

Contractor Code of Conduct and Customer Service

We are committed to our customers' **complete satisfaction**.

We go above and beyond to ensure that our services are the absolute best they can be.

In order to provide complete customer satisfaction, our company and all of our employees will follow this code of conduct. We will:

Show Up On Time

We respect the time of our customers by always showing up on time for all appointments or planned work. If running late or faced with an emergency, we will always call the homeowner and update them on the timing.

Professional Presentation

We believe that it is important to maintain a professional image when meeting and working with our customers. We will always show up to an appointment with the customer in either a company logo t-shirt/uniform or in a clean shirt and pants. Whenever possible, we will wear shoe covers when entering homes from the outside to perform estimates, scopes of work on other "walkthroughs".

Be Accessible by Phone and Email

Being in full communication with both customers and Isles lead hazard control staff is critical to good customer service. We will respect our staff and customers by always answering phone, email or text messages as soon as possible. We will adhere to a standard that phone and texts messages should be returned within a 2-hour window and emails within 24hrs. Also, voice mail boxes should never be full and should always have a professional voice mail message.

Treat Customer Homes with Respect

While the work we do almost always causes dirt, dust and debris, no homeowner should find these things in their house. To the greatest extent possible, we will wear shoe covers when entering the home from the outside and while working in a home we will keep dirt and dust contained to the work area.

Clean Up Your Area

All work areas will be properly cleaned up at the end of the day. Debris, dust, tools, trash and anything else that was caused by the contractor's work will be properly cleaned or stowed. [Suggestion: Pick two times during the workday to stop and straighten up. At the end of the day, this will make cleaning less of a burden and

easier to manage. If you are able, make a checklist of the things that need to be cleaned up, so you don't miss a thing.]

Get Permission

Unless granted permission to do so, we will never go into areas of the home where we are not working. If access is needed to an area for a work reason, we will ask the homeowner first. Additionally, we will always get permission before interacting with any pets and will make the homeowner fully aware of any danger to pets that might be present from our work. We will suggest that pets are kept away from all work areas until work is completed.

Answer Any Questions Promptly

If during the job the homeowner has questions about the progress of the project, we will explain things as thoroughly and professionally as possible. If there is still confusion about the work, we will contact an Isles Construction Manager, who can speak with the customer.

Supply Your Own Food & Water

We will always be prepared with our own food and water, never expecting the homeowner to provide these items. If they do offer, it is in your discretion to take them up on the generous offer.

We understand that failure to follow this code of conduct or if our company receives complaints from customers, that it will result in our company being suspended or dismissed from receiving work from Isles or Isles' affiliates.

Contractor Signature

Date