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Jobsite Conduct, Cleanliness, and Customer Property Policy

Cutting Edge Renovation & Painting expects employees to maintain a professional, respectful, safe, and orderly presence on every jobsite. Because employees regularly work in and around customers' homes, businesses, neighborhoods, and personal property, jobsite conduct directly affects customer trust, Company reputation, safety, and work quality.

Employees are expected to treat every jobsite with care and to represent Cutting Edge Renovation & Painting professionally at all times.

Professional Conduct

Employees are expected to conduct themselves professionally while on a jobsite.

Employees must:

- Communicate respectfully with customers, coworkers, vendors, subcontractors, and others on site
- Follow supervisor and jobsite instructions
- Stay focused on assigned work
- Avoid inappropriate language, jokes, gestures, or behavior
- Avoid arguing, yelling, horseplay, or disruptive conduct
- Maintain a respectful tone when speaking with customers or coworkers
- Represent the Company in a positive and professional manner

Unprofessional behavior on a jobsite may result in corrective action, up to and including termination of employment.

Customer Interaction

Employees should be polite, respectful, and professional when interacting with customers.

Employees may answer basic job-related questions when appropriate, but should refer questions about pricing, scheduling, scope changes, complaints, payment, or additional work to management or the office.

Employees may not:

- Make promises to customers without approval

- Agree to extra work outside the approved scope
- Discuss pricing changes unless authorized
- Solicit side work
- Share personal opinions about Company decisions, pricing, coworkers, or management
- Engage in arguments or inappropriate conversations with customers

Customer requests for additional work should be directed through the Company's normal process.

Respect for Customer Property

Employees must treat customer property with care and respect.

Employees are expected to:

- Protect floors, furniture, fixtures, landscaping, and personal belongings when needed
- Avoid unnecessary damage to customer property
- Use designated entrances, parking areas, restrooms, and work areas when instructed
- Avoid entering rooms or areas unrelated to the work unless authorized
- Keep tools, materials, and equipment in approved areas
- Report accidental damage immediately to a supervisor or management

Employees may not use, move, borrow, or handle customer property unless necessary for the work and authorized.

Jobsite Cleanliness

Employees are expected to keep the jobsite clean, organized, and safe throughout the workday.

Employees must:

- Keep work areas reasonably clean and free of unnecessary clutter
- Pick up trash, debris, packaging, and scrap materials
- Store tools, materials, and equipment safely
- Keep walkways, exits, and access areas clear when possible
- Clean up spills or hazards promptly
- Secure materials before leaving the jobsite
- Thoroughly clean the jobsite before leaving each day or when the job is complete

A clean jobsite helps prevent accidents, protects customer property, and reflects the quality standards of Cutting Edge Renovation & Painting.

Smoking and Tobacco Use

Smoking, vaping, and tobacco use are not permitted within **20 feet of entrances** or in any area where prohibited by the customer, property owner, jobsite rules, or management.

Employees must properly dispose of cigarette butts, tobacco products, and related trash. These items may not be left on customer property, jobsites, driveways, lawns, or parking areas.



Food, Drinks, and Breaks

Employees are expected to keep food and drinks in appropriate areas and dispose of trash properly.

Employees may not leave food wrappers, drink containers, cups, bottles, or personal trash on jobsites or customer property.

Breaks should be taken in approved areas and should not interfere with job progress, safety, or customer expectations.

Restroom Use

Employees should use restrooms only as approved by the customer, supervisor, or management.

If a customer restroom is not available or not approved for use, employees should follow instructions provided by management.

Employees must leave any restroom they use clean and respectful.

Home Security and Recording Devices

Employees should assume that home security systems, doorbell cameras, interior cameras, exterior cameras, microphones, and other recording devices may be present and operating at all times.

Employees are expected to behave professionally whether or not a customer appears to be present.

Inappropriate comments, gestures, conduct, unsafe behavior, or other unprofessional actions that occur on a jobsite may result in corrective action, up to and including termination.

Customer Privacy

Employees must respect customer privacy at all times.

Employees may not:

- Look through customer belongings
- Enter rooms or areas unrelated to the work without permission
- Discuss customer personal information outside of work
- Share photos, videos, addresses, job details, or customer information without approval
- Post customer homes, businesses, or jobsites on personal social media
- Invite unauthorized people to a jobsite

Additional expectations related to confidential information are covered in **Policy HR114: Confidentiality Policy**.



Photos and Videos

Photos or videos may be required for job documentation, progress updates, safety concerns, or completed work.

Employees may only take photos or videos for legitimate Company business purposes. Employees may not take or share inappropriate, unnecessary, personal, or unauthorized photos or videos.

Any use of jobsite photos for marketing, social media, or public sharing must be approved by management.

Tools, Materials, and Equipment

Employees are expected to keep tools, materials, and equipment organized and secure while on the jobsite.

Employees must not leave tools, cords, ladders, materials, or debris in areas where they may create hazards for customers, children, pets, coworkers, vendors, or the public.

Employees should report missing, damaged, unsafe, or malfunctioning tools or equipment to a supervisor or management.

Pets, Children, and Occupied Homes

Employees may work in occupied homes or businesses where customers, children, pets, tenants, or visitors are present.

Employees should use extra caution in these environments and should not interact with pets or children unless appropriate and approved by the customer.

Employees must avoid leaving tools, chemicals, sharp objects, ladders, cords, or materials where they could create a hazard.

Damage or Customer Concerns

Employees must immediately report customer complaints, property damage, accidents, spills, broken items, or jobsite concerns to a supervisor or management.

Employees should not try to hide damage, blame others, or make promises to the customer about payment, repair, or resolution unless authorized by management.

Prohibited Conduct

Employees may be subject to corrective action for jobsite misconduct, including but not limited to:

- Unprofessional communication or behavior
 - Arguing with customers, coworkers, vendors, or subcontractors
 - Smoking or vaping in prohibited areas
 - Leaving trash, debris, or unsafe conditions on the jobsite
 - Damaging customer or Company property
 - Entering unauthorized areas of a home or business
 - Mishandling customer property
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- Posting customer or jobsite information without approval
- Soliciting side work from customers
- Horseplay, reckless behavior, or unsafe conduct
- Inappropriate comments or behavior captured by recording devices
- Failing to report damage, complaints, hazards, or incidents

Corrective Action

Failure to follow this policy may result in corrective action, up to and including termination of employment.

The Company will determine the appropriate action based on the seriousness of the issue, customer impact, safety risk, prior history, and business needs.

Questions

Questions about jobsite conduct, customer property, cleanliness, photos, customer privacy, or jobsite expectations should be directed to HR, a supervisor, or management.



