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Insulating Concrete Form Association Code of Ethics Dispute Resolution Procedure

- I. The Ethics Committee shall be made up of the Committee Chairmen of all ICFA Standing Committees. The Membership Committee Chairman shall be President and preside over the Ethics Committee. In the event that one or more of the members of the Ethics Committee are also members of a controversy, said members shall remove themselves and the ICFA Chairman of the Board shall appoint a temporary replacement(s).
 - A. The Ethics Committee shall address substantive issues presented by Members, consumers or others, and deliver an Advisory Opinion to the Executive Committee.
 - B. Requests for Advisory Opinions from the Ethics Committee shall only be considered after exhausting reasonable personal and private efforts.
 - C. Members have a right to appeal to the ICFA Board of Directors. The Board's decision is the final determination of the ICFA's position.

- II. Requests for an Advisory Opinion regarding Code of Ethics conflict shall conform to the following procedures:
 - A. Requests shall be made in writing to the ICFA Executive Director and shall include the following:
 - a. Why a request is being submitted.
 - b. Facts surrounding the potential situation.
 - c. A detailed explanation of the private efforts and responses.
 - B. Within three (3) weeks of receipt of a substantive written complaint, the ICFA Executive Director will forward the complaint to the Member who is the subject of the complaint, requesting a response in writing. A response is required within thirty (30) days of receipt of the request from ICFA.
 - C. If the complaint cannot be agreeably settled, the complaint and response will be sent to the Ethics Committee, by the ICFA Executive Director, for an "Advisory Opinion."
 - a. Copies are to be forwarded to all members of the Ethics Committee within ten (10) business days of receipt of the "response."
 - b. The Ethics committee shall have ten (10) days to return any questions they need answered to the ICFA office.
 - c. The ICFA Executive Director shall deliver Ethics Committee questions to the appropriate party and request answers in writing within ten (10) days. Immediately, upon receipt of the

- answers, they will then be sent to the Ethics Committee members.
- d. Meetings (or conference calls) will be scheduled as often as necessary to allow the Ethics Committee to reach an "Opinion." The "Opinion" will be rendered within thirty (30) days after the Ethics Committee received the complaint and response. .
 - e. The "Advisory Opinion" shall be sent to the ICFA Executive Director. The ICFA Executive Director shall forward the "Advisory Opinion," by certified mail, to all parties involved within ten (10) days of receipt of the "Advisory Opinion."
 - f. "Advisory Opinions" shall determine one of the following courses of action:
 - i. Recommend a private resolution.
 - ii. Dismissal of the "complaint."
 - iii. Issue a warning.
 - iv. Suspension of ICFA privileges.
 - v. Cancellation of the ICFA Membership.
- III. Appeals to the ICFA Board of Directors must to be made within thirty (30) days of receipt of the "Advisory Opinion."
- A. Appeals must be in writing and submitted to the ICFA Executive Director.
 - B. The ICFA Executive Director shall forward the appeal to the ICFA Board of Directors within ten (10) days upon receipt of the written appeal.
 - C. The ICFA Board of Directors shall hear the appeal at their next scheduled meeting.
 - D. The Member will be entitled to attend the meeting and summarize his position before the ICFA Board of Directors and the ICFA Board of Directors shall have the opportunity to question the Member. The Member shall not be present during the actual discussion on the merits of the "Advisory Opinion."
 - E. Decisions of the ICFA Board of Directors are the final determination of the ICFA's decision.
- IV. The Ethics Committee shall make the ICFA membership aware of the controversy and its "Advisory Opinion(s)." This information for the general membership shall not contain the names of any parties involved.

It is the policy ICFA and its members to fully comply with the Anti-Trust Laws of the United States and the Canadian Competition Act.