

## Code of Ethics

The Quality Service Contractors (QSC) exists to lead the industry by providing quality products, programs, services and opportunities essential to the success of our members. To accomplish these goals, the following Code of Ethics has been established. All members of QSC agree to adhere to them as an expression of their principles of proper conduct in the pursuit of business. These principles shall extend to the public, our fellow contractors, our employees, and the organization.

### OBLIGATION OF THE QSC CONTRACTOR

- Will provide the plumbing, heating, cooling and electrical services of our industry to the fullest extent of my ability.
- Will protect the environment as well as the health, safety, and comfort of the public and my clients.

### OBLIGATION TO THE PUBLIC

- Will conduct my individual operations according to the highest professional standards.
- Will faithfully fulfill all contracts.
- Will provide the best possible client service at a fair price.
- Will develop, through continual study, the highest degree of knowledge of our industry.

### OBLIGATION TO OUR FELLOW MEMBERS

- Will encourage the free exchange of ideas.
- Will meet with fellow members and promote all the precepts of this code.
- Will present a broad and favorable image of the industry across our nation.
- Will promote equal treatment of all plumbing, hvac and electrical contractor members.
- Will oppose any discriminatory practices against any of our members.

### OBLIGATION TO OUR EMPLOYEES

- Will provide opportunities for training, employment, career advancement and economic security in a progressive manner to all those who apply themselves.
- Will provide an environment that promotes integrity, honesty, and teamwork.
- Will provide an open door policy to encourage input that will better our company.
- Will provide proper tools, uniforms, etc. to present a favorable image in the community of both our company and QSC.
- Will provide a complete understanding to all employees what it means to be a QSC member.

### OBLIGATION TO OUR ORGANIZATION

- Will promote the spirit of this code and the objectives of our industry by increasing participation in QSC and the PHCC-National Association.
- Will establish and maintain the highest level of mutual respect and goodwill with all segments of the industry.



## The Value of Hiring a QSC Contractor

Why trust your property to anyone who demonstrates less than the commitment necessary to become a Quality Service Contractor (QSC)?

Contractors join QSC to participate in on-going education and professional training to help them facilitate delivering nothing but the best to you, your family and all of their clients.

Through these initiatives, QSC members have been able to raise their work/craft standards which serves the buying public by assuring consumers the utmost integrity when purchasing service from a QSC contractor.

The QSC contractor is fully committed to providing you a higher level of service and professionalism. The QSC contractor is also a trained and skilled professional who is recognized across the United States and Canada as one who surpasses standard industry practices.

There are several reasons that your contractor of choice should be a QSC contractor. The most important is the QSC contractor is going to go the extra distance for you, their client.

### QSC Contractors Pledge To Their Clients...

- 100% dedication to client service. We aren't happy until you're happy!
- Making every effort to accommodate your schedule.
- Paying attention to all the details, including your feelings, your project and your home... Even down to the smallest detail.
- The desire and goal of every person to please you, the client.
- All work will meet or beat technical codes.
- Being respectful of co-workers' feelings and job duties. Respecting the team efforts and the primary focus of client service and satisfaction is what makes the team strong, focused, and united.
- Schooling employees on the latest products and technical codes.
- The whole of a company and person is the tone of the voice, projection of attitude and feelings, appearance of the person and the vehicle and their overall disposition on life.
- An ongoing process of striving towards perfection. If you aren't moving forwards you're moving backwards.
- The QSC Pledge also incorporates respect for tools, vehicles, and most importantly, **people**.

### QSC Is Client Satisfaction!!!

Join us by using QSC Contractors for your Plumbing, Heating, Air Conditioning, and Electrical Needs.

"Please call 1-888.288.8292 (toll free) and let us know how we can improve our service. We are here for you to voice your comments about your experience using a QSC Contractor. Call today and help us in our efforts to continually strive for excellence in client service."

