

## Find My SME Code of Conduct for Customers and SMEs

### Code of Conduct for SMEs, Service Providers

- **Be respectful and responsive.** Respond to calls and emails 24-48 hours from date of receipt. Be prepared for service and show up early to ensure ample setup time. Maintain a professional demeanor at all times.
- **Provide your best work every time.** Showcase your experience by giving it your all and providing relevant examples. Do not over qualify yourself for the role. Be a turnkey trainer.
- **Know the value of your work.** Set prices for your work and materials fairly. Use market demand research to set prices. Establish a contract/service agreement between yourself and client/customer.
- **Be honest.** Your background and experience should be genuine. Your reputation is critiqued every time you provide training. If something goes wrong, be honest with your client and always do the next right thing.
- **Be inclusive in your training.** Use various methods of delivery for training to ensure a balance of content and hands-on. Do not discriminate on the basis of race, religion, age, sex, national origin, sexual orientation, gender, disability or other inappropriate discriminatory factors.
- **Settle disputes as a professional.** If you, as a SME, service provider, have a dispute with a customer/client, consumer, and have an active, qualifying Subscription, you as the SME, service provider, are responsible for resolving the dispute. Find My SME does not, at any time, become a party to your dispute with the customer/client, consumer. Find My SME is neither a mediator nor an arbitrator and does not provide legal advice or assistance. If you believe legal services are necessary or would be helpful to resolve your dispute with a Customer/Client, consumer, Find My SME encourages you to consult with an attorney.

### Code of Conduct for Customers/Clients, those seeking services

- **Be respectful and responsive to SMEs.** Respond to calls and emails 24-48 hours from date of receipt. Respect your SMEs time and schedule.
- **Be clear with your expectations and goals.** Before working with a Subject Matter Expert, SME, make sure you clearly understand the behavior that you need to be changed, corrected, or added. Be sure to bring all stakeholders to the table, those who the training will impact directly or indirectly. Establish a contract/service agreement between you and the SME, service provider.
- **Pay the agreed amount.**
- **Be honest.** Don't waste a SME's time if you have no intention of providing training to your team. Provide ample time for cancellation. Inform SME immediately if their services are not needed at this time or something changes within the organization's timeline.
- **Settle disputes as a professional.** If you have a dispute with a SME, service provider, and an active, qualifying Subscription/membership, you as the customer/client are responsible for

resolving the dispute. Find My SME does not, at any time, become a party to your dispute with the SME, service provider. Find My SME is neither a mediator nor an arbitrator and does not provide legal advice or assistance. If you believe legal services are necessary or would be helpful to resolve your dispute with a SME, Service Provider, Find My SME encourages you to consult with an attorney.