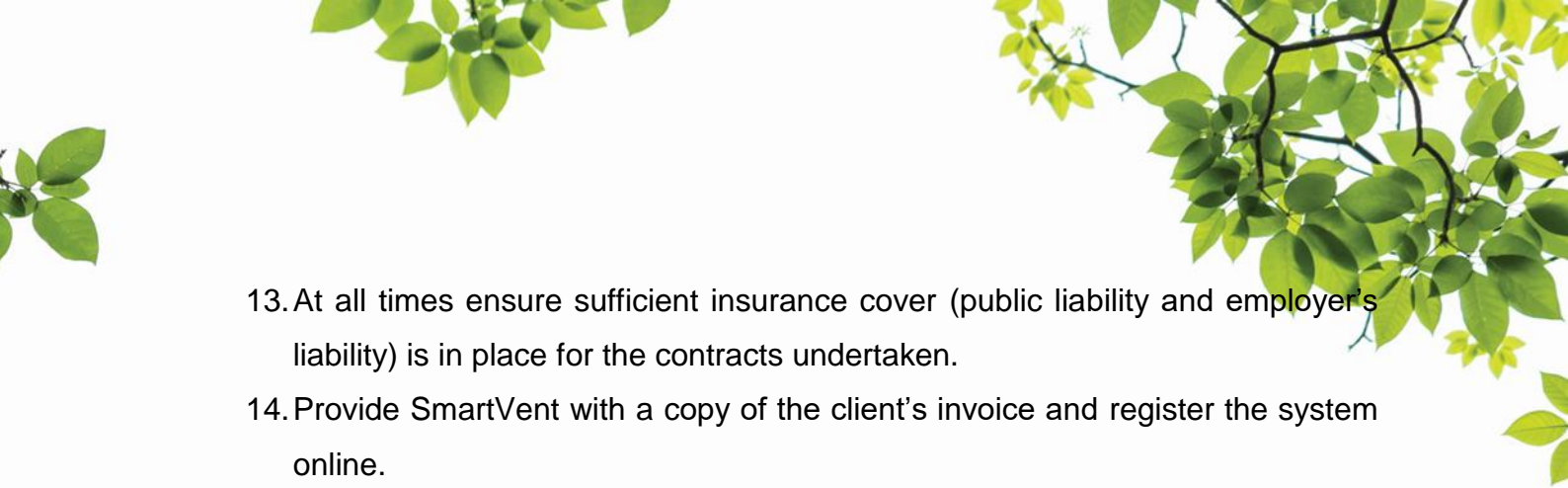




## **Installer Code of Conduct**

### **The Installer must always:**

1. Hold appropriate valid qualifications and adhere to all relevant legal and health and safety regulations.
2. Be efficient, polite and honest. Where possible wear a SmartVent shirt and/or lanyard, and remember you are representing the SmartVent brand.
3. Provide a professional, reliable service to clients from the stage of initial quotation through to the completion of the contract, including arriving at the agreed time for appointments and installations. Always give advance warning to the customer of any unavoidable arrival delay.
4. Be clean and tidy during and after the installation, use drop sheets protect the homeowners property and leave the home clean, tidy, and ready for use with any waste materials removed from the property and disposed of appropriately.
5. Before leaving the home, check the customer is satisfied with the job, understands how to operate the system and what maintenance is required.
6. Display consistently high standards of behaviour and work and be responsible for the actions of employees or subcontractors.
7. Ensure changes to the work specified or extra costs are confirmed in writing and agreed to with the client before any such work begins.
8. Inform customers if problems or delays occur and agree a completion date to correct any defects or damage to the property during installation.
9. Treat owners/occupiers of neighbouring properties with courtesy.
10. Respect the Homeowner's privacy and take all steps to ensure the security of their home and a safe working environment.
11. Contact SmartVent or the local Simx Representative immediately should any problems occur.
12. If asbestos is discovered or suspected, cease all work immediately until proof is provided it is safe to continue.

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13. At all times ensure sufficient insurance cover (public liability and employer's liability) is in place for the contracts undertaken.
  14. Provide SmartVent with a copy of the client's invoice and register the system online.

**The Installer must never:**

1. Make a job appear bigger than it is.
2. Disclose the customer's personal information with any third party.
3. Cut corners to get a job done quicker but at a lesser quality.
4. Carry out work they are not qualified or skilled to do.
5. Leave a job unfinished unless by prior arrangement with the client.
6. Request further funds from the customer to complete unless a variation to the original quotation is agreed in writing by both parties.
7. Be discourteous to customers or Simx staff.

If any **SmartVent Accredited Installer** is unable to fulfil the obligations found herein, or if a serious breach occurs Simx reserves the right to revoke accreditation.

**Signed on behalf of Simx Limited:**

Name: .....

Date: .....

Signed: .....

**Signed on behalf of Installer:**

Company Name: .....

Name: .....

Date: .....

Signed: .....