



KORTH & SHANNAHAN PAINTING CODE OF ETHICS AND COMPETENCY GUIDE

FOR PAINTING AND CARPENTRY 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 painter shall have a minimum of 3 years experience.
2. Every employee shall maintain that the customer is "always right."
3. Each employee will do whatever is necessary to resolve any client's concerns.
4. Every employee shall act honestly and work with integrity while serving on our team.
5. Employees will arrive to the job site on time every day until the job is complete.
6. Employees will always clean up after the day is done and leave the job site clean.
7. 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

1. Every employee must be screened with a background check.
2. Employees will be subject to random drug tests at any time.
3. Smoking is not allowed in or around customer's residences, company property, or company vehicles (or whenever in uniform).
4. Alcoholic beverages are strictly prohibited while on duty.

Dress Code and Personal Appearance Policy

1. Every employee will adhere to our company dress code/appearance policy.
2. Hair should be clean, combed, and neatly trimmed. Shaggy, unkempt hair is not permissible.
3. Good personal hygiene must be maintained.
4. Body art (tattoos) must be covered at all times
5. Piercings are not allowed on the face or in the mouth