

Ethics Statement

MSPA member companies do not charge shoppers to apply with our companies. Over the last several years, there are more and more non-MSPA companies on the Internet who charge incoming applicants a fee to apply at their websites. In many cases, the fee simply entitles the applicant to gain access to the websites of other mystery shopping companies. There is a wealth of free information available on mystery shopping at www.mysteryshop.org. Our site lists hundreds of shopping companies where you can apply for free. As a member of MSPA, our companies are not allowed to charge shoppers any fees.

There are many non-MSPA companies that charge a fee and promise to share your name with mystery shopping companies around the country and/or find you work. This is not required but should you choose one of these companies, be sure there is a sound refund policy in place should you be unhappy with the results.

MSPA Code of Professional Standards and Ethics Agreement for Mystery Shoppers

The Mystery Shopping Providers Association (MSPA) is dedicated to improving service and promoting excellence in the mystery shopping industry. A fundamental aim of the Association 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 that information about mystery shopping services is accurately communicated to both the business community and the public at large, while complying with applicable government laws, regulations and ordinances.

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

The Mystery Shopping Providers Association's Shopper's Code of Professional Standards is established to ensure that all MSPA certified shoppers conform to the following principles:

- Commit, in principle, to the purposes of the association: improving service and promoting excellence in the mystery shopping industry;
- Conduct mystery shopping services in an honest and ethical manner;
- Conduct mystery shopping services according to industry procedures and regulations set forth and agreed to by MSPA members;
- Instill confidence in mystery shopping and encourage public cooperation;
- Respect our MSPA members, clients, and the general public.

In addition, we 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 honor 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;

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MYSTERY SHOPPING PROVIDERS ASSOCIATION

- I will not falsify or misrepresent reports;
- I will not ask or encourage anyone to break confidentiality agreements with other firms for whom they conduct mystery shopping assignments;
- I will not use any MSPA media to publish complaints against vendors, clients, shoppers or mystery shopper providers;
- I will not share information with others on which company shops which 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 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;
- I will not accept a mystery shopping assignment for a business that I, my family or friends work for;
- I will not list any shopping company I work for as an "employee" on any forms (especially unemployment forms) if I am hired strictly as an independent contractor for that company.

If, after a thorough investigation, MSPA finds a certified shopper to be in violation with our Rules of Conduct, certification in our Association may be withdrawn. Should a complaint be filed against you by an MSPA 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 MSPA certification.

Signature: _____ Date: _____

Name: _____

Address: _____

City, State, Zip _____

Phone number: _____

E-mail address: _____

Shopper Certification #: (MSPA use only) _____