



YOUR GOALS, OUR MISSION

Vendor Code of Conduct

Effective Date: _____

Company Address: P.O. Box 371345 | Decatur, GA 30034

Phone: 678-981-8300 **Email:** Hello@KojaPropertySolutions.com

Website: www.KojaPropertySolutions.com

1. Purpose

Koja Property Solutions, LLC (“Koja”) is committed to maintaining the highest standards of professionalism, integrity, and ethical business practices.

This **Vendor Code of Conduct** outlines the expectations for all vendors, contractors, and service providers (“Vendors”) who perform work or provide services on behalf of Koja. All vendors must operate in compliance with this Code, applicable laws, and the standards of fairness and respect we uphold for our clients, tenants, and partners.

2. Professional Conduct & Representation

- Vendors must act with honesty, professionalism, and courtesy when interacting with Koja team members, property owners, tenants, and the public.
- Vendors represent **Koja Property Solutions** when performing work on Koja-managed properties and are expected to maintain a **clean appearance** and **professional demeanor**.
- Discriminatory, harassing, or abusive behavior will not be tolerated under any circumstances.
- Vendors must **not engage inside work, private arrangements, or direct payment requests** from Koja clients or tenants without prior written approval.

3. Compliance with Laws & Safety Standards

- Vendors must comply with all **federal, state, and local laws**, including labor, wage, safety, and fair housing regulations.



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- All work must be completed in accordance with **industry best practices, building codes, and safety standards.**
- Vendors must maintain any **required business licenses, insurance coverage, and certifications** at all times.
- Vendors must follow all **OSHA safety regulations** and ensure that job sites are secure, safe, and hazard-free.

4. Insurance & Liability Requirements

- Vendors must maintain valid **General Liability Insurance** and **Workers' Compensation Insurance** (if applicable).
- Proof of current insurance coverage must be provided during onboarding and updated upon renewal.
- Vendors are responsible for damages, negligence, or loss resulting from their work or that of their subcontractors.

5. Communication & Reporting

- Vendors must communicate clearly and promptly with Kojā regarding scheduling, job progress, delays, or issues encountered on site.
- Any tenant or owner concerns must be reported immediately to Kojā — **vendors should not make promises or agreements directly with tenants.**
- Vendors are required to use **Kojā-approved work order systems, invoices, and documentation** for all jobs.

6. Confidentiality & Data Protection

- Vendors must protect the privacy and personal information of Kojā clients, tenants, and business partners.
- Any photos, videos, or property information obtained while performing work are the property of Kojā and may not be shared publicly or used for personal marketing without written consent.



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7. Quality & Accountability

- Work must meet Koja's quality standards and be completed within agreed timeframes.
- Vendors are responsible for correcting any deficiencies or warranty-related issues promptly and at no additional cost if caused by workmanship errors.
- Invoices must accurately reflect approved work orders and agreed-upon pricing.

8. Zero-Tolerance Policy

Koja Property Solutions maintains a **zero-tolerance policy** for:

- Fraudulent or deceptive practices
- Theft, property damage, or misuse of materials
- Alcohol or drug use while on duty
- Harassment, discrimination, or disrespectful behavior
- Violation of confidentiality or misuse of company information

9. Agreement & Acknowledgment

By signing below, the Vendor acknowledges that they have read, understand, and agree to comply with the **Koja Property Solutions Vendor Code of Conduct**. Failure to adhere to these policies may result in suspension or termination of vendor status.

Vendor Name: _____

Business Name: _____

Signature: _____

Date: _____

Koja Representative: _____

Title: _____

Date: _____