

Contractor Code of Conduct

The Contractor Code of Conduct documents the responsibilities and expectations of Qualified Contractors completing energy efficiency work and installations on behalf of the Indiana Energy Saver Program ("IESP" or "Program") across the State of Indiana. Adherence to this Code is required to maintain a good standing within the IESP Qualified Contractor Network.

Qualified Contractors must apply ethical business conduct and practices when engaging with IESP customers. They are also required to utilize the forms and processes developed by the IESP to implement eligible energy efficiency measures in a manner consistent with the IESP's requirements.

Qualified Contractors agree to conduct business in an honest and ethical manner, as indicated by the following standard practices:

- Comply with applicable Federal, State and local laws, ordinances, regulations, and codes.
- Not engage in illegal and unethical conduct that violates Federal, State, or local laws.
- Only perform approved IESP work the contractor is qualified and licensed to perform.
- Submit complete and accurate reports and invoices using IESP forms as the program requires.
- Conduct business and engage with IESP customers in an ethical manner, consistent with Indiana business practices.
- Respect IESP customers' property; and communicate with the customer and IESP staff if damage to the property has occurred due to or during project installation.
- Be truthful in all aspects of implementing the Program.
- Act in a manner consistent with the IESP Contractor Participation Manual that does not adversely impact the Program.
- Participate and cooperate with inspection and verification processes for IESP projects
- Meet and maintain minimum performance standards when working on IESP projects and meet measured quality assurance metrics for the program.
- Avoid all waste, fraud, and abuse activities, and shall report any suspected cases to the Program by reporting information via the hotline at (855) 446-7283 (855-4-IN-SAVES) or at IndianaEnergySaver.com.

Participation in Contractor Trainings

Qualified Contractors must participate in virtual program-related meetings or webinars to maintain their status in the network. Records of training participation will be tracked by the Program.

Required trainings include:

- A one-time new Qualified Contractor online training program;
- An Annual Contractor Network Recertification webinar;
- Additional webinars when significant policy or programmatic changes occur or when IESP determines additional training is required.

Advocacy

- Qualified Contractors must not present personal opinions in a manner that could be construed as an official IESP position or endorsement.
- Qualifying Contractors cannot undertake lobbying activities related to the IESP.

Harassment and Discrimination

- The Qualified Contractor will not tolerate harassment in the workplace. Any harassment based on race, ethnicity, color, creed, sex (including pregnancy), sexual orientation, gender identity, familial status, marital status, age, national origin, disability, military status, genetic information or pre-disposition, domestic violence victim status, known relationship or association with any member of a protected class, or any other basis may violate the law and will not be tolerated. Retaliation against an individual who opposes a discriminatory practice, reports a violation in good faith, or participates in an investigation of such a complaint is also a violation and will not be tolerated.

Conflict of Interest

- Qualified Contractors shall promptly disclose to IESP any actual or potential conflict of interest, including but not limited to financial, personal, or professional conflicts.
- Qualified Contractors cannot complete assigned IESP projects for a relative or direct family member. Qualified Contractors must inform the IESP if they are assigned such work to prevent conflicts of interest within the Program.

Reporting Violations

- Qualified Contractors are to remain alert to and report possible violations of this Contractor Code of Conduct, either by its members directly or by an inappropriate solicitation by a person acting on behalf of IESP. Contractors must promptly report such potential fraud and abuse violations directly to IESP by reporting the potential violation through the ["Report Fraud"](#) form or by contacting the IESP at 855-4-IN-SAVES (855-446-7283). Contractors are required to cooperate in any investigation of a possible violation.