

Operative Code of Conduct

"Exceeding your expectations"
"Exceeding your expectations"



OPERATIVE AND CONTRACTOR - CODE OF CONDUCT

Date of issue: Jan 2011

Date of next review: Jan 2012

All Operatives and Contractors will:

- Be tidily dressed and where appropriate, wear the designated AD uniform
- Introduce themselves to the tenant and show proof of identification and carry proof of identification at all other times
- Not enter a property if the sole occupier is under the age of 18 – and will report the reason for non entry to the Resident Liaison Officer
- Be polite and courteous at all times and behave in a proper and professional manner at all times. Should translation services be required this will be arranged via the contract Resident Liaison Officer
- Keep all appointments made and explain the nature and the purpose of the job being carried out to the tenant in advance, when unable to obtain access a calling card will be left
- Explain the length of time that the job should take and advise the tenant if there are any expected delays, or problems likely to be incurred
- Not smoke, work under the influence of alcohol, or drugs, use bad or offensive language, play radios, cassettes, or CD players, or use the tenant's facilities without permission
- Respect and take care of tenant's property and possessions protecting them from dust, dirt, heat, paint etc. Respect their gardens / plants etc. when obtaining access
- Keep any disruption and/or mess to a minimum ensuring that all rubbish, debris, etc. is cleared away at the end of each working day
- Not place, or store rubbish, debris, materials and/or other equipment in communal areas, or escape routes except for in approved and agreed locations
- Keep the property secure at all times ensuring that security/fire doors are not wedged, or jammed in such a way as to enable unauthorised persons to enter the property, or to create a hazard in the event of an emergency
- Keep safe all materials and equipment used on site, so as to avoid any dangers to the occupants of, or visitors to the property
- Not use tenants facilities (kitchen / bathroom / telephone) unless absolutely necessary and if so will always obtain permission from the tenant first
- In occupied property will reconnect and test services leaving them in a safe and operational manner at the end of each working day, unless otherwise directed
- Ensure that any access equipment is left in a secure and safe situation at the end of each working day
- Comply with all Health and Safety legislation and relevant Codes of Practice at all times, any accidents, or near misses will be reported via the proper channels
- Report to the employer as soon as possible with any concerns or complaints that may arise during the course of the works
- Complete all works to the highest standards and within the timescales set

Removal of Items left in Voids

Any abandoned property found in voids may be removed by operatives / contractors for disposal, or return to the authority in charge of the property, as per the terms stated in the specific contract for the authority in question.

Equal Opportunity and Maintenance

Operatives and Contractors should note that the guidelines set out in the AD Equal Opportunities and Diversity Policy, should be adhered to at all times.

Discrimination will not be tolerated by any member of staff, or contracted organisations.

Racial Harassment

- (a) AD has a policy for dealing with incidents of racial harassment against its clients and its client's tenants.
- (b) Any allegations of racial harassment by operatives, or contractors, will be investigated. If proved, the operative faces dismissal and in the case of contractors your company may be removed from our preferred lists.
- (c) Any allegations of racial harassment against contractors by staff, clients, or tenants will also be investigated and treated with extreme seriousness.

General

- (a) Operatives and Contractors should ensure that all dealings with tenants, clients and staff are conducted in a professional manner.
- (b) Contractors should not indulge in any form of discriminatory, or prejudice behaviour.
- (c) Discussions concerning the previous workmanship of another operative/contractor, the standard of a repair, or the condition of a property - should be discussed with the appropriate supervisor or contract manager and not with the tenant, or client directly.
- (d) During the progress of any work carried out, operatives and contractors should ensure that noise, nuisance and inconvenience to any members of the public, tenants, or neighbours is kept to a minimum, following and employing the **code of considerate constructors**.

Confidentiality Policy

Company Specific

Operatives and Contractors must be aware of the commercial sensitivities of our business and agree to not disclose confidential information and commercially sensitive information about our business, contracts and clients to anyone.

Tenant Specific

Personal information about tenants, (names, addresses, phone no's etc), the composition of their households, the state of their physical or mental health, their relationships, or matrimonial states, or any other aspect of their personal lives, which operatives/contractors may pick up during the course of their work, must be kept confidential. It may not be discussed in a casual way with anyone. However, if the behaviour of a tenant gives concern,

contractors are requested to report this to the Contract Manager or Resident Liaison Officer - in confidence, so that it may be reported to the specific client Housing Officer.

Health and Safety Policy

AD has a Health and Safety Policy, which relates to the aspects of work carried out by staff operatives and contractors. All those working on AD contracts will be expected to adhere to the instructions contained within the policy.

Contractors should ensure that they are aware of the legislation relating to health and safety at work and adhere to these laws and legalisations at all times.

Tenant Specific – Where possible and if known contractors will be advised of where usual risks may be present, for example, potentially violent tenants, notifiable diseases etc. If contractors are unwilling to work in these situations they must notify the contract manager, so that an alternative contractor can be contacted.

Legal and Financial Requirements

Contractors are to have all current legal documentation in date before working on any AD sites. Current Construction Industry Scheme (CIS) data is expected along with all the necessary insurances and qualifications required for the tasks you have been contracted to undertake. AD undertake extensive checks of contractor organisations and will expect all provided documents to be maintained and kept in date and current for the works undertaken on our behalf.

Any changes in circumstances must be immediately reported to the AD procurement department.

Standards

You will be expected to work to prescribed standards. You should not deviate from these standards, regardless of the standards of living, housekeeping or behaviour of the licensee or tenants of the property or buildings within which you are undertaking works.

Control of Work

AD will have the right to visit and inspect your work at any time. AD also retains the right to ask you or your employees to stop work at any time pending further discussions should a problem arise

Communication

The AD Contract Manager / Supervisor will make themselves available whenever possible to meet you, or discuss problems on site.

The AD Construction Group
Jacob House
2 – 4 Powerscroft Road
Sidcup
Kent
DA14 5DT

020 8269 6377