

CLIENT'S CONTRACTOR CODE OF CONDUCT AND SERVICE STANDARDS

1. Good Practice Requirements

Staff must:

- be prompt when an agreed time has been organised to have Works undertaken;
- be clean, properly dressed, taking off soiled shoes or boots before entering the Customer's home;
- not smoke in any Customer's homes or at all whilst working on the Contract;
- not consume alcohol or classified drugs whilst at work or working on the Contract and not be under the influence of alcohol, classified drugs or other drugs or medication which would affect their ability to deliver the Works;
- respect any reasonable cultural or religious requirements the Customer may have;
- discuss the Works with the Customer on arrival, agree how they are to proceed and keep the Customer regularly updated on the progress of the Works, particularly where their completion will require more than one visit;
- not play radios, CD players, cassettes, ipods, MP3 players or any other music production equipment or use headsets in any Customer's home;
- always use dust sheets where mess is likely to result from the Works;
- always leave a calling card if the Customer is not in when access is required;
- carry identification at all times;
- always show identification cards before seeking entry for the first time;
- be polite and courteous to Customers and members of the community;
- never use bad language or speak in a way which may cause offence to a Customer or member of the community;
- always clear up promptly any mess left as a result of the Works;
- not use any of the Customer's facilities without their prior permission;
- take all reasonable steps to ensure the security of the Customer's property and possessions; and
- remember at all times that although a Property is owned by the Client, it is someone's home, and must be treated as such.

2. Equality and diversity

Staff must comply with the Client's Equality and Diversity Policy.

3. Inducements

Staff must not offer or give any:

- inducement or encouragement to any Customer to seek to influence the ordering of Works;
- gift or gratuity (e.g. seasonal 'perks') to any of the Client's staff.

4. Staff relationships with the Clients

Under no circumstances must any member of the Contactor's or a Subcontractor's Staff be:

- a councillor or board member of the Client (as applicable), or

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- an employee of the Client;
- a close relative of or have a close personal relationship with any member of the Client's staff, councillor or member of the Client's board (as applicable).

Note: A "close relative" is a person's spouse, civil partner, parent, grandparent, child, grandchild (including an illegitimate child or grandchild), brother or sister. Although technically it does not include any relationship that is not by blood, marriage or civil partnership, any person with whom the Client's councillor, board member or member of staff has a close personal relationship should be treated as though they were a close relative.

The Contractor must inform the Client's Representative in writing immediately if the Contractor employs or becomes aware that a Subcontractor is employing any person who falls into any of the above categories.

5. Private Work for Client's Staff

No work is to be undertaken privately for a member of the Client's staff, or their close relatives.

6. Private Work for Customers

Any private work undertaken for a Customer must be on a completely separate basis with no Client involvement, or responsibility for payment.

It is the responsibility of the Customer to obtain permission from the Client to carry out any Works of a structural nature to the Property. The Contractor must ensure that the Client's Representative is aware of any intention to carry out such work.

7. Comfort, safety and security

Particular care must be taken to ensure the comfort, safety and security of Customers and adjoining householders during the Works. All necessary reasonable action must be taken to ensure the well-being of both the Property worked on, and adjoining properties.

8. Explanation

The Works, working methods and programme must be explained to and discussed with the Customer before the Works commence, so that they can work with Staff to minimise inconvenience to both parties and understand the nature and extent of Works.

9. Children

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Particular care must be exercised when the Works are carried out in the vicinity of small children. Sharp tools and toxic substances must be kept well out of reach.

10. Vulnerable Customers

Particular care and consideration is required when working in the home of an elderly Customer or a Customer with a disability, particularly with regard to:

- restricting or impeding movement around the Property;
- Equipment (tools) and Materials left lying on floors; and
- maintaining acceptable levels of warmth and comfort.

11. Inability to undertake the Works

If for any reason the Contractor is unable to undertake specified Works on any Property, the Client's Representative must be informed immediately.

12. Staff safety

If Staff encounter a particular difficult or a potentially violent situation, they must leave the Property immediately and contact the Client's Representative as soon as possible.

13. Services

Due notice must be given to the Customer whenever it is necessary to disconnect services or interrupt the use of access or amenities, and such interruption should be kept to a minimum.

14. Consents

The Contractor must obtain any statutory consents needed for the Works (e.g. for scaffolding on a pavement) before the Works commence and ensure that any statutory notices (e.g. building regulations) are served as appropriate.

15. Hours of working

No Works may be undertaken outside the Contractor's Permitted Working Hours or on any days other than the Working Days specified in the Contract.

Where the Contract Details allow for Works at unsocial hours, due notice of those Works must be given to Customers and their neighbours.

16. Keyholding

All Works should be done, or access obtained to the Property when the Customer is present. Arrangements for keyholding or unaccompanied access should be discouraged, or if absolutely necessary, kept to a minimum.

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Where the Contractor holds the keys to any Property, this is at the sole risk of the Contractor. The Contractor must never hold the keys of an occupied Property without the specific agreement of the Customer.

17. Confidentiality

Staff must not discuss matters concerning the Client's business or concerning other Customers, other Properties or other contractors with Customers. Any enquiry from a Customer or others concerning the Client's business should be diplomatically redirected to the Client.

The Client will regard it as a serious breach of contract if Staff discuss any confidential matters with Customers or the public.

18. Access

When arrangements for access cannot be made by telephone, the Contractor must either email, write to or call on the Customer to make access arrangements to carry out the Works. If necessary, a card should be left with a request to contact either the Client's Representative or the Contractor directly. The Contractor must use translation facilities where necessary.

The Contractor must inform the Client's Representative as soon as possible of any failure of a Customer to allow access at the agreed time. In exceptional circumstances, the Client's Staff will accompany Staff to a Property if this is requested in advance.

19. Completion

On completing or ceasing work for the Client, the Contractor must hand back any keys, plans, specifications, other documents or equipment issued by the Client.

20. Voids

The Contractor must obtain the Client's written permission before removing any property belonging to the previous Customer from a Void Property.

The Contractor must take a proper inventory of any property so removed. Clear instructions should be agreed with the Client regarding its disposal.

21. Complaints

Any complaint from a Customer must be referred immediately to the Client's Representative.

22. Subcontractors

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The requirements of this Code of Conduct apply equally to Subcontractors.