

## Expectations & Qualifications

### NSC Expectations:

- NSC will follow CIS' Code of Conduct while on jobsite
- NSC will perform inspection as directed, within CIS' Inspection Request Form
- NSC shall only communicate solely to a CIS representative in regard to scope of work, inspection results, pricing, and diagnostic determinations
  - All Communications must be kept confidential
  - Communication with property owner/policyholder is only required when scheduling the appointment
  - Any violation of NSC sharing their own opinion with a policyholder will fall under the estoppel rule. NSCs that commit estoppel will be removed from CIS' Network and/or may result in NSC being held liable for estoppel in the court of law.
    - Estoppel is a legal principle that prevents someone from arguing something or asserting a right that contradicts what was stated or agreed to by law. It is meant to prevent people from being unjustly wronged by the inconsistencies of another person's words or actions.
  - NSC shall submit initial results within 24hrs to the CIS Consultant for the following:
    - Completed Visual Inspection Form (*when applicable*)
    - Completed Diagnostic Inspection Form (*when applicable*)
    - Photos of Inspected Equipment
    - Estimate/Proposal (*when applicable*)
    - Invoice
  - NSC will call, while onsite, CIS' Consultant as outlined in CIS' "Inspection Request Form" for all residential assignments
  - NSC will provide a proposal, solely to CIS, when requested by CIS consultant:
    - Proposal will address the issues associated with the cause of loss only, returning the insured back to pre-loss condition
    - Proposal/estimate will only offer replacement option, if equipment is damaged beyond reasonable repair
  - NSC will not perform a repair or replacement work without CIS' written authorization

### NSC Qualifications:

- NSC will possess a valid, active contractor license, as required within local municipalities
- NSC will be able to pull permit(s) within local municipalities
- NSC shall possess or currently hold industry standard organizational memberships, certificates or licenses
- NSC firm, any of its owners, officers, or partners must NOT have been previously found liable in a civil suit, or found guilty in a criminal action for making any false claim or material misrepresentation to any public agency or entity
- NSC has not, at any time during the last seven years, had your firm or any of its owners, officers or partners been convicted of a crime involving any federal, state, or local law related to construction
- NSC will either now nor within the past seven years, be the debtor in a bankruptcy case
- NSC must not, within the past seven years, been associated with debarring, disqualification, removal or otherwise been prevented from bidding on or completing any construction works project
- NSC must not have been cited and assessed penalties by OSHA for any "serious," "willful," or "repeat" violations of its safety or health regulations in the past seven years
- NSC must have no unresolved stop notices, liens, or legal work claims

NSC Company Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Print: \_\_\_\_\_