at Certification School
- Step 4: Certification Exam
- Step 5: Formal Report and/or Research Paper
- Step 6: Awarding of Formal Certification
- Step 7: Maintaining Certification

Once certification is achieved, during each three-year cycle, certificants must:

- continue their education by acquiring four continuing education credits (the equivalent of 32 contact hours)
- pay a certification renewal fee.



Certification Programs

RIA's Certified Restorer (CR)

Certification Program focuses on a spectrum of damage repair specialties, offering professional restorers a broad-based curriculum to advance their professional knowledge to a higher level. This program focuses on the built environment – both inside and out - based on the nature of the structure and the materials as affected by various “perils.” The CR Body of Knowledge spans a broad range of content domains including, but not limited to: the history and context of damage repair; materials & properties, exterior and interior buildings and systems, upholstery, draperies, carpets & rugs, wood furniture, electronics, artworks, restoration technology, fire, heat, smoke, water & humidity, particles, corrosion, toxins, vibration damage, odors & deodorization, documentation, reports, testimony, estimating, insurance, professional standards & ethics and laws & contracts. This targeted CR training and education exposes the candidate to a wide variety of sub-specialties within the damage repair profession, affording them the opportunity to specialize within their business. RIA's CR Program is widely recognized as the pre-eminent training in the fire and water damage industry.



The Certified Mechanical Hygienist (CMH) Certification Program is designed to provide Candidates with in-depth

knowledge on the multi-faceted disciplines involved with the operation, maintenance, and refurbishment of air distribution systems in both residential and commercial structures. Candidates learn about the inter-related mechanisms involved within a building and the air conveyance systems that affect occupant comfort in the built environment. The CMH Candidate also learns about the performance requirements and operating conditions, as well as how to evaluate air conveyance systems, assess HVAC systems and duct cleaning. Completion of the CMH program affords the individual the opportunity to expand into the area of mechanical systems inspection, assessment and appraisal.



The Certified Rug Specialist (CRS) Certification Program focuses on the advanced technical study of Oriental and specialty rugs, and is the original certification of its kind in the

nation. Candidates learn and hone their skills of analyzing and identifying the correct origin of Oriental and specialty rugs, various cleaning techniques, and improve their ability to spot potential problems based on a rug's origin and construction, as well as the dyes and materials used. CRS Candidates are conversant on the history of handmade rugs and the countries that produce them, and learn the do's, don'ts and philosophy of rug repair. Certified Rug Specialists will also study the impact of synthetic fibers, wool and other natural fibers on the cleaning process.



The Certified Fabric Specialist (CFS) Certification Program

is a unique niche certification offering Candidates advanced learning and expertise in textiles, specifically leather, upholstery cleaning, fiber and fabric identification, along with a full complement of textile cleaning, care and restoration skills. Candidates learn hands-on skills in fabric construction, from leather and brocades to more intricate textiles incorporated into the furniture and carpet industries. Formal reports on topics germane to the overall textile industry complete the certification requirements.



The Water Loss Specialist (WLS) Certification Program

is recognized by insurance companies, building owners and managers, as well as the public and governmental authorities as leaders in the industry. The mission of RIA's WLS Certification Program is to advance and ensure a high level of professional service in the field. In addition to attending a rigorous and professionally demanding WLS Certification School, all Candidates must successfully complete a minimum of 80 contact hours of required pre-requisite education in the following Body of Knowledge categories: Basic Skills in Water Damage Restoration; Hands-on Water Damage, Restoration & Drying Training; Microbial Remediation; Health & Safety Training; Ethics, Professional Business Practices and Project management. The WLS program recognizes individuals who demonstrated distinction in the practice of the Water Loss Remediation profession, after submission and approval of a Formal Report and Research Paper.



The Certified Mold Professional (CMP) Certification Program

is a stepped-approach course of study which includes a series of three mold courses. The top level class, the Certified Mold Professional, must be preceded by the two pre-requisite mold courses, Mold Remediation Technician (MRT) and Mold Remediation Supervisor (MRS). The program's objective is to raise committed mold remediators to a high level of professionalism. The CMP Certification emphasizes the inter-relatedness of building systems and the predominance of situations where indoor environmental quality is impacted by multiple problems or contaminants.

