

## Evaluator Code of Ethics

This Code of Ethics defines the professional and ethical standards required of all Evaluators participating in the Oklahoma Insurance Department's ("OID") Strengthen Oklahoma Homes ("SOH") program. Evaluators uphold program integrity, credibility, and performance through professional conduct, accountability, and adherence to program requirements.

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### I. Professional Conduct Guidelines

All Evaluators shall conduct themselves in a professional and respectful manner, adhering to program standards, technical requirements, and ethical responsibilities.

#### i. Compliance with Standards

- a. Follow all applicable building codes, SOH program specifications, IBHS High Wind and Hail Designation specifications, and safety regulations.
- b. Ensure all evaluations and inspections meet Fortified and program requirements.
- c. Maintain familiarity with current checklists, guidance, and policy updates.
- d. Subcontractors working under your company name are considered representatives of your company and are required to comply with this Code of Ethics. Your company will be held accountable for any infractions made by the subcontractors you employ.

#### ii. Professionalism

- a. Conduct all work and communication with honesty, integrity, and respect.
- b. Represent the program and your company positively in all interactions.
- c. Communicate openly and professionally with homeowners, contractors, and program staff. Report concerns or issues directly to program staff by emailing [OKReady@oid.ok.gov](mailto:OKReady@oid.ok.gov) with supporting evidence or documentation when possible.

#### iii. Conflict of Interest

- a. Do not offer or accept incentives intended to influence results.
- b. Promptly disclose to program staff any potential personal or business conflicts of interest and manage any such conflicts accordingly.
- c. Ensure that no outside interest influences evaluator performance.

#### iv. Respectful Communication

- a. Refrain from negative or disparaging remarks about other program participants.
- b. Communicate professionally with homeowners, contractors, and staff.
- c. Schedule work in a timely manner and notify homeowners and program staff of any delays.

#### v. Accurate Representation

- a. Provide complete, truthful, and transparent information regarding services, certifications, documentation and program participation.
- b. Avoid misleading or incorrect statements about the program or evaluator qualifications.

#### vi. Objectivity and Neutrality

- a. Perform all evaluations impartially and without bias.
- b. Avoid actions, statements, or relationships that could compromise neutrality.

**vii Confidentiality**

a. Protect all homeowner and program information from unauthorized disclosure.

**viii Response to inquiries**

a. Respond to inquiries and documentation requests from OID staff and other stakeholders involved within **two (2) business days** and in good faith.

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**II. Infractions**

Infractions include, but are not limited to:

- Submitting inaccurate or incomplete documentation.
- Exhibiting unprofessional or disrespectful behavior.
- Failure to meet technical standards or inspection requirements.
- Breach of confidentiality.
- Conflicts of interest not disclosed or improperly managed.
- Misrepresentation of qualifications or program status – Falsely stating or implying FORTIFIED certification, OID approval, or good standing with the SOH Program when not approved, not current, or no longer in compliance.
- Failure to respond to inquiries or schedule work in accordance with program timelines.

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**III. Corrective Action**

Noncompliance with this Code of Ethics may result in one or more of the following actions, at the discretion of Oklahoma Insurance Department staff. These actions may be applied individually or in combination and are not required to occur in the order listed, depending on the nature, severity, and frequency of the violation:

1. **Written Warning** – Notice of infraction and opportunity to correct behavior.
2. **Call with Program Director**- Discussion of infraction and corrective measures.
3. **Stakeholder Meeting** – Required meeting with program management and relevant parties to review issues, reestablish program knowledge, and confirm understanding of expectations before reinstatement or continuation.
4. **Probation or Suspension** – Temporary restriction of participation pending corrective measures.
5. **Removal from the Program** – Revocation of eligibility for repeated or severe violations.

Evaluators acknowledge their responsibility to uphold the integrity, credibility, and reputation of the program.

**Evaluator Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

