



Code of Customer Care and Site Conduct

All employees, sub-contractors and delivery partners are expected to treat householders with respect, and treat their property with care. Everyone employed in the delivery of domestic heating and insulation works should adhere to this Code of Customer Care and Site Conduct, and take into account that the householder may be finding the process of having repairs and alterations to their home very stressful or may be going through a life changing event that makes normal events more difficult to cope with.

1. Appointments should always be made with householders and cold-calling is forbidden. Where a householder cannot be contacted by telephone, written communication should be used giving sufficient advance notice of any intended appointment.
2. Photographic identification clearly identifying the employee, the Company name and contact details should be shown to the householder before entering their home.
3. Householders must always be treated with courtesy and fairness and without any prejudice.
4. Works will normally be carried out between 8.30am and 5.30pm Monday to Friday except with the express permission of the householder. Non-standard working hours may occasionally be required to accommodate the householder's needs. You should make reasonable adjustments wherever possible to take account of the householder's needs, such as medical appointments or provision of care.
5. All staff should have smart appearance with appropriate clean protective work wear.
6. Smoking is strictly prohibited within the property and its curtilage.
7. The use of alcohol and/or drugs is strictly prohibited within the property and its curtilage, and under no circumstances should anyone under the influence of alcohol and/or drugs be present at a householder's property.
8. Employees should only use radios or other audio equipment where they have the permission of the householder, and where permission is given, the volume should be very discreet so that the householder and/or their neighbours are not disturbed.

9. Nuisance such as noise, vibration and dust is inevitable while works are being carried out, but it is your responsibility to ensure that nuisance is kept to a minimum. Dust and debris should be removed at the end of each working day, as the householder will continue to live in the property throughout the duration of the works.
10. You must provide adequate protection against inclement weather as appropriate.
11. Throughout the performance of each order, you must ensure that the householder has access to suitable toilet and hand washing facilities.
12. At the end of each working day, you should check to ensure that there are no hazards to the householder, and take all necessary precautions to make sure that the householder does not injure themselves. This includes (but is not limited to) drawing their attention to any unavoidable hazards, providing guards, and tidying away tools and materials.
13. There will inevitably be times when there are disruptions to mains services. Disruptions should be kept to a minimum, and the householder should be warned in advance wherever possible. Mains services must be restored at the end of each working day; in the unlikely event that services cannot be restored at the end of a working day, you must provide temporary services to ensure the householder has adequate lighting, heating, cooking facilities, access to WC and drinking water.
14. You must allow for keeping roadways, parking areas and pedestrian access open at all times and clear of machinery, materials and obstructions.
15. You must provide the customer with emergency contact details in case there is a problem out of hours (including evenings, weekends and bank holidays).
16. The householder's property, furnishings and personal possessions should be protected appropriately before works commence, and should be returned to their original position as far as possible once the works are completed.
17. At the completion of the Works, you must perform a handover to the householder, providing a demonstration and written instructions for the safe use of any appliances, taking all reasonable steps to ensure that the householder understands its operation.