



Code of Conduct (from our Code of Ethics Course)

C-NRPP has a Code of Professional Conduct to MAINTAIN PUBLIC TRUST in C-NRPP Professionals

- Actions of **EACH** C-NRPP professional reflect on **ALL** C-NRPP professionals
- Professional conduct is another way to **DIFFERENTIATE** C-NRPP professionals from non-certified professionals
- All C-NRPP radon professionals benefit from C-NRPP's reputation, so we all have an interest in maintaining it.

Purpose of a Code of Conduct/Ethics Includes:

- Outlines ethical or personal behaviour required by the certification program
- Provides professional standards that all professionals must follow
- Limits legal liability by following a code of conduct/ethics

Purpose of a Disciplinary Policy

- Method of evaluating professionals is based on code of conduct/ethics
- Resolutions in the process may include assigning additional education courses or remedial training
- Warnings from the Disciplinary Committee
- Assigning mentorship requirements
- Suspension of C-NRPP certification
- Removal of C-NRPP certification

C-NRPP CERTIFICATION APPLIES TO INDIVIDUALS

- Certification applies to you as an individual. You took the course and passed the exam. Certification does not transfer to your company. (the exception of Analytical Lab/Device certifications, however this certification does require an individual to also be certified.)
- C-NRPP Measurement Professionals must ensure that Quality Assurance is being maintained and ensure proper standards are being followed.
- C-NRPP Mitigation Professionals must ensure proper standards are being followed for system design and verify the system installation, as well as sign off on documentation to be left with the system.

C-NRPP Professionals shall endeavor to keep themselves current and informed and satisfy continuing education requirements for my certification.

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This means that: C-NRPP Professionals need to stay up-to-date with current radon standards and developments.

CARST helps C-NRPP professionals:

- List of standards and required documents on website and on the Code of Ethics
- Resources on C-NRPP website
- E-newsletters
- Technical Bulletins
- Facebook Group with radon news that's pertinent to C-NRPP professionals.
- Actions of **EACH** C-NRPP professional reflect on **ALL** C-NRPP professionals

It is the C-NRPP professional's responsibility to adhere to specific national, provincial or territorial protocols, laws, codes or regulations that exist for any radon service or system installation that I perform or supervise.

It is the C-NRPP professional's responsibility to investigate local code requirements and ensure that they are followed. The Health Canada guidance, CGSB standards and C-NRPP documents DO NOT include all necessary aspects of local codes from all regions of Canada.

It is the C-NRPP professional's responsibility to work within their area of competence. There may be issues in a building that you encounter which you don't have the expertise to deal with, (ex. Installing a sump pit or working with commercial buildings, balancing HRV) In these cases, you may need additional training/certification which is beyond the scope of C-NRPP certification.

Commented [PW1]: NEWLY ADDED

C-NRPP Professionals must use radon measurement devices which are on the C-NRPP list of approved devices.

- *Testing a client's home with a consumer-grade electronic radon monitor and charging for it is not ok.*
- *Selling a consumer-grade electronic radon monitor and allowing a client to do to the test themselves is ok.*

A C-NRPP Mitigation professional is responsible to ensure that they are onsite to conduct proper diagnostics and design the radon mitigation system. They are also responsible to ensure that the system is then installed in accordance with the system design.

It is NOT okay for another employee in the company to use the certification number of another certified professional to say they are certified.

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I shall conduct myself in a professional manner befitting of my Certified status.

C-NRPP radon professionals will treat others with integrity, honesty, and respect.

C-NRPP professionals should endeavour to be prompt and prepared, and do their best to develop the best solutions for their clients. There may also be situations that you are uncertain how to deal with. In this case, we have a community of professionals who you can connect to and reach out to for assistance or recommend the client reach out to them instead. **NO BUILDING SHOULD BE UNFIXABLE, IT MAY JUST BE AN ISSUE OF ADDITIONAL EXPERTISE OR EXPENSE.**

Commented [PW2]: NEWLY ADDED

EXAMPLE: Professional Behaviour

Sometimes radon mitigations don't go as planned or take longer than expected. Clear, honest communication with your clients is an essential part of professionalism.

Sometimes radon mitigations don't go as planned.

If you encounter unexpected situations such as a more complicated mitigation installation, or you cause damage or other harm to the home, it is important to be clear and upfront with clients to inform them of the situation.

This can be difficult however it is important.

EXAMPLE: Professional Behaviour

When you test a clients home/building using a short-term test (48 hours) and then tell them that you will leave behind a long-term test as they should also follow up with a long-term test.

If the radon levels are high and the client wants the radon mitigation system installed quickly because the high levels cause them to be anxious, you can inform them of the guidance, but you may follow the request of the homeowner to mitigate without conducting the long-term test.

C-NRPP has a technical bulletin that you can provide to the homeowner in this situation to ensure you have provided clear information.

C-NRPP Technical Bulletins - English : [Measurement - Decision to Mitigate](#)



EXAMPLE: Professional Behaviour

When you test a clients home/building using a short-term test (48 hours) and then tell them that their levels are so high that if they really loved their families they would reduce their levels as soon as possible.

Do not test a client's home for less than 48 hours and tell them they have tested for radon.

I shall proudly represent my certified status to the public I serve, and I shall provide my professional C-NRPP certification number in writing to each member of the public (each customer job) for any radon service or system installation that I perform or supervise.

As a C-NRPP professional provide clear information about your certification levels and numbers. Provide your certification number on your invoices and when clients ask.

EXAMPLE: C-NRPP Professionals will clearly present their certified status to the public, and provide their certification number in writing to each customer.

C-NRPP makes this easy for professionals by providing a certification card to each professional. You can find a copy of your certificate on your CARST account.

C-NRPP also has hats, hoodies, and t-shirts for sale that are exclusively for certified professionals.

You can also order personalized labels for radon pipes.

More information is available on the C-NRPP website at: <https://c-nrpp.ca/professionals/request-c-nrpp-mitigation-labels/>

EXAMPLE: C-NRPP Professionals will clearly present their certified status to the public, and provide their certification number in writing to each customer.

Being C-NRPP certified in one area does not make you certified in all areas.

A C-NRPP *Measurement* professional who claims they are 'certified' when someone asks for a radon mitigation quote is misrepresenting their level of certification.

A C-NRPP *Measurement* Professional who conducts analysis on detectors must be certified as an Analytical Lab and conduct proper Quality Assurance to maintain Analytical Lab certification.



I shall do nothing to undermine, detract from, or otherwise cause to develop any damaging associations with respect to this certification. I accept that any activity on my part that will cause this certification any measure of injury serves as a breach and a failure on my part to uphold this code of ethics. Moreover, I accept that such actions for which I might be responsible could result in the revocation of my certification.

EXAMPLE: I agree to conduct business in accordance with the protocols, standards and guidelines prescribed by the C-NRPP Policy Advisory Board (PAB) below....

Where one standard conflicts with another, the newest standard should be followed; or professional judgement should be used and documented when this differs.

If situations arise that you need to take actions that contradict the guidance, then you need to ensure that you document with the customer; in your notes for each contract/building.

C-NRPP professionals should charge a reasonable price for their services.

C-NRPP mitigation professionals should provide some type of warranty wording to their clients. If there are caveats added or changes to the warranty from normal it should be clear to the client. The warranty period should be for a reasonable period. (such as 1 to 2 years) The warranty period should not be longer than the company is planning on being in business for.

C-NRPP professionals should maintain appropriate confidentiality when interacting with clients including following through on confidentiality requests and not identifying customers by name and address in connection with their radon levels. Information on radon levels should be given out in a general way by either postal code or community level rather than by name or specific address. The exception for this is when permission has been asked and clearly given or when sharing data with a researcher or partner organization where a mutual agreement of confidentiality has been signed.

If a professional is accused of misconduct, C-NRPP will conduct an investigation.

The information will be reviewed by the C-NRPP Ethics Committee and resulting actions will be determined by the committee.

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Disciplinary actions can include such things as:

- **Mandatory education/mentorship**
- **Corrective actions**
- **Fines**
- **Suspensions**
- **Revoking certification**

Actions which include suspensions or revoking certification will be reported to the C-NRPP community with the names of the certified professionals involved.

Misconduct includes but is not limited to:

- **Falsification of certification application or renewal application;**
- **Failure to submit appropriate fees related to certification;**
- **Misrepresentation of certification status (including stating or implying that the individual certification covers the company);**
- **Falsification of QA/QC data (Note: inadequate QA/QC will result in discipline and, if not corrected, decertification);**
- **Falsification or failure to provide any information requested by C-NRPP to investigate any misconduct or code of ethics violation;**
- **Accepting payment for services but failing to reasonably provide those services in a timely manner;**
- **Cheating or other irregularities related to the administration of a C-NRPP examination;**
- **Failure to maintain the confidentiality of certification examination questions or answer sheet;**
- **Unauthorized possession of, use of or access to C-NRPP examinations, certificates, wallet identification cards, logos of C-NRPP, and any other C-NRPP documents and materials;**
- **Violation of any provision of the C-NRPP Code of Ethics for C-NRPP Certified Professionals. Any act of fraud, deception or dishonesty in connection with any activity related to C-NRPP;**
- **Any assault, battery, unlawful harassment, or non-consensual physical contact involving a customer or member of a customer's family, C-NRPP staff or members of C-NRPP related committees;**
- **Any other material and intentional misconduct, not otherwise listed above, which is detrimental to the image or reputation of C-NRPP.**



EXAMPLE 1: Ethics Violation

C-NRPP received a complaint regarding a radon professional who was using a continuous radon monitor which was uncalibrated.

C-NRPP contacted the individual and let them know that a report had been received. The C-NRPP Measurement professional was reminded that Continuous Radon Monitors must be calibrated annually and asked for the professional to provide a calibration certificate once it had been calibrated and suggested that the customer be contacted and a retest offered.

C-NRPP received a complaint regarding a radon professional who was using a continuous radon monitor which was uncalibrated.

C-NRPP contacted the individual and let them know that a report had been received. The C-NRPP Measurement professional was reminded that Continuous Radon Monitors must be calibrated annually and asked for the professional to provide a calibration certificate once it had been calibrated and suggested that the customer be contacted and a retest offered.

EXAMPLE 2: Ethics Violation

C-NRPP received a complaint regarding a radon professional who took money for services, but didn't provide the services.

An investigation included contacting the C-NRPP professional and information from the client.

C-NRPP Professional was decertified permanently.



Code of Ethics/Disciplinary Policy for C-NRPP Certified Radon Professionals

This is the document which C-NRPP professionals annually sign.

As a radon professional, certified by the C-NRPP National Radon Proficiency Program, I hereby acknowledge, accept and profess to abide by the following code of conduct and ethics:

- I shall endeavor to keep myself current and informed and satisfy continuing education requirements for my certification. I shall conduct myself in a professional manner befitting of my Certified status.
- I shall proudly represent my certified status to the public I serve and I shall provide my professional C-NRPP certification number in writing to each member of the public (each customer job) for any radon service or system installation that I perform or supervise.
- I shall do nothing to undermine, detract from, or otherwise cause to develop any damaging associations with respect to this certification. I accept that any activity on my part that will cause this certification any measure of injury serves as a breach and a failure on my part to uphold this code of ethics. Moreover, I accept that such actions for which I might be responsible could result in the revocation of my certification.

Guidelines include:

- C-NRPP professionals should charge a reasonable price for their services.
- C-NRPP mitigation professionals should provide some type of warranty wording to their clients. If there are caveats added or changes to the warranty from normal it should be clear to the client. The warranty period should be for a reasonable period. (such as 1 to 2 years) The warranty period should not be longer than the company is planning on being in business for.
- C-NRPP professionals should be working within their area of expertise and shouldn't be doing work which is outside their training or scope of expertise.
- C-NRPP professionals should maintain a level of appropriate confidentiality when interacting with clients which includes following through on requests of confidentiality and not identifying customers by name and address in connection with their radon levels. Information on radon levels should be given out in a general way by either postal code or community level rather than by name or specific address. The exception for this is when permission has been asked and clearly given or when sharing data with a researcher or partner organization where a mutual agreement of confidentiality has been signed.

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Protocols: I agree to conduct business in accordance with the protocols, standards and guidelines prescribed by the C-NRPP Policy Advisory Board (PAB) and (if certifying for Radon Mitigation) I agree to install radon mitigation systems in accordance with listed Mitigation Guidance documents below.

The list of standards currently approved by the C-NRPP PAB is:

Measurement Protocols (if certifying for Radon Measurement)

1. [Health Canada's Guide for Radon Measurements in Residential Buildings](#)
2. [Health Canada's Guide for Radon Measurements in Public Buildings](#)
3. [C-NRPP Quality Control and Quality Assurance Manual for Radon Sampling and Analysis conducted by Radon Measurement Professionals and Laboratories Dec 2018](#)
4. [C-NRPP Protocol for Conducting Short-Term Radon Measurements in Air](#)
5. [CARST's Guideline for Conducting a Radon Screening Assessment as part of a Real Estate Transaction](#)

Mitigation Guidance documents (if certifying for Radon Mitigation)

- [Health Canada's Reducing Radon Levels in Existing Homes: A Canadian Guide for Professional Contractors](#)
- [National Standard of Canada: Radon Mitigation options for existing low-rise residential buildings: P29-149-012-2017-eng.pdf](#)
- [National Standard of Canada: Radon Mitigation options for new low-rise residential buildings: P29-149-011-2024-eng.pdf](#)

I further agree to adhere to specific national, provincial or territorial protocols, laws, codes or regulations that exist for any radon service or system installation that I perform or supervise.

I hereby acknowledge and accept the following Disciplinary Policy:

C-NRPP Certification Disciplinary Policy: C-NRPP reserves the right to sanction or revoke the certification of any individual due to misconduct. The right to deny, revoke, discipline, or suspend a C-NRPP certification vested in the C-NRPP program and all decisions shall be verified and upheld by C-NRPP's Discipline Committee. Disciplinary actions are at the sole discretion of the C-NRPP Discipline Committee and may include, but are not limited to: warnings, revocation, restitution and/or additional continuing education. In the event that the C-NRPP Discipline Committee determines that an individual should be suspended from membership in the C-NRPP Certification Program, a representative of C-NRPP as may be designated by the C-NRPP Policy Advisory Board, shall provide twenty (20) days notice of suspension or expulsion to the member and shall provide reasons for the proposed suspension or expulsion. The individual may make written submissions to the representative as may be designated by the C-NRPP Policy Advisory Board, in response to the notice received within such twenty (20) day period. In the event that no written submissions are received by the representative as may be designated by the C-NRPP Policy Advisory Board, may proceed to notify the individual that the individual is suspended or expelled from membership in the Corporation. If written submissions are received in accordance with this section, the board will consider such submissions in arriving at a final decision and shall notify the member concerning such final decision within a further twenty (20) days from the date of receipt of

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the submissions. The board's decision shall be final and binding on the member, without any further right of appeal.

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- Falsification of QA/QC data (Note: inadequate QA/QC will result in discipline and, if not corrected, decertification);
- Falsification or failure to provide any information requested by C-NRPP to investigate any misconduct or code of ethics violation;
- Accepting payment for services but failing to reasonably provide those services in a timely manner;
- Cheating or other irregularities related to the administration of a C-NRPP examination;
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- Unauthorized possession of, use of or access to C-NRPP examinations, certificates, wallet identification cards, logos of C-NRPP, and any other C-NRPP documents and materials;
- Violation of any provision of the C-NRPP Code of Ethics for C-NRPP Certified Professionals. Any act of fraud, deception or dishonesty in connection with any activity related to C-NRPP;
- Any assault, battery, unlawful harassment, or non-consensual physical contact involving a customer or member of a customer's family, C-NRPP staff or members of C-NRPP related committees;
- Any other material and intentional misconduct, not otherwise listed above, which is detrimental to the image or reputation of C-NRPP.

All decisions to deny, revoke, discipline, or suspend a C-NRPP certification shall be final and binding on the C-NRPP Certified Professional or prospective C-NRPP Certified Professional. Any professional aggrieved by a decision may choose to submit the dispute to binding arbitration in accordance with the rules and procedures established by the Canadian Commercial Arbitration Act. All arbitration awards shall be final and binding on the parties and enforceable by appropriate proceedings under the applicable laws of Canada. Unless otherwise instructed by the arbitrator, each party shall pay its pro rata share of the reasonable fees and expenses of the arbitrator.

Mandatory Insurance Requirements for C-NRPP Mitigation Professionals

Coverage should include:

- \$ 2 million Commercial General Liability
- \$ 2 million Radon Measurement and Mitigation Errors and Omissions

Proof of Coverage - Certificate of Insurance stating:

- Date coverage is bound
- Confirmation of insurance coverage including all above limits have been met or exceeded

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