

# Intertech Flooring Code of Ethics



## **Introduction**

From our founding in 1988, we built our business with one goal in mind: to deliver to our clients the best products, installed with the most skilled and safety-conscious team. Our commitment to quality and integrity is what has sustained us through the ups and downs of the marketplace. And it is the foundation upon which our business will continue to grow. Our customers return to us, and refer us to their friends, because they know we are honest, fair and do what we promise.

This Code of Ethics is not intended to cover every situation we may face; rather it should be viewed as a set of values and principles which every Intertech employee strives to maintain.

Intertech's reputation has been built by good people, doing good work. Our high standards, our honesty, the way we deal with others - those are the things that will continue to set the Intertech team apart from others.

Bill Imhoff  
CEO/President

## **Our Responsibility to Each Other**

### **FAIR TREATMENT**

We respect and recognize the contributions of all employees, and will treat each other fairly and equitably. We will promote personal achievement and continual learning, and strive to create an atmosphere that celebrates each individual's contribution to the company's success. We will hire and promote employees based on their talents and qualifications for the job. We will not make employment decisions based on race, sex, color, religion, age or national origin. We will reward employees based on the quality of their work, and their contribution to Intertech.

### **HARASSMENT**

Harassment, including verbal, physical or visual abusive or offensive conduct, will not be tolerated. As Intertech employees, we assume a shared responsibility for providing a supportive work environment where the rights, sensitivities and feelings of fellow employees are recognized and respected. Employees are encouraged to report harassment when it occurs.

### **SAFETY AND HEALTH**

We believe a healthy, productive workforce is our most vital asset. We believe a safe work environment requires commitment by all employees. We will maintain a safe workplace by following safety and health rules and practices. We will immediately report accidents, injuries, and unsafe equipment, practices or conditions to a supervisor. Threats or acts of violence or physical intimidation will not be tolerated.

### **OPEN DOOR POLICY**

Intertech maintains an open door policy that encourages dialogue and input throughout the organization. We believe in addressing employee concerns in a sensitive, timely manner that averts crises and dissatisfaction among employees.

**AUSTIN**  
1106 Smith Road  
Suite 100  
Austin, Texas  
78721

P.O. Box 17217  
Austin, Texas  
78760-7217

P (512) 385-4574  
F (512) 385-4577

**SAN ANTONIO**  
4710 Perrin Creek  
Suite 380  
San Antonio, Texas  
78217

P (210) 650-9670  
F (210) 590-6274



## **USE OF COMPANY PROPERTY**

As Intertech employees, we accept responsibility to protect the company's assets. We will maintain company vehicles in safe operating condition, and keep tools, equipment and machinery secure from theft or loss.

## **CODE OF CONDUCT**

Intertech employees are asked to affirm their understanding of and commitment to this code of ethics. Each employee has a responsibility to report circumstances or actions that appear to violate the code. Such reporting will be held in strict confidentiality, and employees will not be subject to reprisals for reporting concerns.

## ***Our Relationships with Others***

### **CUSTOMER RELATIONSHIPS**

Intertech was founded on the goal that we will deliver consistently high standards of service and product quality to our customers. We have built a reputation of excellence, reliability and integrity. We will protect customer information that is private or proprietary. We will not engage in illegal or unethical means to obtain business.

Our customers' positive perceptions are a direct result of each individual's performance. We commit to the highest levels of service and continuous improvement.

### **SUPPLIER RELATIONSHIPS**

We seek mutually rewarding business relationships with vendors who share our commitment to quality and exhibit high ethical standards. We encourage fair competition among our vendors and suppliers, and will deal equitably with all parties. We will make product recommendations and purchasing decisions based on the product's suitability for the intended client and project. We will not disclose trade secrets or other sensitive information about suppliers, partners or others with whom we do business. We believe fair competition is the foundation for a free enterprise system.

### **GIFTS**

Intertech employees will not accept gifts or favors that obligate us to act in any way regarding business decisions. We will not try to influence others in any way that may be construed as unethical or illegal.

## ***Our Responsibility to Stakeholders***

### **FINANCIAL RECORDS**

We place a high priority on the integrity of our financial records. Our accounting records will be a valid, accurate and complete accounting of events and transactions, and will conform to applicable laws and accepted accounting procedures.

### **PROPRIETY INFORMATION**

We will protect sensitive information, both corporate and personal. We will not disclose trade secrets, confidential financial information or personnel information related to our company, our customers or our vendors.

## ***Our Relationship with Our Community***

### **ENVIRONMENTAL STEWARDSHIP**

We are committed to providing our customers with products that are environmentally safe, and to educating our customers in using environmentally friendly products. We will comply with all applicable environmental laws and will strive to minimize the impact of our business operations on the environment.

### **COMMUNITY INVOLVEMENT**

Intertech employees contribute significant time and resources in supporting their community. Employees are encouraged to participate in extracurricular community and civic activities; however, their participation may not interfere with the performance of their job duties. Employees may not pressure other employees, customers or vendors to contribute to or support an organization's cause.

### **PUBLIC COMMUNICATION**

We respond to requests for public communication -- from government, media and others - promptly and honestly through our executives authorized to speak on behalf of Intertech.