



A HIGHER STANDARD OF EXCELLENCE

HOMES ICG CERTIFIED MEMBER

Code of Ethics and Professional Best Practices

General Conduct

The HOMES ICG CERTIFIED MEMBER (Installer/Contractor) and its employees shall conduct themselves in a proper manner while on a homeowner estimate appointment, on the job, and in any follow-up activity. They shall be competent in their trade, neat, courteous, and at all times a credit to their profession. Each job undertaken by the HOMES ICG MEMBER shall be performed by, or under the direct supervision of competent, experienced workers using only professional grade materials.

Estimates and Contracts

The HOMES ICG CERTIFIED MEMBER (Installer/Contractor) shall provide each prospective customer with a clear, written estimate, and furnish a list of customer references upon request. Before commencing any job, the HOMES ICG MEMBER shall enter into a clear, written contract with the customer, describing the work to be done, the price, the workmanship warranty, the time for completion and any other material terms and conditions. Neither the estimate nor the contract nor any other written material utilized in the HOMES ICG MEMBER's business shall contain any unfair or deceptive statements, terms or conditions. All work will be performed in a timely and professional manner and will be covered by the contractor's full written warranty that complies with applicable state and federal warranty law.

Application Standards

The HOMES ICG CERTIFIED MEMBER shall apply siding in accordance with the manufacturer's printed application instructions. The siding system must be installed in compliance with the published recommended instructions of the Manufacturer *Applicator's Manual*, the Vinyl Siding Institute (VSI), Manufacturers Association (ARMA).





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Compliance with Applicable Laws

The HOMES ICG CERTIFIED MEMBER shall have, at all times, all necessary governmental licenses and insurances, and shall otherwise comply with all building, safety and health codes and ordinances and other laws that are applicable to the installation and repair of roofing products and the conduct of its business. Must follow International Code Council (ICC) referencing to International Building Code (IBC), Occupational Safety and Health Administration (OSHA).

Customer Complaints

The HOMES ICG CERTIFIED MEMBER shall give prompt, diligent and courteous attention to all customer complaints and shall service all meritorious warranty claims with reasonable dispatch, all with a view to customer satisfaction.

Promotional Practices

The HOMES ICG CERTIFIED MEMBER shall make a reasonable effort to promote Irving Consulting Group Inc. (DBA HOMES ICG) and promote a significant amount of its products as determined by Irving Consulting Group Inc., Worker / Owners, and its Strategic Partners. Neither the HOMES ICG MEMBER nor its employees shall, in any way, use any deceptive, misleading, or unethical statement or representations in connection with business solicitations, trade dealings, and advertising and other promotional activities.

Right to Privacy and Confidentiality

The HOMES ICG CERTIFIED MEMBER shall protect and safeguard all of Irving Consulting Group's (DBA HOMES ICG) customer information and intellectual property. The HOMES ICG CERTIFIED MEMBER nor its employees shall, in any way, use any proprietary knowledge, trade secrets, technology, training programs, workshops or business processes in connection with business solicitations, trade dealings, and advertising and other promotional activities.

Ongoing Requirements and Retention in the Program

The HOMES ICG CERTIFIED MEMBER must:

- *Install at least 10 HOMES ICG jobs OR fulfill 10 service requests per year for HOMES ICG; a HOMES ICG QUALITY ASSURANCE survey will be sent to these customers. If 10 jobs or*





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names are not installed, it can result in the cancellation of your HOMES ICG CERTIFIED MEMBER credential.

- Maintain an average Customer Satisfaction *rating of 4.8 or higher* on a five-point scale.
- Meet all Irving Consulting Group Inc. and Manufacture application *standards on all installation inspections.*
- The HOMES ICG CERTIFIED MEMBER program and its membership are at the sole discretion of Irving Consulting Group Inc. Irving Consulting Group Inc. reserves the right to cancel an HOMES ICG CERTIFIED MEMBER’s credential if HOMES ICG’s Cooperative Principles, Code of Ethics and Professional Practices is violated.

Admittance to the HOMES ICG CERTIFIED MEMBER program is contingent upon your company meeting all program requirements and approval by Irving Consulting Group Inc., Worker/ Owners, and/ its Strategic Partners.

Company Name _____

Company Address _____

CSL Registration _____ Expiration Date _____

HIC Registration _____ Expiration Date _____

Owner/President Printed Name _____

Owner/President Signature _____

Signature Date _____

Please mail this HOMES ICG CERTIFIED MEMBER Code of Ethics and Professional Best Practices to: Irving Consulting Group Inc., 42 Washington Street Clinton, MA 01510 or Email to Irving@HomesICG.com

[Irving Consulting Group Inc.](http://www.IrvingConsultingGroup.com)

42 Washington Street Clinton, MA 01510 Professional: 978-333-9513 Consumer: 978-333-9513 www.homesicg.com

