

## American Water Works Association

### “Code of Practice”

*As one engaged in providing public water supply*

*For the people whom I serve and as a member of*

*The American Water Works Association, I hold to*

*These principles:*

We shall act to provide the best possible water service while preserving the public health, ensuring public safety, and being responsible stewards of our precious water resources.

We shall perform our duties in accordance with local, state, provincial, and federal law and follow generally accepted and professional procedures, making sure that such procedures are based upon reasonable substantiated information.

We shall encourage methods that are economically sound and in the public interest for water operations—including, but not limited to, construction of water facilities, materials selection, management practices, and operating procedures.

We shall encourage application of new concepts and innovative technologies to practical problems and assist the users of innovative technology in performing balanced technical evaluations and assure cost-effectiveness.

We shall discourage exaggerated, unfair, or untrue statements concerning public water supplies and promote an understanding of professional standards for water utility operations and materials.

We shall not accept compensation in any form from any interested party other than our employer or client. We shall not engage in other employment that could affect our performance or independent judgment in duties for our employers or clients.

We shall fully disclose financial or personal interests that could be construed as a conflict of interest with our employer or client in the purchase of goods or services. In addition to disclosing any interests, we shall not participate in decisions related to such purchasing activities.

We shall not allow our personal ambitions to either unfairly affect our associates or interfere with fair competition for advancement.

We shall strive to advance the public appreciation of the services provided by water professionals and uphold the concept that employment in the public water supply field is a legitimate long-term career for well-trained and responsible citizens.

We shall promote employment and volunteer opportunities with commitment to nondiscrimination, and shall make it clear that discrimination of any sort is not acceptable and should not be tolerated.

We shall not engage in nor countenance discrimination on the basis of race, sex, age, religion, national origin, sexual orientation, or disability.

We shall advance the knowledge of our colleagues and the general public by providing presentations at public forums and participating in other professional associations, civic organizations, and volunteer activities.

We shall not fail to perform the duties entrusted to us to the best of our ability. We shall hold the public interest superior to personal interests and shall ensure, through actions and leadership, that water service is maintained under all conditions.

We understand our essential public health and safety obligations to our community and accepted these responsibilities; we shall always strive to do our best to discharge them.

We believe that it is incumbent upon Providers to publicly declare their adherence to business philosophies and standards of integrity and fair dealing supporting that call.

We believe in the dignity and safety of workers producing goods and services for the water works industry; the use of environmentally-responsible processes to produce those goods and services; and the highest legal, moral, and ethical standards of conduct in the business of delivering those goods and services to end users.

We are encouraged to go beyond the minimum required for legal compliance and to advance social and environmental responsibility.

We are committed to conducting business affairs in accordance with the highest standards of business ethics. We will abide by all applicable business, financial and property laws, and regulations”.