

CODE OF ETHICS AND COMPETENCY GUIDE

FOR HEATING AND AIR CONDITIONING COMPANIES

Every employee of our company will meet the following set of requirements to protect our customers and ensure their satisfaction:

Professionalism and Competency

1. Each service technician shall have a minimum of 3 years experience.
2. Each comfort advisor shall be trained in engineering analysis with the ability to accurately calculate the amount of BTU per hour being utilized by a customer.
3. Every employee shall maintain that the customer is "always right."
4. Each employee will do whatever is necessary to resolve any client's concerns.
5. Every employee shall act honestly and work with integrity while serving on our team.
6. Employees shall never use profanity or tobacco in the presence of customers. (A \$100 fee shall be paid to the customer if profanity or tobacco is used in their presence).

Ethical and Personal Requirements

7. Every employee is required to take a drug test.
8. Every employee must be screened with a background check.
9. Every employee must pass an INS verification.
10. Employees will be subject to random drug tests at any time.
11. Smoking is not allowed in or around customer's residence, company property, or company vehicles (or whenever in uniform).
12. Employees must be conscious of cigarette odors that linger on the body and must use an odor neutralizing spray to mask the smell.
13. Alcoholic beverages and marijuana are strictly prohibited while on duty.

Dress Code and Personal Appearance Policy

14. Every employee will adhere to our company dress code and personal appearance policy.
15. Comfort Advisors and Technicians will wear a company provided uniform embroidered with the Littleton Heating and Air Conditioning logo and I.D. badge - properly identifying them as Littleton Heating and Air Conditioning employees.
16. Only clean, pressed, and properly fitted business attire shall be acceptable.
17. Hair should be clean, combed, and neatly trimmed. Shaggy, unkempt hair is not permissible.
18. Good personal hygiene must be maintained.
19. Body art (tattoos) must be covered at all times
20. Piercings are not allowed on the face or in the mouth.