



Code of Conduct and Expectations

Objective

Viewrail adopts this Code of Conduct and Expectations Policy to ensure orderly operations, and to provide the best possible work environment and customer service experience to our clients. Viewrail expects our Certified Installers to follow these rules of conduct while on job sites, or otherwise performing work-related activity.

Expectation

1. All installation techs are to dress appropriately and professionally.
 - a. Only clean garments shall be worn, free of holes and tears.
 - b. All pants and shorts are to fit well and not be loose or expose undergarments.
 - c. Shoes shall be clean and appropriate for the job site, which may include safety toed footwear. Absolutely no sandals, flip flops or slippers allowed on customer or company property.
 - d. Hair must be neat, clean, and conservatively styled
2. All installation techs are to represent Viewrail Install in a professional manner.
 - a. Installation techs should always be engaged, display confidence, and look and act the part at all times.
 - b. Professionalism includes being respectful of the installation environment and those that are working in and around the job site (i.e. contractors, homeowners, teammates).
 - c. The usage of profanity or other foul language is strictly prohibited and could result in immediate dismissal.
 - d. No blaring music is allowed on the job site.
 - e. No parking on freshly poured concrete.
3. All installation techs should work efficiently and effectively, while maintaining safe work practices
 - a. Installation techs should be well organized and always anticipating their next move.
 - b. Installation techs should always keep the installation site cleaned and organized daily. Loose trash is not allowed, please keep trash in an appropriate bag or box.
 - c. Installation techs should always keep themselves and the jobsite safe by following all safety protocols and using appropriate PPE at all times.

- d. Installation techs should never leave a job unfinished.
 - e. Job site must be clean of all clutter during and at the end of each install. Dispose of packaging material as you unbox things. Work with the customer on proper disposal areas.
4. Break time policy
- a. All breaks should be taken outside of the residence or job site.
 - b. No food shall be brought into or eaten in the residence
 - c. No restroom breaks in the residence
 - d. Chewing tobacco inside or near the job site is prohibited.
 - e. Smoking is prohibited on or nearby the installation site. Hot cigarette butts can be a fire hazard and are a nuisance on the job site.
 - f. All unrelated work phone calls should be limited and dealt with outside of the install environment. We ask that calls are taken outside and at least 15 to 20 feet away from the project dwelling.

Signature _____

Date _____