

## **POLICIES AND STANDARDS OF NORTHWEST HOMECRAFTERS, INC.**

The following list of items is the policies and standards of this company toward our clients. It is important that we, as a team, keep these policies intact at all times. We have a responsibility to our clients to insure the best product possible, and one way of achieving this is by consistently following policies and standards that insure the highest quality service. The principles listed below are necessary and crucial while working in a client's home. This is nothing less than being considerate, polite and understanding of our clients and their feelings, as well as our image as professionals in the community. A laminated copy of these policies and standards will be posted on all our project sites at all times. Please take the time to familiarize yourself with these standards and policies.

- **Protection:** Protection of client's property is our highest priority. Any damage caused to customer's property will be at your expense. Do not use any of the customer's tools, equipment, or trash containers. Use only designated bathroom, telephone, and storage areas.
- **Security:** It is your responsibility to secure the client's property whenever you leave the project site.
- **Safety:** Safety at and on the project site is of the utmost importance. Care and good judgment must be used at all times.
- **Tools:** Power tools will not be left plugged in at the end of each day. All tools are to be stored in designated location at the end of each day.
- **Cleanliness:** Tools and materials will be stored, and the work area swept clean at the end of each day.
- **Materials:** Project materials will be stored in designated location.
- **Parking:** Vehicles will not be parked in any way as to block access to the house.
- **Vehicles:** Leaking oil pans, transmissions, and differentials will have protection placed beneath them to catch fluids.
- **Dress:** Maintain appropriate company dress (clean and neat physical appearance).
- **Dirt:** Dirty boots or shoes are not allowed in unprotected areas of home. Wipe feet or remove footwear before entering unprotected areas.
- **Language:** No offensive language.
- **Smoking:** Smoking is not allowed in the clients' home. Smoking is permitted outside only, and butts are disposed in designated trash receptacles.
- **Alcohol:** The use or influence of alcohol during working hours is prohibited.
- **Drugs:** The use or influence of drugs during working hours is prohibited (unless prescribed by physician).
- **Music:** No loud music or radios.
- **Contracts:** You may not take any outside work with any clients as long as *Northwest Homecrafters, Inc* employs you.