Poole Housing Partnership Ltd

Contractor's Code of Conduct
Date: August 2016
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1. Introduction

This code of conduct has been prepared to provide contractors and trade operatives, and anyone employed by them, (herein referred to as 'contractors') with information and advice about PHP's service standards. PHP expects all contractors who deliver services on our behalf to be familiar with and conform to this code.

This code covers PHP's service expectations in relation to:

- Equality and diversity.
- Data protection.
- Behaviour.
- Access arrangements with residents.
- Expected standards when working in and around residents' properties.
- Expected standards when a job / work is completed.
- PHP's commitment to contractors.

2. Equality and Diversity

PHP is committed to providing services to all our residents fairly and consistently. We expect all contractors acting on our behalf to adhere to our commitment to equality and diversity.

Any contractor, trade operative or anyone employed by them must never:

- Harass abuse or intimidate others on the grounds of race, nationality, ethnic origin, religion or similar belief, age, sexual orientation, gender, disability, marital status, family connections or membership/non-membership of a trade union.
- Encourage others to practice discriminatory acts.
- Victimise anyone who has reported or provided evidence of unlawful discrimination.

PHP will provide contractors with details of any special requirements relating to a resident, or a member of their household, to ensure they are able to meet our service standard expectations for equality and diversity. For example, we will provide contractors with information about any special requirements because of a disability or other need. We will also provide details of needs or special requirements that may impact on a resident's ability to communicate or understand the purpose of the work being carried out.

If a contractor becomes aware of any needs or special requirements while working in a resident's home that we have not notified them of prior to the visit, we would expect them to notify PHP of this.

3. Data protection

PHP recognises that in order for contractors to deliver services on our behalf they must be provided with relevant information about both the property and the household. To do this, PHP is required to provide contractors with personal and sensitive data on behalf of residents.

PHP is committed to adhering to the data protection principles as set out in the Data Protection Act 2018, particularly when passing data to external services and organisations. We expect all contractors to be familiar with the Data Protection Act and to have appropriate

measures in place when receiving, storing or passing personal and sensitive data on behalf of residents. We also expect contractors to have appropriate measures in place for disposing of residents' personal data when this is no longer required.

Should contractors need to take photographs at a resident's property, they must first obtain permission to do so and ensure these are stored and used in line with data protection principles.

We understand that contractors may witness and hear things while carrying out work in and around a property. We expect contractors to never discuss, or pass on details of, anything they witness or overhear while at a resident's property.

By accepting the Contract the Contractor confirms acceptance of the terms outlined in PHP Data Protection Addendum annexed as Appendix D.

4. Access arrangements with residents.

When arriving at a resident's property to carry out work on our behalf, we expect all contractors to adhere to the following:

- Always have photographic identification and produce this, whether the resident asks to see it or not.
- Always greet the householder in a friendly and professional manner and explain the purpose of the visit.
- Except in emergencies, visits should only be made during the hours of 8am and 6pm, Monday to Friday. If work has to done on a weekend, this should be agreed with the resident beforehand.
- If the work to be done will cause a major disruption, the resident should be given at least 48 hours notice and details of what will be involved.
- Contractors should keep to pre-arranged appointments. If a contractor is unable to make an agreed appointment, we expect them to:
    - Advise the resident as soon as possible and apologise.
    - Give a full explanation as to why the appointment cannot be kept.
    - Make another mutually agreed arrangement with the resident.

If a resident fails to keep an appointment or refuses access, the contractor should leave a calling card, giving the resident the opportunity to make another appointment. The contractor must notify PHP, particularly where a missed appointment or access refusal will cause a disruption to planned work and we will follow our procedures for gaining access and/or recharging the resident.

When dealing with responsive repairs, the contractor must adhere to our target response times:

- Emergency: within 24 hours.
- Urgent: within 5 working days.
- Non-urgent: within 20 working days.

5. Behaviour.

PHP expects contractors to behave professionally and appropriately when carrying out work in and around a resident's property. Contractors must always remember that their place of work is a resident's home and we expect them at all times to avoid:

- Rudeness.
- Over familiarity.
- Arguments or disputes (with colleagues or residents).
- Excessive noise, including use of radios.
- Smoking.
- Offensive language.

Contractors should always seek permission to enter a property (including the garden).

Doors and windows should never be left open unless this is discussed and agreed with the resident beforehand.

While residents' standards can vary greatly, we expect all contractors to maintain a high quality of workmanship, irrespective of the condition or cleanliness of the property.

Kitchen and toilet facilities must only ever be used with the resident's permission.

If a contractor experiences a particularly difficult situation or is faced with violent or aggressive behaviour, they should leave the property and notify PHP immediately. We will follow our procedure for dealing with such residents and keep the contractor updated on any action to be taken as a result. If we are aware of any special requirements, such as two to attend or potentially difficult situations, we will notify the contractor in advance.

6. Expected standards when working in and around a resident's home.

PHP expects contractors to maintain a minimum standard when carrying out work in and around a resident's property.

- We expect contractors to take reasonable measures to protect furniture, flooring and belongings. This includes providing relevant protective coverings and equipment, where necessary, and to take all necessary precautions to avoid damage.

- Contractors must advise tenants in advance if furniture or other bulky items need to be moved prior to work commencing. If we have notified the contractor of any particular needs that may prevent a resident from moving items prior to work commencing, they must notify us before the appointment in order that we can make suitable arrangements with the resident.

- Contractors should make it clear to the resident that if they have to move furniture, particularly if the resident is unable to do this themselves, then they cannot be held responsible for any damage caused, unless this is as a result of wilful neglect.

- Contractors should always ask residents to move breakable or valuable items.

- Contractors should ensure that tools, equipment and materials are never left in a hazardous or inconvenient place in or around the property.

- Tools and equipment should never be left overnight at a resident's property. If work is to continue the next day, tools and equipment must be removed, materials stored safely and debris cleared away.

- If there is a potential hazard due to the work to commence, the contractor must give the resident adequate warning, particularly in households with children, vulnerable or older people.

- When doing external works, contractors should take precautions to avoid damage to plants, trees, paths or any external structures belonging to the resident. If damage or disruption is unavoidable, this should be discussed and agreed with the resident beforehand.

- Contractors are expected to use their own tools and equipment when undertaking work. If power is required, this should be discussed with the resident beforehand and if necessary, an agreement made about payment for any electricity used.

- Contractors must never accept gifts or other inducements from residents. Any attempts to do so must be reported to PHP immediately.

If the contractor identifies further works needed at a property this should be approved with PHP before any additional work is completed. If it is an emergency, necessary work should be done to make it safe and the contractor should notify PHP as soon as possible.

If the contractor identifies additional work needed that is out side their area of expertise, they should notify PHP directly.

If additional parts are needed to complete a job and these are not readily available, the contractor should advise the resident of the likely timescale, and where appropriate, make alternative, suitable access arrangements.

If there is likely to be a delay in completing work, the resident should be advised of the timescale and the property left habitable and safe, particularly over weekends and public holidays.

PHP is committed to procurement and working practices that are ethical, support our wider objectives of carbon reduction, reduce climate change and safely dispose of or recycle of components. We expect contractors to be aware of and comply with environmental concerns and to re-use or recycle materials wherever possible.

7. Health and Safety

PHP is committed to ensuring the health and safety of staff, contractors and customers. The Health and Safety at Work Act 1974 places a statutory duty on employers and employees to ensure compliance at all times and we expect contractors to do the same.

All work carried out by contractors on our behalf must be done in line with the appropriate health and safety regulations and all other legislation relevant to the work being done. In particular, we expect contractors to adhere to the following guidelines:

- Adequate resources and equipment should be provided at all times to ensure health and safety requirements are met at all times.

- Equipment, tools and systems of work should be risk assessed in line with the appropriate health and safety regulations.

- Contractors must comply with COSHH regulations (control of substances hazardous to health) at all times.

- Contractors and anyone working on their behalf must be provided with, or obtain for themselves, relevant instruction, training or supervision necessary to ensure adequate health and safety.

- If contractors identify a health and safety risk while carrying out work to a resident's property, they must notify PHP immediately.

- PHP maintains a register of asbestos for all our properties. We will ensure contractors are aware of any asbestos in advance of work being undertaken. If a contractor discovers material they suspect may contain asbestos that will be disturbed as a result of the work to be done, they MUST notify PHP immediately.

- If the work / project is notifiable under Construction, Design and Management regulations, the contractor must ensure they have the Health and Safety Plan on site at all times.

8. Expected standards when a job or work is completed.

Once work has been completed, the contractor must ensure the resident is satisfied with the work and understands how to use installed or replaced equipment or any other works completed.

All work must be checked to ensure that any equipment is safe and in full working order before the contractor leaves the property.

If there is any doubt or uncertainly about the resident's ability to understand or comply with any instructions about using equipment safely, the contractor should notify PHP immediately.

PHP monitors resident satisfaction and complaints closely. If we receive a complaint, or a resident is unsatisfied with the behaviour of an operative or quality of work done. We will, with assistance from the relevant contractor, follow our procedures for dealing with this and take appropriate action where necessary.

9. Conclusion.

PHP recognises its responsibility in ensuring that contractors are able to carry out work. We therefore expect our staff and residents to treat contractors with the same dignity and respect that we expect from them.

If a contractor experiences abuse or behaviour that poses a threat to operatives, this should be reported immediately to PHP and we will take appropriate action to address the situation.

We will ensure that contractors are given adequate and relevant information and advice in relation to a resident and their household, particularly if this involves taking special or precautionary measures prior to an appointment to carry out work.

Contractors' Code of Conduct Agreement

To be signed and returned to PHP.

I have read and fully understand the code of conduct as set out in this document. I agree to abide by the conditions expected by PHP. In particular:

- I understand and will promote PHP's commitment to equality and diversity ☐
- I understand the requirements as set out in the Data Protection Act and have appropriate measures in place for receiving, handling and disposing of residents' personal and sensitive data. ☐
- I will adhere to PHP's expected standards in relation to access arrangements, behaviour and standards when undertaking and completing work. ☐
- I will ensure that trade operatives and other persons employed by us to carry out work on behalf of PHP are made aware of this code of conduct and will abide by the standards set out. ☐

Signed _____

Print name _____

Organisation _____

Position _____

Date _____

Document Title:	**Contractor's Code of Conduct**
Document Owner:	**Head of Building Services**
Approved by:	**SMT**
To be reviewed:	**Sept 2020**