

The American Subcontractors Association is credited with developing a Model Code of Ethics for professional subcontractors.

## **The Certified Tile Installer Code of Ethics**

**Prologue:** The Ceramic Tile Education Foundation provides the Certified Tile Installer (CTI) program to evaluate the knowledge and skills of tile installation professionals who are actively engaged in the installation to ceramic tile products. As such, the installers who successfully complete the CTI testing program gain the privilege of being recognized as Qualified Labor as found in the Tile Council of North America (TCNA *Handbook*).

**Competition:** The Certified Tile Installer (CTI) will compete fairly for contracts, avoiding any practice that might be construed to be in violation of the letter or spirit of the antitrust laws. The CTI avoids any activity that could be construed as bid shopping or peddling and does not knowingly violate any law or regulation governing the competitive process.

**Qualifications:** The Certified Tile Installer (CTI) seeks to execute contracts only on projects for which he or she has technical competence and experience and does not accept contracts for which they are not qualified. The CTI assigns staff to projects in accordance with their qualifications and commensurate with the demands of the services to be provided under the contract.

**Standards of Practice:** The Certified Tile Installer (CTI) provides materials and installation services in a manner consistent with the established and accepted standards of the American National Standards Institute (ANSI) along with the methods and guidelines of the Tile Council of North America (TCNA) *Handbook* and with the laws and regulations that govern it. The CTI performs his/her contracts with competence, reasonable care and diligence. The CTI establishes prices that are commensurate with the rendered services and serves their customers with honesty and integrity.

**Conflicts of Interest:** The Certified Tile Installer (CTI) endeavors to avoid conflicts of interest, both corporate and individual. Where a corporate conflict exists, the Certified Tile Installer will disclose such conflict to the customer or prospective customer. The Certified Tile Installer (CTI) regularly educates their staff about personal conflicts of interest and has established a procedure for internal disclosure.

**Public Safety:** The Certified Tile Installer (CTI) assures that the safety of their employees, their subcontractors, the employees of others on the job site, and the general public is protected during the provision of their services.

**Service Providers and Suppliers:** The Certified Tile Installer (CTI) treats their service providers and suppliers in an equitable manner, assuring that they are provided clear direction and prompt payment for service provided. The CTI does not knowingly violate any law or regulation governing such relationships.

**Employees:** The Certified Tile Installer (CTI) complies with the letter and spirit of laws relating to working conditions, equal employment opportunities, and pay practices. The CTI does not knowingly violate any law or regulation dealing with employment.

**Public Information:** The Certified Tile Installer (CTI) assures that all public statements and disclosures made are truthful. The CTI also protects the proprietary interests of their customers.

**Compliance with Laws:** The Certified Tile Installer (CTI) does not knowingly violate any law or regulation.

**Image of the Construction Industry:** The Certified Tile Installer (CTI) avoids actions that promote their own self-interest at the expense of the tile industry and upholds the standards of the tile industry with honor and dignity.

**Internal Procedures:** The Certified Tile Installer (CTI) has established internal procedures under which failures to conform to the above practices will be handled. Each year, the CTEF will review this Code of Ethics and its internal procedures with each CTI.

I attest that I currently comply with and will continue to comply with requirements for certification as a Certified Tile Installer (CTI).

I also understand that any false statement or misrepresentation will make me ineligible to be listed on the CTEF website Certified Tile Installer Zip Code locator and the alpha listings page. All information provided will be held in the strictest confidence and will only be reviewed by the CTEF staff.

Disclaimer for Recognition

The Certified Tile Installer (CTI) designation is granted to all who meet the objective criteria. In issuing the Certification, the CTEF is not undertaking to guaranty or warrant the quality, satisfaction or safety of any services rendered by the recognized party, nor is the CTEF undertaking to perform any duty owed by any person or entity to someone else. THE CTEF EXPRESSLY DISCLAIMS LIABILITY TO ANY AND ALL PERSONS AND ENTITIES FOR PERSONAL INJURY, PROPERTY DAMAGE, AND ANY OTHER DAMAGE OF ANY KIND OR NATURE (WHETHER OR NOT SUCH DAMAGES ARE DIRECT, INDIRECT, SPECIAL, CONSEQUENTIAL OR COMPENSATORY, INCLUDING, WITHOUT LIMITATION, LOST PROFITS) RESULTING FROM, OR IN ANY WAY RELATING TO THE SERVICES PROVIDED BY A CERTIFIED TILE INSTALLER OR FOR ANY DECISIONS MADE OR ACTIONS TAKEN IN RELIANCE ON A PERSON HOLDING SUCH RECOGNITION. FOR THE AVOIDANCE OF DOUBT, THE FOREGOING DISCLAIMER APPLIES TO ALL CLAIMS ATTRIBUTABLE (WHETHER IN WHOLE OR IN PART) TO THE NEGLIGENCE (BUT TO THE EXTENT REQUIRED BY APPLICABLE LAW, THIS DISCLAIMER IS NOT INTENDED TO ADDRESS GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT) OF THE CTEF.

I understand that failure to sign this annual pledge may make me ineligible to be listed on the CTEF website Certified Tile Installer Zip Code locator and the alpha listings page.

By signing below, I acknowledge that all information is true and correct to the best of my knowledge and that I have the authority to represent myself and/or my company in this declaration.

CTI# 1965 Name Paul Kowalski Date 1-12-2025