

Field Agent Code of Conduct

As a field (door-to-door) agent representing Desert Palm Marketing and its client companies, you must act professionally, honestly, and respectfully at all times.

Professional Identification

- Clearly state your name and that you represent an Desert Palm Marketing client.
- Always show your approved photo ID badge.
- Never enter a customer's home, even if invited.

Honest Selling Practices

- Do not pressure, harass, or rush customers.
- Give customers enough time to review documents.
- Only provide truthful, accurate, and verifiable information.
- Never make promises about products, contracts, pricing, services, rights, or obligations unless they are written in the official offer.
- Use only approved sales materials and scripts.

Door-to-Door Conduct

- Ask if it's a good time to talk. If not, politely ask to return later.
- Submit all required paperwork within 24 hours of each enrollment (or as soon as reasonably possible).
- Do not argue with, touch, threaten, insult, or fight with potential or existing customers or fellow agents. Violation will result in immediate termination and loss of unpaid commissions.

Appearance and Dress Code

Required attire:

- Client-approved ID badge
- Plain collared shirt (or shirt with client logo)
- Business-casual pants

Not allowed:

- Cut-off shorts
- T-shirts (unless approved)
- Open-toed shoes
- Non-issued hats
- Athletic gear and sweatbands
- Clothing that is excessively tight, low-cut, or overly baggy
- Any other unapproved clothing

Behavior Standards

You may not do the following while representing AB Marketing:

- Use tobacco of any kind, including vaping
- Consume alcohol
- Use, possess, or distribute illegal drugs
- Chew gum

Integrity, Compliance, and Confidentiality

- Always be polite and respectful.
- Never speak negatively about the client, other agents, competitors, or their employees.
- Never forge signatures or falsify documents.
- Do not share or use confidential information from clients or customers.
- Breaking any civil or criminal law may result in termination.
- You must understand the products you sell. Attend all required training.

Sales Materials

- Only use current, approved forms, scripts, and materials.
- Stop using outdated or unapproved materials immediately when notified.

End of Contract

If your work as an agent ends, you must return:

- ID badges
- Uniforms or provided clothing
- Business cards
- Sales materials and enrollment forms
- Any other company property

Policy Changes

Desert Palm Marketing may change or add rules at any time. All agents are required to follow updated policies once provided.