

Code of Ethics

RAG Scores Code of Professional Standards and Ethics

Why have a code of ethics?

Companies who partner RAG Scores want to ensure that the highest standards and ethics are maintained throughout.

All RAG Scores members have to understand this and sign a code of ethics, and expect each other to uphold these standards.

As a mystery shopper your conduct reflects on everyone. By maintaining the highest standards, you elevate the professionalism and perception of mystery shopping.

A code of ethics will help improve the value and reputation of mystery shopping, which benefits everyone!

The Code of Ethics

RAG Scores' fundamental aim is to ensure that the highest standards and ethics are maintained. To improve the value, reputation and stimulate the use of mystery shopping services, it is important to ensure that the highest standards and ethics are maintained and the information about mystery shopping services is accurately communicated, while complying with applicable government laws, regulations and ordinances.

RAG Scores expects members and shoppers to follow principles of honesty, professionalism, fairness and confidentiality to guard the interests of our clients in order to promote good business practices.

RAG Scores **Mystery Shopper's Code of Professional Standards** is established to ensure that all RAG Scores certified shoppers conform to the following principles:

Commit, in principle, to the purposes of the association: improving service and promoting excellence through mystery shopping;

Conduct mystery shopping services in an honest and ethical manner;

Conduct mystery shopping services according to the procedures and regulations set forth and agreed to by the client & RAG Scores;

Instil confidence in mystery shopping and encourage cooperation;

Respect our RAG Scores members, clients, and the general public.

In addition, please agree to the following Rules of Ethical Conduct:

- I agree to perform all shops to the best of my ability;
- I agree to perform all shops with honesty and integrity;
- I agree to submit all reports on or before the deadline;
- I agree to honour all confidentiality agreements;
- I agree to give immediate notice to the shopping company if I cannot perform a shop for any reason;
- I agree to return follow up calls or e-mails in a timely manner;
- I agree to keep paperwork and notes for at least 60 days in case questions arise by the client;
- I will not perform a shop unless I have thoroughly read each question on the survey and the guidelines provided by the shopping provider;
- I will not falsify or misrepresent reports;
- I will not ask or encourage anyone to break confidentiality agreements for whom they conduct mystery shopping assignments;
- I will not use any RAG Scores media to publish complaints against vendors, clients, shoppers or mystery shopper providers;
- I will not share information with others on which-all-company-shops and which-all-clients;
- I will not share information with others on shopping fees and reimbursements for specific clients;

- I will not share the results of a shop with others in order to protect the clients confidentiality;
- I will not give one of my assignments to another shopper to complete without asking permission of the shopping provider;
- I will not perform any shops under the influence of illegal drugs, or prescription drugs that might impair my abilities;
- I agree not to become inebriated or drink beyond the legal limits set forth in my state or perform any other activity that my cause harm to myself or others while mystery shopping;
- I will not contact a client directly without approval of the shopping company;
- I will not disrupt the normal business flow of an operation in the process of performing a shop (do not cause a scene);
- I will not announce myself as a mystery shopper to the business being shopped unless given specific instructions by the shopping company;

If, after a thorough investigation, RAG Scores finds a certified shopper to be in violation of our Rules of Conduct, the association may be withdrawn, and a fine imposed, if required. Should a complaint be filed against you by RAG Scores member, you will be contacted and given the opportunity to respond before a final decision is made.

By signing below, I indicate that I have read, understand, and agree to follow the principles of honesty, professionalism, fairness, and confidentiality that are outlined in this agreement.

I further understand that not conforming to this agreement may result in termination of my assignment.

(Name & Signature of Mystery Shopper)