



Business Units: **The Community Housing Group & all subsidiaries**

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Introduction

The Community Housing Group (the Group) as a Registered Housing Provider believes that all its customers have the right to expect the highest standard of conduct from its in-house Oakleaf Commercial Services team, Contractors, and Sub Contractors.

The Group will have regard to the Human Rights Act 1998 in the implementation of this Policy.

1.0 Policy Statement

- 1.1 The definition of a Contractor / Sub Contractor (hereafter called the Service Provider) is any Company, partnership, unincorporated association, or single trader employed to carry out work on or around Group properties, or properties that the Group are contracted to work on. For the purposes of this Policy, Oakleaf Commercial Services is included within the definition of a Contractor.
- 1.2 In carrying out its work, the Group is very much in the public eye and it is obviously important that public confidence in the integrity of the Group and that of its Service Providers is maintained. This code seeks to protect such integrity by mitigating the potential risks arising from Service Providers activity. Service Providers who undertake work on or around Group properties must:
- 1.2.1 Have regard for the reputation and interests of the Group.
 - 1.2.2 Strive for the highest standards of care and attention in their work.
 - 1.2.3 Comply with all statutory requirements and at all times work within the law.
 - 1.2.4 Comply with all requirements of Health and Safety legislation and with the Group's Policy and requirements.
 - 1.2.5 Bring to the attention of the Group any departure from legal and statutory requirements, which may be encountered in the course of their duties.
 - 1.2.6 Respect the confidentiality of any information acquired during the course of their employment and fully comply with the Data Protection Act.
 - 1.2.7 Completing the requirements of the Modern Slavery Act 2015.



- 1.2.8 Not abuse their position by accepting inducements or bribes or failing to declare a conflict of interest.
- 1.2.9 Behave appropriately at all times and in accordance with the Standards contained in Appendix 1.
- 1.2.10 Avoid extremes of dress for work and in a manner not likely to offend any other employee, customer or representative of the Group. Oakleaf Commercial Services manual staff to wear an approved uniform at all times and be able to provide identification.
- 1.2.11 Have completed the Group's online Safeguarding Training prior to undertaking any work.
- 1.2.12 Must be diligent in identifying possible abuse when they are visiting customers homes or otherwise engaging with service users, and that any such concerns are reported appropriately using the Groups reporting procedures, or in an emergency situation, reported directly to the Police.

2.0 Legislative and Regulatory Context

- 2.1 In developing this policy we recognise The Human Rights Act 1998.
- 2.2 Service Providers are required to comply with Health and Safety Executive guidance and health and safety legislation and regulations in their entirety and at all times.
- 2.3 The Managing Director (Oakleaf Commercial Services) has overall responsibility for the operation of this code.
- 2.4 All managers are responsible for the implementation of this policy across the Group.
- 2.5 All Service Providers and their employees are required to abide by this Policy.

3.0 Policy

- 3.1 This Policy is applicable to all Service Providers and the required standards of performance that must be attained are detailed in Appendix 1.
- 3.2 The Policy applies across the Group, including all its subsidiaries, and must form part of the pre-tender documentation requirements for all works.
- 3.3 All Service Providers will receive appropriate notification on the implementation of this Policy.



- 3.4 Any breach of the Policy may lead to action being taken against a Service Provider under the terms of the Contract.
- 3.5 The Policy affects all Service Providers and details regarding this policy will be published on the Group's websites.
- 3.6 The Group will consult with all relevant stakeholders on any proposed changes to the Policy in order to continually develop good practice in this area.

4.0 Equality Impact Assessment

- 4.1 We will ensure that our services reflect the customers and communities that we work with and are in line with our policies on equality and diversity.
- 4.2 An Equality Impact Assessment has been undertaken in respect of this policy to understand the impact that it may have on groups or individuals.
- 4.3 The Group is committed to equal opportunities and as such all complaints and feedback will be dealt with fairly, consistently and no one will be discriminated against.

5.0 Performance Measurement and Targets

- 5.1 The Group expects the highest standard of conduct from its Service Providers at all times.
- 5.2 The standards of delivery expected of all Service Providers are detailed at Appendix 1 and will form part of performance reviews.
- 5.3 The performance of all Service Providers will be monitored via the Procurement Procedure.

6.0 Monitoring and Review

- 6.1 This policy and associated procedures will be reviewed every 3 years to ensure its continued relevance, adequacy and effectiveness or as required by the introduction of new legislation or regulation.

7.0 Associated Documents / Policies

- Procurement Procedure
- Health and Safety Policy



Policy: Code of Conduct – Contractors / Oakleaf

Policy Code: CC010

- Equality and Diversity Policy
- Customer Care & Customer Services Policy
- Service Standards
- Health and Safety Legislation/Regulations
- Health and Safety Executive Guidance
- Human Rights Act 1998
- Data Protection Act
- Information Security Policy
- Modern Slavery Act 2015



Appendix 1

Standards of Delivery

A Schedule detailed below has been prepared to assist Service Providers in their dealings with customers and to ensure that they are aware of the standards that the Group expects from those undertaking works on its behalf.

Service Providers are asked to make sure **all** their staff are familiar with this document before commencing work.

Group Managers are responsible for making sure all their staff are familiar with this document.

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| | 1. | ACCESS |
| Times | 1.1 | Except in emergencies, visits should only be made at reasonable times (i.e., between 8.00 am and 6.00 pm, Monday to Saturday), unless alternative arrangements have been agreed with the customer. |
| Identification | 1.2 | Service Providers must show to the customer or member of their family the prescribed form of identification before seeking access. This identification must be in a sealed plastic wallet, showing a photograph of the operative and giving the name of the operative, the name of the contractor and the telephone number of the Group in case verification needs to be sought. Where an operative is a trainee or an apprentice, their form of identification should be so marked. |
| Appointments | 1.3 | All customers will be given an appointment in core working times that suit them. |
| Broken Arrangements | 1.4 | Every effort should be made to keep to an appointment however if a broken arrangement is unavoidable: Customers will be contacted to:
a) Apologise;
b) Explain the reason for failing to undertake the work; and
c) Agree a new appointment. |



The above applies equally to follow on appointments. If completion of the work necessarily requires a further visit to the property, the customer must be informed and a new appointment agreed.

2. BEHAVIOUR

Conduct

2.1 It is essential to avoid:

- a) Conflict with customers.
- b) The use of radios, personal mobile phones, or other electronic devices. Company issued mobile phones, PDAs, etc., must only be used appropriately and consideration given to privacy when unavoidably used with customers present.
- c) Over-familiarity or sexist behaviour.
- d) Derogatory or racist comments.
- e) Parking on grass verges, frontages, footpaths, communal areas, driveways or anywhere likely to cause obstruction.
- f) Smoking in or around Group owned property, vehicles, or a customer's home. The Group policy in respect of smoking must be adhered to at all times. This will include e-cigarettes and all similar smoking alternatives.
- g) Alcoholic drinks or non-medicinal drugs – the Group “Alcohol and Substance Abuse Policy” must be observed at all times.
- h) The agreed welfare facilities must be used and no food, beverages, etc., should be consumed in a customer’s home. Rest breaks must only be taken at agreed times.

Quality

2.2 The quality of workmanship and service delivery must be of the highest standards, irrespective of the condition of the property.

Use of Property

2.3 Electrical supplies, and sanitary facilities in any Group owned property shall not be used without the agreement of the customer.



3. SAFETY AND SECURITY

Protection of furniture, etc.

3.1 Customers' furniture and carpets must be protected by dust sheets. Service Providers are expected to move large items of furniture, white goods etc., but if breakable or valuable items are present it may be advisable in the first instance to request the customer to move them to a safe place.

In the event of damage being caused by the Service Providers to items of furniture, carpets or valuable items, the contractor shall make good at his expense any damage caused and/or if necessary, replace such items, subject to such arrangements being agreed with the customer.

Safety

3.2 The Service Providers must at all times comply with all legislation, regulations and codes of guidance in relation to matters of Health and Safety. If, during the course of the works, the condition of the property becomes dangerous or unsafe then the Service Providers must ensure that adequate warning is given to the customer and or his/her family. Staff at the Group should be notified immediately for guidance. Obviously, particular attention needs to be given to take into account young children, the elderly and disabled. This duty of care extends to all persons likely to be affected (i.e., customers, visitors, neighbours, the general public, etc.).

All contractors must be diligent in identifying possible abuse when they are visiting customers homes or otherwise engaging with service users, and that any such concerns are reported appropriately using the Groups reporting procedures, or in an emergency situation, reported directly to the Police.

Materials

3.3 Any plant or materials should not be left in a dangerous or inconvenient position and agreement should be reached with the customer on the placing of such items.



Trainees	3.8	Apprentices or trainees should not undertake work unless accompanied and supervised by an experienced or qualified operative.
Silencers and Dust Extractors	3.9	Compressor and pneumatic percussive tools should be fitted with a silencer and dust extractor recommended by the manufacturer.
	4.	OTHER PROBLEMS WHICH OCCUR WHILST AT THE PROPERTY
Additional Jobs	4.1	Customers often require further works to be undertaken whilst the Service Provider is at the property. The Service Provider must obtain approval from the Group before proceeding.
Parts & Materials	4.2	If parts are required for a job and these are not readily available then the customer must be advised that this is the case and given a new appointment.
	5.	LEAVING PROPERTY
Completed Work	5.1	When the job is completed, the Service Provider must make sure the customer is satisfied and that the area where the works have been undertaken is left in a clean and tidy condition. They should also check that all the services are in working condition. Where appropriate, the Service Provider must ensure that the customer is fully aware of the correct, safe and efficient way of operating newly installed, or repaired, items. In particular, the customer should be left manufacturers' user literature where appropriate.
Rubbish	5.2	Old materials and rubbish should be removed regularly, preferably daily, and no rubbish is to be left on site on completion of the works. Ballast, sand, etc., should be removed and the area swept and 'washed down' at completion of works. The property should be left clean and tidy. Where necessary, the Service Provider must vacuum clean.



- 5.3 The Service Provider must check with the customer they are satisfied with the work before leaving the property.
- Completion** 5.4 On completion of the works, the Service Provider must ensure the correct and safe return of any keys, etc., used for accessing the property.

OTHER OBLIGATIONS

Confidentiality of Information:

With reference to Code of Conduct Policy Statement, specifically 1.2.6, attention is drawn to the Information Security Policy and to the requirements of the Data Protection Act. Full compliance with the requirements of these is essential.

Contractors/Sub-Contractors/Consultants should note that from time to time they may inadvertently acquire information about tenants whilst carrying out their duties in the tenant's home. Such information should not be divulged to anyone or, when there is a legitimate need to pass information on, only to an appropriate person.

Contractors/Sub Contractors/Consultants should note that other obligations may be imposed by virtue of specific contractual arrangements with the Group. Where there is a conflict between such obligations and those imposed by this Code, the former will take precedence. Note that separate Health and Safety Policies and Procedures also apply.