

## CODE OF CONDUCT

### Authorized Contractor

#### **Trust is a core value of The Florida PACE Funding Agency.**

As Florida certified and registered contractors, you are fully aware of the importance of trust in all areas, including your internal business dealings, your external business dealings and work performed on behalf of Community property owners. At Florida PACE Funding Agency, trust remains at the forefront of our minds as we engage in business. Trust goes beyond just circumstance and involves the underlying principles that govern behavior.

The goal of this Code of Conduct is to communicate ethical principles to general situations and provide a brief statement that reflects the core values that exemplify The Florida PACE Funding Agency's commitment to trust and trustful behavior in every community in which we work.

By signing this Code of Conduct below, you are affirming on behalf of your business and its employees that your company will conduct itself at the highest level of integrity and with an industry-consistent standard of care.

#### **Florida PACE Funding Agency Authorized Contractor Required Conduct:**

- When communicating, each Contractor is expected to:
  - Be truthful in written and verbal communications among friends, peers, reports, supervisors, managers, the company, clients and the public;
  - Be gentle and moderate avoiding harassing, discriminatory or inflammatory language;
  - Value others through the practice of active listening skills.
- In actions, every Contractor is expected to:
  - Be trustworthy and characterized by integrity;
  - Make truthful representations in every situation;
  - Act appropriately, above question and in a way that reflects positively on co-workers, reports, supervisors, managers, the company, clients, Florida PACE Funding Agency, Florida Strong, SAIC and the public; and
  - Deliver services at or above industry standard practice.
- Contractors must practice the fair, accurate and ethical reporting of information of any kind, including bids, materials, equipment and labor costs, credentials and personal information. Inaccuracies in reported information could subject the company or its personnel to criticism, or in the case these actions are intentional, they may be deemed a violation of prevailing law subjecting the company and its employees to civil and criminal penalties;
- Contractors are not to use their position to induce or coerce any person or entity to provide any benefit, financial or otherwise, to themselves or another person or entity. Furthermore, harassment of Property Owners by the Contractor, its employees, its managers/supervisors, agents, other customers, subcontractors or vendors is unacceptable and will not be tolerated. Actions that create an offensive working environment resulting from unwanted and unwelcome behavior are prohibited;
- It is every Contractor's responsibility to report adverse personnel information. Adverse personnel information is any personal behavior, conduct or activity or consequence of such activity, that calls into question an individual's integrity, trustworthiness, reliability or willingness to comply with prevailing federal, state and local laws, established company policies, procedures or guidelines or other action that may negatively impact the Property Owner, Florida PACE Funding Agency or SAIC, its third-party administrator;



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WIND RESISTANCE



ENERGY EFFICIENCY



## CODE OF CONDUCT (cont.)

### Authorized Contractor (cont.)

#### No Florida PACE Funding Agency Authorized Contractor may:

- Falsely hold himself or herself or a business organization out as a licensee, certificate holder, or registrant;
- Falsely impersonate a licensee, certificate holder or registrant;
- Present or use as his or her own the certificate or registration of another;
- Use or attempt to use a certificate or registration that has been suspended or revoked;
- Engage in the business or act in the capacity of a contractor or advertise himself or herself or a business organization as available to engage in the business or act in the capacity of a contractor without being duly registered or certified;
- Commence or perform work for which a building permit is required without such building permit being in effect;
- Willfully or deliberately disregard or violate any federal, state, municipal or county ordinance relating to the provision, means or methods of services.
- Make any misleading, deceptive, or fraudulent representations
- Fail to report any person who the licensee knows is in violation of any federal, state, municipal or county ordinance relating to the provision, means or methods of services Aiding, assisting, procuring, employing, or advising any unlicensed person or entity to practice a profession contrary to the rules regulating the prevailing federal, state and local rules.
- Fail to perform any statutory or legal obligation placed upon a licensee.
- Make or file information which the licensee knows to be false, intentionally or negligently fail to file a report or record required by state or federal law, or willfully impede or obstruct another person from doing so.
- Make deceptive, untrue, or fraudulent representations in or related to the practice of a profession or employing a trick or scheme in or related to the practice of a profession.
- Exercise influence on the property owner for the purpose of financial gain of the licensee or a third party.
- Conspire against, willfully or knowingly misuse Florida Strong and use its financial resources in an unlawful way or a way for which Florida Strong was not intended.
- Practice or offer to practice beyond the scope permitted by law or accepting and performing professional responsibilities the licensee knows, or has reason to know, the licensee is not competent to perform.
- Delegate or contract for the performance of professional responsibilities by a person when the licensee delegating or contracting for performance of such responsibilities knows, or has reason to know, such person is not qualified by training, experience, and authorization when required to perform them.

Violations of this code of conduct are not tolerated and will results in actions up to, and including debarment from Florida Strong. In addition, to the extent that wrongful actions constitute a violation of federal, state or local law, such actions may be reported to the appropriate authorities.



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