

Eastleigh Borough Council

Property Services

Contractors Code of Conduct

For carrying out building repairs, maintenance and refurbishment of
Eastleigh Borough Council's owned and maintained properties.

Introduction

Eastleigh Borough Council is strongly committed to providing its customers with service of the highest standard. To enable us to achieve this objective, it is important to ensure that our contractors are aware of the standards of conduct we wish to uphold. As a contractor you are representing Eastleigh Borough Council whilst carrying out work on our properties and therefore you, your employees and any nominated sub-contractors should uphold and maintain similar standards to those of Eastleigh Borough Council so that both parties are working together to provide a service to be proud of.

This code has therefore been prepared to ensure that Eastleigh Borough Council's contractors are aware of the standards of conduct they are expected to adhere to whilst working in and around occupied and unoccupied buildings and offices. It is not intended to set out Conditions of Contract as they are specified within individual Tender Documents.

General Requirements

In order to carry out work for Eastleigh Borough Council you will need to comply and be familiar with the code of conduct and must demonstrate high standards of objectivity, integrity, fairness and honesty. This code of conduct sets out the requirements that all contractors must observe which are designed to maintain the council's reputation for integrity and protect all from accusations of prejudice.

Equality and Diversity

You will make sure that everyone is treated fairly and without discrimination, regardless of their race, gender, sexual orientation, disability, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and age. Eastleigh Borough Council promote inclusion and challenge discrimination and you will ensure that everyone can access our services and that no one is excluded inappropriately from any services or activities provided by yourselves.

Confidentiality

Personal information about Eastleigh Borough Council's residents, employees and other individuals is strictly confidential and bound by the General Data Protection Regulation (GDPR). Contractors are instructed **not** to pass on any information of a business or personal nature about Eastleigh Borough Council or any of its employees or residents, to other organisations or persons.

Contractors shall not use any information they obtain in the course of their employment for personal gain or benefit; neither should it be passed on to other individuals or organisations that might use it in this way. Information obtained about our residents or employees during the course of your work should not be discussed with other residents or publicly with colleagues or others.

Inducement/Gifts

Any offer or suggestion of inducement to influence ordering of work or payment of costs will be interpreted as bribery and corruption and if proved will lead to immediate removal of the Contractor from Eastleigh Borough Council's Contractor list. Both External Contractors and Eastleigh Borough Council employees are required to comply with the Eastleigh Borough Council Gifts and Hospitality Policy and Anti-Fraud and Corruption Policy.

Conflict of Interest

Contractors and their employees must declare any business or private relationship that they have with any employee, board or committee member or resident of Eastleigh Borough Council, regardless of whether they are directly involved in the work that the contractor undertakes.

(Eastleigh Borough Council employees and board members are also required to declare any conflicts of interest with contractors or potential contracts annually and as they arise)

Access

The contractor shall take all reasonable steps to provide an appointment for the building manager, caretaker or responsible person when arranging access to carry out any works to the building or office.

When carrying out works within offices the contractor must comply with the following:

- Contractors must report to Main Reception upon arrival to sign in
- Normal hours of work are 0830-1700 hours, Monday to Fridays
- Out of hours working must be approved

Site Team will:

- Issue numbered identification badges to each of the contractor's staff on site

- Issue contractors parking permits for each vehicle brought to site where parking is available. Contractors are responsible for their own parking provision and associated costs.
- Contact the appropriate member of staff

Contractor to note that, generally, work on site will only be permitted by prior arrangement with appropriate members of staff. Contractors are responsible for the security of their plant, equipment, materials and vehicles. Eastleigh Borough Council will consider no claim for theft or losses.

Contractors will make prior arrangements with their contact on site before coming to view work or carry out work. If arrangements have not been made in advance contractors may be asked to leave site. Contractors needing to isolate services for planned work must notify the Council giving at least 48 hours before the event.

Identification

All operatives must carry an identification card containing at least

- Their name
- Their photograph
- Name of Contractor for whom they are working

On attendance at any building or office where works are due to be carried out, Contractors or Sub-Contractor shall introduce themselves by name and organisation, state clearly why they have called and show their identification card. When working externally on Eastleigh Borough Council sites the contractor must be prepared to show their identification if requested.

Dress

Employees and sub-contractors must present a smart appearance and wear uniform clothing where provided. Dress should be appropriate for the task, be clean and give a good impression whilst preventing offence or embarrassment to residents.

Vehicles

Contractors must ensure that all vehicles used on company business are licensed, insured, kept in a clean and roadworthy condition and where possible branded with the contractor's logo and company name.

Vehicles must also be driven and parked in a courteous manner and in accordance the Highway Code. Vehicles must not be parked on grassed areas without the permission of Eastleigh Borough Council. Eastleigh Borough Council will not be responsible for parking offences or any resulting fines.

Behaviour

During the course of work should an operative encounter a threatening/potentially violent situation they should leave site immediately and report to the Supervisor/Contract Manager. Likewise, should the resident/member of staff feel threatened or vulnerable they have the right to ask the operative to leave the property or building and have this request actioned. Contractors are duty bound to report any such situations of this type back to Eastleigh Borough Council.

During the course of the works there should be the most minimum amount of disturbance and inconvenience caused to the residents or office employees and the guidelines below should be followed:

- Be polite, efficient, reliable, and punctual
- Language and behaviour should always be respectful and appropriate
- Use footpaths when entering and exiting properties
- Do not smoke in and around the property
- Avoid over-familiarity with residents/employees so that professional boundaries are not crossed
- Do not get into arguments with residents/employees, if there is a problem this should be referred immediately to the Eastleigh Borough Council officer managing the works
- Please keep your opinions about other repair issues to yourself – any concerns should be referred to Eastleigh Borough Council

- Park vehicles in such a manner that they do not cause an obstruction to the occupiers of the building or neighbouring offices/buildings
- Obtain the residents permission prior to eating or drinking within the property/building/office
- Never be under the influence of drink or drugs at work
- Contractors are expected to use their own tools and equipment and must obtain permission before moving or using resident's or business's personal property such as tools, chairs, ladders, tables, etc.
- Use of the residents or business telephone may only be with the express permission of the resident or business owner
- Use a generator or battery-operated power tools when working in inhabited properties or offices
- Obtain the residents or business owner's permission before using the kitchen or bathroom facilities and ensure that they are left clean and tidy after use.

Health & Safety

Contractors working for Eastleigh Borough Council are aware, and are made aware on individual contracts, of their responsibilities under the various statutory legislations. You must comply with all Health and Safety requirements in accordance with Eastleigh Borough Council's Health and Safety Policy as well as all current legislation, and your own procedures.

The Contractor must supply to the co-ordinator of the work prior to work commencement on site, detailed risk assessments and method statements specifically relating to the work that will be undertaken a minimum of 7 days prior to work being undertaken. The Contractor is only to carry out works for which they are competent and as authorised by their official order.

Smoking is not allowed within any building and within 20 metres of any building, except in areas where it is expressly permitted such as smoking shelters.

The Contractor is responsible for their own fire assessment and must comply with the evacuation procedure for each site.

All equipment, including electrical tools, chemicals, ladders and scaffolding, must be in good order, tested (and with appropriate records) and used only by competent persons in accordance with the relevant safety regulations and manufacturer's instructions.

The Council must be given prior notice by the Contractor of all hazardous materials, which are proposed to be brought on to the site and COSHH Assessments with Material Safety Data Sheets must be provided. The Health and Safety Manager/Officer must be informed directly of any very toxic or toxic products for their prior approval.

The contractor must ensure that the building remains safe, secure and adequately weatherproof at all times and must make appropriate arrangements for protection of the work, occupants, public and property generally.

When arranging for delivery of materials to site, the Contractor must ensure the carrier is aware of where the contractor will be working. No materials etc will be accepted from suppliers by Council staff. Off-loading of all deliveries will be the Contractor's responsibility.

Buildings and sites shall be kept clean, tidy and uncluttered and particular care and consideration must be exercised when work is carried out in the vicinity of small children, elderly or disabled in respect of tools and materials lying on floors, trailing cables, safe storage of toxic substances and the maintenance of acceptable levels of warmth and comfort.

There must be an open dialogue between the contractor and Eastleigh Borough Council to discuss and share information regarding potential hazards and risks and ensure that all accidents and near misses are reported to Eastleigh Borough Council immediately. The Contractor must comply with Eastleigh Borough Council's Asbestos Policy when dealing with asbestos.

If the contractor notices any defects outside the scope of his work that he considers to be a source of danger to the resident/employee, he must notify Eastleigh Borough Council immediately.

Insurance

The Contractor shall provide a copy of all relevant insurance documentation to Eastleigh Borough Council prior to commencement of work on site and at any time on request. The Contractor must take out and maintain a minimum £10 million Public Liability Insurance that includes an Indemnity to Principal Clause.