

# Code of conduct for partner organisations

## Moat values

Moat work at all times to deliver excellent services to customers, irrespective of tenure, and to the wider community across the South East. Moat expects that all partner organisations that work with and support Moat to deliver against our values, which are:

- Making it happen together
- Ambitious for our customers and ourselves
- Do the right thing
- Easy to communicate with
- One step ahead
- Fairness in everything we do

## Working with our customers

Our customers expect a high level of service from Moat and anyone working on their behalf. Our partner organisations are expected to:

- a. Work in a professional manner when dealing with our customers, especially when you are working in and around their homes.
- b. Carry out services which can be delivered right first time and work to ensure fast turn-around times whilst minimising disruption to customers.
- c. Carry out works between 8am – 7pm Monday to Friday – where weekend or bank holiday working is required consultation is required with staff and/or customers.
- d. Only carry out services which have been instructed by Moat.
- e. Never offer to or provide private works to customers.
- f. Carry out services in line with health and safety regulations.
- g. Ensure that all personal or contact details of customers are kept confidential at all times.
- h. Do not speak with customers or get into altercations regarding complaints, standards or work or Moat policies. Where there are issues always refer these to a Moat member of staff.
- i. Make sure that all staff are smartly dressed wearing the agreed company uniform and personal protective equipment (PPE).
- j. Make sure that all employees have an identity card showing the name, address and telephone number of the company with a current photograph of the employee.
- k. Will not enter into any inappropriate relationships with customers.

## When working in customer's homes you will ensure:

- a. Always knock or ring before entering a property, even if you have keys, always announce yourself.
- b. Always wipe your feet before entering.
- c. If a resident refuses to let you in, don't argue. Let Moat know as soon as possible.
- d. If you find yourself in a difficult or potentially confrontational situation, leave the site immediately and contact Moat staff urgently.
- e. You should be mindful about entering and working in properties where there are elderly, disabled or otherwise vulnerable customers. Special arrangements may have to be made with the Contract Administrator. Never enter premises where there is only a minor and no adult present.
- f. Eating, smoking, drinking or coming onto a site intoxicated is unacceptable. Anyone doing so will be asked to leave the site.
- g. You should ask customers to move ornaments and other loose items from your working area, never move customers' possessions, ie. furniture, electrical goods and so on from one room to another, unless they are present and have given you permission. If you cause any damage, or breakages to a resident's home or contents, whether deliberately or through negligence, your company will be expected to repair or replace the items involved.
- h. Make sure the resident knows which rooms or areas are involved in the works, and when and how long they are likely to take.
- i. Make sure the resident suffers as little inconvenience as possible. Keep the area involved clean, using dust sheets and screening.
- j. Don't use a resident's property, ie. chairs, tables, ladders and so on. Remember, any damage caused is the contractor's responsibility.

- k. While work is in progress, keep noise, nuisance and inconvenience to a minimum. You must not use radios etc in or around occupied units.
- l. Be especially careful and considerate when working in the homes of elderly or disabled customers. Don't block a resident's access by leaving tools and materials lying on floors. Close doors behind you to minimise heat loss.
- m. Be particularly careful when working near children or potentially vulnerable individuals. Sharp tools, power tools and toxic substances must be kept locked well out of reach and should never be left unattended.
- n. Don't use a resident's phone unless the call is absolutely necessary and the resident has given permission. Always pay for all calls made.
- o. Ask the resident's permission before using the kitchen or bathroom to clean tools or equipment, and always leave them clean and tidy afterwards.
- p. Seek the resident's permission before using the WC or using other facilities.
- q. Never ask a resident to make refreshments for you; it is acceptable to accept if offered, but not to request.
- r. If work has to be left incomplete, perhaps overnight, make sure customers are protected from any potential hazards (and are clearly warned of such). Leave the property safe, wind and watertight, with basic services usable and surfaces safe and hygienic.
- s. Always tell the resident when you intend to return, and honour the commitment. If you do need to change it, then contact the resident first and agree another time with them.
- t. Warn customers if other people will be coming in and out of the property, tell them how many and be especially careful about security.
- u. Let the resident know when work is finished.
- v. Whenever you leave an unoccupied property, leave it secure. When you finish work, hand all keys back to the resident or to the supervising officer and clear away all rubbish, unused materials and tools. Leave the work area clean and tidy.

### **Working with our staff and in our offices**

When working with Moat staff or providing services in our offices we still expect a high standards from our partner organisations. You are expected to:

- a. Always deal with the information given you to, whether written or verbal with the utmost confidentiality.
- b. Deliver services that support and enhance the delivery and growth of Moat and its customers.
- c. Present yourself to reception on arrival – removing any motorcycle helmets and present appropriate identification.

- d. Do not use meeting rooms, offices or equipment without the consent of Moat staff.
- e. Be professional at all times, being considerate of Moat employees who are working with the office environment.
- f. Dress appropriately and where necessary wear the correct PPE.

### **Our commitment to our partners**

It is also important that Moat and its customers support our partner organisations. We will do this by:

- a. We will work with our customers to make sure they give you reasonable access to their homes.
- b. We will ensure customers are advised to keep children away from the working area and to make sure they don't play with your tools or materials.
- c. We will comply with all relevant statutory obligations and expects the contractor to co-operate in full to ensure compliance is achieved.
- d. We will provide you with a clear instruction of works/ services in the form of a contract and/or purchase order.
- e. We will pay you in a timely manner following approval that the works/services have been delivered as required, in full.
- f. We will treat all partners in a fair and transparent manner in line with our equality and diversity policy.
- g. If a resident or member of staff acts inappropriately with a member of staff of our partner organisations we will carry out a full investigation and be supportive of all resulting recommendations.

### **Partner organisations communications protocol**

Whilst working with Moat you may be contacted or have enquiries from the media and the public in connection with any works or service contracts. Moat's communications with the press and external third parties is managed by the media manager. Moat will handle all enquiries from the media or the public relating to their services. We may, without contacting the contracting organisation, where appropriate provide factual information to the media and the public based on information provided by the Contractor.

#### **We expect our partner organisations to:**

- a. Inform us of any media approaches or enquires made to you regarding Moat or our services.
- b. Inform us of any media press releases or articles that you wish to release regarding Moat and our services prior to release.
- c. Provide factual information to Moat for issue to the media and the public and update this information as required.

- d. Contact [media@moat.co.uk](mailto:media@moat.co.uk) with requests from the media to photograph or film at any Moat property.
- e. Ensure that all of its staff and sub-contractors or other agents are required to comply of the content of this protocol so far as relevant to the performance of the contract duties of the Contractor.
- f. Report to Moat management any incident of harassment or unfair treatment.
- g. Continually review the provision of contracted services to assess their impacts on the groups covered by statutory legislation.

Moat reserve the right to carry out a full equality and diversity audit of partner organisations giving a minimum of five working days notice.

Where a partner organisation cannot demonstrate adequate Health and Safety policies, procedures or working practices Moat is able to suspend or cancel any contracts or instructions of work.

## Customer care

Moat always strives to ensure that partner organisations they work with are committed to providing an excellent service to all customers and stakeholders. Moat views its customers, irrespective of tenure as its customers.

Moat and its partners aim to provide customers with a quality, efficient and effective service. We treat all customers fairly and work in a professional manner in and around their homes. We also:

- Ensure that we deal with customer issues and complaints in a consistent and positive manner.
- Use complaints and compliments to improve and maintain excellent service delivery to our customers.
- Meet all statutory and regulatory guidelines when dealing with customer service and satisfaction.
- Respect the confidentiality of customers at all times.

Moat hope to develop joint customer care policies and procedures with its partner organisations to ensure a consistent service. Moat reserve the right to request that all partner organisations follow Moats customer care guidelines and policies if necessary.

## Equality and diversity

Moat always strives to ensure that partner organisations they work with are committed to promoting and providing a supportive and inclusive culture. This is for both its employees and customers.

Moat looks to work with partner organisations who ensures that no applicant, employee or customer experience less favourable treatment on the grounds of race, colour, nationality, religion, ethic or national origin, age, gender, parental/martial status, sexual orientation or disability. In addition who also:

- a. Ensure that the company and staff are aware of all the statutory and industry specific equality and diversity and that it is understood and complied with.
- b. Be fair and transparent in all dealings with Moat customers, customers and service users.
- c. Treats everyone with dignity and respect.
- d. Ensures that equality and diversity considerations are integrated into all relevant areas of contract provision.
- e. Ensures that contracted services are accessible and are delivered appropriately and sensitively in order to facilitate equality of treatment.

## Health and safety

Moat considers the safety of its customers, staff and the general public is of utmost importance. To enable this we ensure that all of our partner organisations have the appropriate health and safety policies and procedures in place. As a partner organisation to Moat these policies and procedures must be provided on request and resupplied whenever they are updated or amended. Any partner organisation of Moat fully accepts all of its statutory responsibilities and take practicable steps to ensure these are embedded fully within their organisations. They also commit to:

- a. Ensure that the company and staff are aware of all the statutory and industry specific health and safety legalisation is understood and complied with.
- b. Ensure that all staff actively work towards ensuring the absence of risk through the implementation of comprehensive risk assessments.
- c. Ensuring that all staff have the appropriate level of training, experience and adequate equipment to carry out the tasks they are employed for.
- d. Ensuring that all instructions, guidance and training materials are readily available for staff.
- e. Ensure that protective clothing is worn when appropriate.
- f. To refrain from misuse or interference with anything relating to health and safety which may endanger themselves or others.
- g. To report accidents and dangerous occurrences in accordance with accident reporting procedures.
- h. To draw to the attention of their clients any hazardous or potentially hazardous situations, practise or equipment so that the appropriate steps can be take.
- i. Ensure that there are adequate monitoring and reporting systems for the handling of complaints, concerns and general health and safety matters.

Moat reserve the right to carry out a full health and safety audit of partner organisations giving a minimum of five working days notice. Where a partner organisation

cannot demonstrate adequate health and safety policies, procedures or working practices Moat is able to suspend or cancel any contracts or instructions of work.

## **Sustainability and the environment**

Moat works to ensure that its partner organisations look to work in a sustainable manner and understand the impacts of their operations on the environment. Any partner organisation of Moat fully accepts all of its statutory responsibilities in this area. They also commit to:

- a. Ensure that the company and staff are aware of all the statutory and industry specific environmental legalisation and that it is understood and complied with.
- b. Implements procedures and ways of working to reduce the impacts of its operations on the environment.
- c. Takes environmental factors into consideration when developing new products or services.
- d. Where possible looks to monitor and gather information on the environmental impacts of the company.
- e. Looks to reduce waste and consumption of natural resources.
- f. Co-operates in any investigations concerning hazardous waste or incorrect disposal of waste.

Moat look to work with partner organisations who work towards these objectives and understand the increasing focus on environmental matters.

## **Modern slavery act**

Moat is committed to ensuring that no modern slavery activities are carried out anywhere in its supply chain and requires its suppliers to uphold the same values and employment practices, in particular:

### **Forced or involuntary labour**

Workers shall not be subject to any form of forced, compulsory, bonded, indentured or prison labour. All work must be voluntary and workers shall have the freedom to terminate their employment at any time without penalty, given notice of reasonable length.

### **Recruitment fees**

Workers shall not be charged any fees or costs for recruitment, directly or indirectly, in whole or in part, including costs associated with travel, processing official documents and work visas in both home and host countries.

### **Document retention**

Confiscating or withholding worker identity documents or other valuable items, including work permits and travel documentation (eg. passports) is strictly prohibited. The retention of personal documents shall not be used as a means to bind workers to employment or to restrict their freedom of movement.

## **Contracts of employment**

Written contracts of employment shall be provided to migrant workers in a language they understand, clearly indicating their rights and responsibilities with regard to wages, working hours and other working and employment conditions. Migrant workers shall be provided with their employment contract prior to deployment. The use of supplemental agreements and the practice of contract substitution (the replacement of an original contract or any of its provisions with those that are less favourable) are strictly prohibited.

## **Deposits**

Migrant workers shall not be required to lodge deposits or security payments at any time.

## **Humane treatment**

The workplace shall be free of any form of harsh or inhumane treatment. Disciplinary policies and procedures shall be clearly defined and communicated to all workers, and shall not include any inhumane disciplinary measure, including any corporal punishment, mental or physical coercion, or verbal abuse of workers; nor shall they include sanctions that result in wage deductions, reductions in benefits, or compulsory labour. The use or threat of physical or sexual violence, harassment and intimidation against a worker, his or her family, or close associates, is strictly prohibited.

## **Workplace equality**

All workers, irrespective of their nationality or legal status, shall be treated fairly and equally. Migrant workers shall benefit from conditions of work (including but not limited to wages, benefits, and accommodations) no less favourable than those available to country nationals. Migrant workers (or their family members) shall not be threatened with denunciation to authorities to coerce them into taking up or maintaining employment.

## **Wages and benefits**

All workers shall be paid at least the minimum wage required by applicable laws, and shall be provided all legally mandated benefits. Wage payments shall be made at regular intervals and directly to workers, in accordance with national law, and shall not be delayed, deferred, or withheld. Only deductions, advances, and loans authorized by national law are permitted and, if made or provided, actions shall only be taken with the full consent and understanding of workers. Clear and transparent information shall be provided to workers about hours worked, rates of pay, and the calculation of legal deductions. All workers must retain full and complete control over their earnings. Wage deductions must not be used as a disciplinary measure, or to keep workers tied to the employer or to their jobs. Workers shall not be held in debt bondage or forced to work in order to pay off a debt. Deception in wage commitments, payment, advances, and loans is prohibited.

**Working hours**

Workers shall not be forced to work in excess of the number of hours permitted in national law. Where the law is silent, normal working hours shall not exceed eight per day and 48 per week, and total working hours including overtime shall not exceed 60. All overtime shall be purely voluntary, unless part of a legally recognized collective bargaining agreement. No worker shall be made to work overtime under the threat of penalty, dismissal, or denunciation to authorities. No worker shall be made to work overtime as a disciplinary measure, or for failure to meet production quotas.

**Freedom of movement and personal freedom**

Workers' freedom of movement shall not be unreasonably restricted. Workers shall not be physically confined to the workplace or related premises, such as employer- or recruiter-operated residences; nor shall any other coercive means be used to restrict workers' freedom of movement or personal freedom. Mandatory residence in employer-operated facilities shall not be made a condition of employment.

**Grievance procedure**

An effective grievance procedure shall be established to ensure that any migrant worker, acting individually or with other workers, can submit a grievance without suffering any prejudice or retaliation of any kind.

**Private employment agencies and labour recruiters**

Companies should hire migrant workers directly whenever possible. When the subcontracting of recruitment and hiring is necessary, companies shall ensure that the labour agencies they engage operate legally, are certified or licensed by the competent authority, and do not engage in fraudulent behaviour that places workers at risk of forced labour or trafficking for labour exploitation.