


APRO CODE OF ETHICS

Are you familiar with APRO's Code of Ethics?

Established in 1980

APRO's Code of Ethics was created when the association was formed in 1980 as part of an effort to organize the industry against legislative threats at the time. APRO's first members wrote the code of ethics to establish a set of guidelines consistent with what they felt should be the industry's values and ethical standards.

The Code of Ethics is the defining guidance that the APRO board of directors and members agree upon to maintain a healthy business environment.

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- 01** Members shall abide by the Articles of Incorporation and the Bylaws of the Association.
 - 02** Members shall develop and encourage the practice of high standards of personal and professional conduct among themselves.
 - 03** Members shall provide high-quality rental goods and services to their customers and to the community in which they live.
 - 04** Members shall respect the privacy of their customers.
 - 05** Members shall uphold and improve the integrity of the industry by affirmations of truth and fairness, by building good will, and by providing beneficial goods and services to customers and others concerned with the industry.
 - 06** Members shall provide opportunities for the interchange of experiences, opinions and knowledge through meetings, discussions and publications, for the improvement of the industry, for the benefit of customers, suppliers and the community.
 - 07** Members shall provide and maintain a clean and orderly place of business that is inviting to their customers.
 - 08** Members shall maintain their inventory in a clean, safe and operating condition and furnish the best products available for customer rental.
 - 09** Members shall establish and maintain prices of their products and services for economy, convenience, and maximum benefit to their customers and to obtain a reasonable profit for themselves.
 - 10** Members shall promote the use of rental goods and services and shall educate members and the public in the advancement, improvement and uses of the rental industry.
 - 11** Members shall recruit employees of other members only during an employees personal time and never on or about the premises of other members.
 - 12** Members who successfully recruit the employee(s) of another member shall insist that the employee(s) return all confidential and proprietary information, including customer lists, to the former employer without making use of any such information.
 - 13** Members shall promote the purpose and effectiveness of the rental industry by any and all means consistent with the public interest.
 - 14** Members shall adhere to the Collection Practices Policy of the Association.

Not an **APRO** member? Click **Join APRO** on the www.rtohq.org homepage or contact **APRO** Member Services at 800.204.2776, info@rtohq.org