

Contractor code of conduct

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1 Key roles and responsibilities

This code of conduct provides guidance to all contractors appointed by LiveWest to carry out works at our properties.

2 When to use this code of conduct

Whilst employed by LiveWest, all contractors, their employees and any sub-contractors are required to fully comply with the terms of this Code.

3 Linked/associated policies and other references

Related documents

LiveWest contracts and purchase orders with a contractor

Section 2 - The Contractor Code Of Conduct

1. Maintenance is one of the most important services we provide for our residents and we're passionate about getting it right every time. As one of our contractors, you spend lots of time in our residents' homes so it's important that you create a great impression and carry out your work professionally.

We've developed these standards with our residents, so please make sure that you work to them.

Whilst employed by LiveWest, all contractors, their employees and any sub-contractors are required to fully comply with the terms of this Code.

If a resident tells a contractor that he/she does not want to allow them access to their home, the contractor must contact the LiveWest Contract Manager as soon as possible to enable alternative arrangements to be made.

2. Preparation is key to good relations

- Make an appointment, never just turn up unannounced
- Be aware of shared information about residents' personal circumstances, such as mobility or hearing difficulties – make allowances for these.
- Be prepared with the tools and materials to do the job
- Ensure your team are aware and comply with the “LiveWest – IMS Contractor Site Rules”.

3. First impressions count

- Arrive on time
- Turn up clean and tidy....that goes for your van too!
- Park considerately and responsibly
- Greet the residents by name....and smile!
- Do not enter a property unless an adult is present at the property
- Introduce yourself, say who you work for and show your ID to make it clear you're there on Livewest business
- Explain what you're there to do
- Wipe your feet and make sure you have protective footwear or overshoes in case you need them
- Ask residents about the problem and them to show you where it is if necessary
- Explain what you're going to do and give residents an idea of how long you think it'll take
- Clarify what rooms you'll need access to & make sure carpets and furniture are protected
- Ask residents before moving any furniture or personal belongings
- Check that children and pets are out of the area you're working in and make sure there's an adult there throughout the visit
- If work is likely to impact on neighbours or communal areas from the use of access equipment / scaffold, let them know to ensure permission is given (where applicable) and that all customers affected are informed in writing with an indication of timescales, work to be completed etc.

4. Do it right, do it well – first time, every time.

- Carry out all work professionally
- Keep disruption to services to a minimum – if you need to turn off gas, water or electricity, explain what you're doing and when you think it'll be back on. Always make sure its reconnected at the end of the day
- Keep homes and any communal areas secure at all times, don't prop open communal or fire doors
- If you need to go out for materials, tell residents and give them an idea of when you'll be back
- Complete the job in one visit if possible. Where work has to be undertaken outside normal working hours, the contractor should inform residents, leaseholders (and neighbours where appropriate) in advance and the LiveWest Contract Manager
- No passing comment on the quality of others work, previously carried out

5. Be considerate and respectful

- Remember you're working in someone's home
- Treat residents and their family as you wish to be treated
- Be mindful of and respect cultural sensitivities. Offer translation services if you need to
- Ask permission before using residents' toilets, water electricity or gas supply
- Use battery tools where you can
- Not using portable radios on site
- Not use expletive or profane language
- If you'd like to leave materials overnight, make sure that it's ok with residents
- Don't smoke in or near residents' homes
- Don't get into a confrontation. Leave if you don't feel safe
- Keep mobile phone use to a minimum and ensure it is work related only
- Don't carry out any private work for residents

6. Finish the job properly

- Explain what you've done and check residents are happy with the work
- If you've fitted new services or equipment, explain how it works and leave them with instructions
- Leave the home clean, tidy and take rubbish away with you

- Check to see if there are any minor jobs you can do if you've got time and it doesn't make you late for your next appointment
- Report back on any other defects or problems you might come across

7. Communications is key

- If it's a long job, update residents regularly on progress
- If you don't complete the job in one visit, explain to the resident what needs to be done and arrange a convenient appointment for you to return before you leave

8. We'll ask residents to:

- Make sure they keep their appointments or, if they need to change it, to let us know well in advance
- Be considerate and respectful to you too
- Not to smoke whilst you are working in the home
- Clear work areas before any work starts
- Give you access to the work area
- Keep any children and pets away whilst work is being carried out
- Make sure there's an adult there throughout the duration of the work

9. Health and Safety requirements – provision of information.

To ensure all relevant information is shared with the Client (LiveWest) we require you to provide any H&S information relating to your conducted works completed on our behalf.

All information will relate to works being completed on LiveWest's property portfolio;

- Updates to training matrices / records for staff employed.
- Any H&S inspections completed during project delivery.
- Provision of information on CDM projects where Health and Safety File information is required i.e. product information, guarantees/warranties, instruction information etc.
- Project specific documentation including; Construction Phase Plans (CPP) including any updated CPP's as and when updates are required, Risk Assessments and Method Statements and any other associated documentation which makes up part of your Safe systems of work to control and mitigate identified risk involved in your works.
- Any accident / incident data including near misses and any required RIDDOR reports.
- Any enforcement notices received from external bodies.

- To attend and provide required information relating to any pre-start and on-going progress meetings held by the Client.
- To share any Safety Alerts or lessons learnt, which may be pertinent to LiveWest.

All information requested will be required in a timely manner to enable us to react on the information and consider the suitability for our needs.