



I consider your invitation to visit your home as a sacred trust. Therefore, I have every member of my team sign the following code of conduct:

- **Respect for the Customer:** I pledge to respect the client's property. This includes lawns, gardens and driveways. I pledge to walk through the projects to verify installation instructions. I pledge to be respectful and courteous to the homeowner and family members as well as to their neighbors. I pledge to answer all questions to the best of my ability. I further pledge to use no profanity while on the job. At the conclusion of the job, I pledge to test all functions, to conduct all appropriate safety check and to review with the customer the work that was done.
- **Respect for the Home:** I pledge to wear shoe covers and to use drop cloths or other protective mats as needed when working in the client's home. I pledge to carefully remove valuables from traffic areas and to ensure a 5 foot safety space to my work areas free of children or pets. At the conclusion of my work, I pledge to leave the home and yard free from all debris and packaging materials, to return valuables to their original locations, and to sweep the area clean.
- **Drugs & Alcohol.** I pledge that at no time will I smoke, inject, or ingest any substance which may alter my behavior while working.
- **Smoking:** I pledge that if I smoke, I will always do so outdoors. I further agree that at no time is disposal of cigarette butts on the client's property acceptable.
- **Radio/Music:** I pledge that at no time will I play loud music while on the client's property. I further agree to turn off audio devices if requested to do so by the client or by my manager.
- **No Borrowing:** I pledge not to use the client's property including tools, ladders and vacuums without expressed permission.
- **Toilets:** I pledge only to use the toilet with the permission of the client. I further pledge to leave it as clean as I found it.
- **Privacy:** I am fully aware of the tremendous responsibility that comes with being invited into the client's home to perform my craft. I therefore pledge total discretion regarding the clients, their lifestyles, their personal and private possessions, and any conversations I may overhear.

4-1-2015

