



## CONTRACTOR CODE OF CONDUCT

I recognize that working in homes can be disruptive. I am committed to respecting the homeowner's property, minimizing disruption, and leaving the condition of the home as I found it or better.

All employees working for \_\_\_\_\_ (company name) will:

1. Provide identification that includes their relationship to this company at the request of the homeowner.
2. Call the homeowner if they expect to arrive more than 15 minutes late.
3. Respond to customer calls and emails in a timely manner (within minutes or hours, but never more than a day).
4. Not arrive at any customer's home unexpectedly.
5. Work at reasonable times; they will not arrive before 8AM or stay after 5PM without the homeowner's permission.
6. Not use inappropriate language at the worksite.
7. Not use the bathroom, kitchen, electronics or telephone without permission.
8. Not use tobacco products, alcohol or drugs while at the worksite.
9. Not borrow anything from the homeowner without asking.
10. Ensure that the homeowner's pets stay inside (or outside) the home per direction of the customer.
11. Notify the homeowner immediately if any damage to property occurs when they are working.
12. Place equipment on drop cloths, and remove their shoes or use protective foot covering when working inside the home.
13. Make the work area safe and clean by sweeping or vacuuming at the end of each workday.
14. Not leave behind trash, surplus materials or tools unless they have specific permission from the homeowner.
15. Set thermostats and heating systems back to original levels at the end of each workday.
16. Only bill customers for products and services that are part of a written agreement or contract. Any additional charges must be supported by customer-approved, written change orders.

Company President and/or Owner	
Signature	
Date	

