



Saskatchewan Ground Water Association

Code of Ethics and Conduct

The Saskatchewan Ground Water Association (SGWA) is dedicated to promoting the highest principles of honesty, integrity, fair dealing and professionalism in the ground water construction and drilling industry. This Code of Ethics and Conduct sets forth standards for SGWA members in their dealings with their customers and industry.

1. General Obligations

SGWA members shall comply with the federal, provincial and local laws, statutes, ordinances, codes and regulations applicable to the ground water drilling industry and to their businesses such as those dealing with restraint of trade, consumer protection, truth in advertising, truth in lending and selling.

2. Obligations to the Public & Customers

SGWA members shall:

- A. Be open and honest with their existing and potential customers.
- B. Factually represent their products and services offered to customers and public.
- C. Ensure that the products or services offered are appropriate, properly applied and installed.
- D. Respond promptly and respectfully to customer inquiries or complaints.
- E. Provide service in a competent manner and within the time promised to the client.
- F. Honour contracts and warranties without undue delay.
- G. Inform customers of the maintenance and service requirements, related costs, and

the consequences of not completing the service and maintenance.

- H. Accurately represent credentials, training, experience and abilities and those of employees and sub-contractors.
- I. Compete lawfully and honestly and avoid slander or any conduct detrimental to the water well industry, SGWA, and the good name or reputation of any of its members or customers.
- J. Cooperate to extend the effectiveness of SGWA by exchange of knowledge and experience to provide the best value to the customers and public.

3. Obligations to Professionalism

SGWA members shall:

- A. Ensure that they and their employees have a practical and up to date knowledge of the use and capabilities of the products and the services they provide.
- B. Maintain and advance their knowledge and skills in the groundwater construction and drilling industry by continuing education and training.
- C. Adhere to and promote the ethics embodied in this Code and remain a member in good standing.