



Monday, October 7, 2024

## CODE OF CONDUCT FOR HONEY IT'S DONE HANDYMAN SERVICES

Effective Date: Monday, October 7, 2024

Purpose:

This Code of Conduct outlines the expectations and responsibilities of all representatives of Honey It's Done Handyman Services (hereinafter referred to as "the Company"). As a representative, your role is crucial in upholding the Company's reputation for professionalism and integrity in the handyman and contractor business. By adhering to these guidelines, you contribute to a positive customer experience and foster the growth of our business.

### 1. PROFESSIONAL PRESENTATION

- When arriving at a job site, always introduce yourself clearly as a representative of Honey It's Done Handyman Services.
- Dress in a clean, professional manner that reflects positively on the Company. You will be provided with branded t-shirts to instill a dependable and reliable corporate image.

### 2. CUSTOMER-CENTERED SERVICE

- Approach each task with the mindset of seeing the job through the customer's eyes. Always consider the customer's expectations and how your work impacts their satisfaction.
- Treat every customer and their property with respect and courtesy.

### 3. RESPECT FOR PROPERTY

- Always treat the customer's location as if it were your own. Be mindful of maintaining cleanliness and order.
- Keep tools and equipment away from walkways to prevent tripping hazards.
- Use construction paper or protective coverings in areas where dust or damage may occur to minimize impact on the customer's space.

#### 4. FACILITY USAGE

- Before using any customer facilities (e.g., bathrooms, kitchens), always ask for permission.
- Respect the customer's home by being considerate and attentive to their property and belongings.

#### 5. COMMUNICATION AND REQUESTS

- Upon entering and exiting a customer's home, always check in with them to ask if they have any requests or concerns. This open line of communication helps ensure customer satisfaction and prevents any disappointments.
- Encourage customers to voice their needs or concerns at the outset of your engagement.

#### 6. COMPLIANCE WITH THE CODE

- As a representative of Honey It's Done Handyman Services, failure to adhere to this Code of Conduct may result in disciplinary action, including termination of the territory agreement.
- Most of the principles outlined in this Code are grounded in common sense and are essential for business growth and success in the handyman and contractor industry.

#### 7. EMBRACING INTEGRITY

- Uphold the highest standard of integrity in all interactions with customers, colleagues, and within the community.
- Conduct yourself in a manner that reflects well on the reputation of Honey It's Done Handyman Services.

Acknowledgment:

By signing below, I acknowledge that I have read, understood, and agree to fully comply with the Code of Conduct set forth by Honey It's Done Handyman Services. I understand that my adherence to these standards is critical to my role and to the success of the Company.

Honey its Done Handyman Service

Territory Agent Signature

\_\_\_\_\_

Name: \_\_\_\_\_

Monday, October 7, 2024

Honey It's Done Handyman Services\*\*

Authorized Signature

Name \_\_\_\_\_

Title: \_\_\_\_\_

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