



A HIGHER STANDARD OF EXCELLENCE

IRVING CONSULTING GROUP INC.

Code of Ethics and Professional Best Practices

CONTRACTOR APPLICATION

General Conduct

The Irving Consulting Group Inc. (ICG) Employee/ Contractor shall conduct themselves in a proper manner while on a homeowner estimate appointment, on the job, in the office, 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 ICG Employee / Contractor shall be performed by, or under the direct supervision of competent, experienced workers using only professional grade materials.

Consumer Estimates and Contracts

The Irving Consulting Group Inc. (ICG) Employee / 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 ICG Employee / Contractor 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 by the ICG Employee / Contractor' 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.

Project Application Standards

The Irving Consulting Group Inc. (ICG) Employee/ Contractor shall apply all building materials in accordance with the manufacturer's printed application instructions. All building materials must be installed in compliance with the published recommended instructions of the Manufacturer *Applicator's Manual*, the Vinyl Siding Institute (VSI), Manufacturers Association (ARMA), and all applicable trade associations for all applicable building materials to be used.





A HIGHER STANDARD OF EXCELLENCE

Compliance with Applicable Laws

The Irving Consulting Group Inc. (ICG) Employee / Contractor 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 exterior and interior building 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) and Local Building Code Ordinances.

Consumer Concerns & Complaints

The Irving Consulting Group Inc. (ICG) Employee / Contractor 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.

Marketing & Promotional Practices

The Irving Consulting Group Inc. (ICG) Employee / Contractor shall make a reasonable effort to promote Irving Consulting Group Inc. and promote a significant amount of its products as determined by Irving Consulting Group Inc.. The Irving Consulting Group Inc. Employee / Contractor shall Not, 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 Irving Consulting Group Inc. (ICG) Employee / Contractor shall protect and safeguard all of Irving Consulting Group's customer, partner, and professional affiliates information and all intellectual property. Irving Consulting Group Inc. (ICG) Employee/ Contractor's shall Not, 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.

Protection of Company Information.

The Irving Consulting Group Inc. (ICG) Employee / Contractor agrees that at all times during or subsequent to the performance of the Services, Employee / Contractor will keep confidential and not divulge, communicate, or use Company Information, except for Irving Consulting Group Inc.'s own use during the Term of this Agreement to the extent necessary to perform the





A HIGHER STANDARD OF EXCELLENCE

Services. The Employee / Contractor further agrees not to cause the transmission, removal or transport of tangible embodiments of, or electronic files containing, Company Information from Company's principal place of business, without prior written approval of Company.

Company Property & Assets

All materials, including without limitation documents, drawings, drafts, notes, designs, computer media, electronic files and lists, including all additions to, deletions from, alterations of, and revisions in the foregoing (together the “Materials”), which are furnished to the Irving Consulting Group Inc. Employee / Contractor by Company or which are developed in the process of performing the Services, or embody or relate to the Services, the Company Information or the Innovations (as defined below), are the property of Company, and shall be returned by Contractor to Company promptly at Company's request together with any copies thereof, and in any event promptly upon expiration or termination of this Agreement for any reason. Employee / Contractor is granted no rights in or to such Materials, the Company Information or the Innovations, except as necessary to fulfill its obligations under this Agreement.

Employee / Contractor shall not use or disclose the Materials, Company Information or Innovations to any third party.

Ongoing Requirements

The Irving Consulting Group Inc. (ICG) Employee/ Contractor must:

- Commit to continuous training, professional development and certifications.
- Commit to A Higher Standard of Excellence by following the code of ethics and professional standards set forth in this application.
- Commit to Honesty, Integrity and Transparency throughout your time at Irving Consulting Group Inc.
- Help Irving Consulting Group Inc. maintain an average Customer Satisfaction rating of 4.8 or higher on a five-point scale and strive to exceed customers expectations.





A HIGHER STANDARD OF EXCELLENCE

By signing below the Irving Consulting Group Inc. (ICG) Employee/ Contractor agrees to the Code of Ethics and all Professional Best Practices outlined in this application.

Admittance of the Employee/ Contractor is contingent upon you meeting all company requirements and approval by Irving Consulting Group Inc., admittance of the application does not guarantee employment.

Employee/ Contractor Name _____

Home Address _____

Phone _____ Email _____

Employee/ Contractor Signature _____ Date _____

Irving Consulting Group Inc. (For Internal Use Only)

Owner/President Printed Name _____

Owner/President Signature _____ Date _____

Please mail the signed and completed application to: Irving Consulting Group Inc., 42 Washington Street Clinton, MA 01510 or Email to Irving@HomesICG.com

Irving Consulting Group Inc.

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

