CODE OF ETHICS

1. Company must be domiciled in the State of Texas and provide roofing and related services on a full-time basis; not just when it is convenient or when a storm has impacted the area.

2. Company must have a local place of business and a physical address. Company must also provide in its marketing materials, estimates, and contract documents a direct and effective means by which those who do, or desire to do, business with Company to contact Company's owner(s) and/or leaders.

3. Company will hold paramount the safety, health, education and welfare of their employees and the public. Company will treat all their employees and customers in a fair and ethical manner.

4. Company must be properly insured **for roofing** work and will provide current proof of general liability and, if they choose to carry it, proof of workers compensation insurance to the Association and to customers when requested. The coverage is to remain in effect throughout the year on all roofing projects.

5. Company must operate their business in accordance with the laws of constituted authority at all levels and comply with all rules and regulations prescribed by law, including those relating to/providing for the health and safety of all employees, the community, and the environment. These authorities include but are not limited to: Occupational Safety & Health Administration, Environmental Protection Agency, Texas Department of Insurance, Texas Constitution and Statutes, local building departments, HOAs, etc.

6. Company will not knowingly present a false or fraudulent invoice for the payment of a loss in connection with an insurance claim. Company's contract shall include the language required Section 27.02 of the Texas Business & Commerce Code. Company will not advertise or promise to pay, waive, or rebate a customer's insurance deductible. Company will not knowingly charge an amount for their service that exceeds the usual and customary charge for that service by an amount equal to, or greater than, a customer's insurance deductible, in accordance with Section 27.02. To read the full statute section online: http://www.statutes.legis.state.tx.us/Docs/BC/htm/BC.27.htm#27.02)

7. Company will not perform, or cause to be performed, any act which would tend to reflect negatively on, or bring into disrepute, any legitimate part of the roofing industry.

8. Company and its owner(s), officers, directors, and employees must be dedicated to being professionals in the roofing industry. They will constantly endeavor to improve the roofing industry, support the activities of the Association, deal ethically with their fellow Association members and others in the roofing industry, refrain from any disparaging their fellow contractors, and be an advocate in helping all to uphold these Code of Ethics.

9. Company must install all roofing materials in accordance with manufacturer's application instructions and accepted industry standards. They must only use professional grade materials; no seconds, stolen or expired products. Company must also fairly convey and honor all warranties for labor performed and materials installed. Company will provide customers with all valid warranty information and guarantees in writing.

10. Company will only enter into contracts for work they know they are qualified to perform and honor all contracts to the very best of their ability. Company should, upon request, provide all customers with a written proposal (or change order) with complete descriptions of the work being performed, anticipated start and completion dates, total cost of the job and payment schedule. The proposal will also clearly state any restrictions or limitations imposed therein.

11. Upon request, Company will provide a list of credit references and customer references to customers and the Association.

12. Company must abide by all permitting, licensing and bonding requirements of applicable local jurisdictions, and will provide such information to those they do business with when requested.

13. Company will honor all obligations to its customers by correcting mistakes as quickly as possible and will make a good faith effort to resolve any customer dispute. Company will address any and all formal complaints received from customers within 10 business days following notice to the Company of a complaint against them either from RCAT or one of its local Chapters.

As a Member in Good Standing of RCAT, its regional Chapter(s), and/or a license holder under the RCAT Licensed Roofing Contractor Program, I have read and understand the above stated Code of Ethics and PLEDGE that myself, my Company, employees and sub-contractors will abide with and be governed by them. I further understand that failure to do so shall be cause for termination of membership and/or license in accordance with the Bylaws.