



ADVISORY 7

CODE OF CONDUCT FOR API MONOGRAM LICENSEES, APIQR CERTIFIED ORGANIZATIONS AND PROGRAM APPLICANTS

API is committed to maintaining the integrity of its licensing and certification programs. All licensees, certified organizations and applicants are required to act in a professional manner in accordance with high ethical standards, and to comply with all licensing and program requirements at all times.

For the purpose of this Advisory, the term “Program Participants” includes all organizations licensed, registered, certified or under application with the API Monogram Program and/or APIQR, as well as those organizations’ employees, consultants, and other representatives involved in the API licensing and certification process.

A failure by a Program Participant to comply with the following requirements could result in a delay in the licensing and / or certification process, cancellation of an application, or termination of an existing license and / or certificate:

- Program Participants shall conduct themselves in a professional manner during an audit.
- Program Participants shall observe high standards of ethical conduct to ensure that the integrity of the program is protected.
- Program Participants shall not slander, insult, abuse, harass, or threaten API, its staff members, its auditors, or its other representatives, either verbally or in written correspondence.
- Program Participants shall not engage in any conduct that is designed to prevent or frustrate API employees or representatives, including auditors, from performing an evaluation of the Program Participants’ qualifications.
- Program Participants shall not make false claims of API certification or approval or otherwise infringe upon or misuse any intellectual property or other property right of API, including, but not limited to, copyrights, trademarks, or confidential information.
- Program Participants shall not assist a third party in making false claims of API certification or approval or otherwise infringing upon or misusing any intellectual property or other property right of API, including, but not limited to, copyrights, trademarks, or confidential information.
- Program Participants shall not provide API or its representatives, including auditors, with false or misleading information.

This advisory supersedes any previous version. It is considered part of API’s Program Requirements and is compulsory.

- Program Participants shall not violate any program-related API policy or any term or condition of the license agreement.
- Program Participants shall not use a false identity for the purpose of misleading others.
- Program Participants shall not imply that API is endorsing their products.
- Program Participants shall not misrepresent their relationship with API, its members, officers, or directors.
- Program Participants shall not distribute false information about API, its activities, or its members.
- Program Participants shall not contact or otherwise communicate with auditors after the closing meeting of an audit. All post-audit communications will be between the client and API.
- Program Participants shall not offer or provide any form of bribe or anything else of value to any API staff member, API auditor, other API representative, or API staff member's, auditor's or other representative's family or friends, directly or indirectly, for the purpose of obtaining favorable treatment, securing an improper advantage, or for any other improper purpose. "Anything else of value" includes, but is not limited to, cash, gifts, hospitality, services, commissions, rebates, discounts, loans, vacations, event tickets, entertainment, trips, and other items of value.
- Program Participants must promptly report to API any (1) solicitation of a bribe or anything else of value in connection with an API audit or (2) offer by an API auditor to provide any services to an audited facility within 24 months of conducting an API audit, whether such services are related to API or not. Reports may be made by contacting the Audit Program Manager at audits@api.org or by contacting any of API's offices or any API staff member in person, by phone, or by email.
- Program Participants shall not discuss future employment opportunities with any API staff member, API auditor or other API representative, or an immediate family member of an API staff member, API auditor, or other API representative while that API staff member, API auditor, or other API representative is involved in evaluating a license application or renewal.
- Program Participants shall not reimburse API staff members, API auditors, or other API representatives for lodging and travel expenses or for any other costs associated with an audit. Program Participants shall not provide lodging or travel directly to API staff members, API auditors, or other API representatives, except that a Program Participant may provide, and API staff members, API auditors, and other API representatives may accept, local ground transportation and standard accommodations on the Program Participant's premises when alternative lodging is not readily available.

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