

CODE OF CONDUCT FOR SUPPLIERS WORKING ON CUSTOMER OR MOAT PREMISES

WORKING WITH OUR CUSTOMERS

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

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

WORKING IN CUSTOMER'S HOMES

Additionally, when working in a customer's home you will:

- Always knock or ring before entering a property, even if you have keys, and always announce yourself.
- Always wipe your feet before entering.
- If a resident refuses to let you in, don't argue. Let Moat know as soon as possible.
- If you find yourself in a difficult or potentially confrontational situation, leave the site immediately and contact Moat staff urgently.
- Be mindful about entering and working in properties where there are elderly, disabled or otherwise vulnerable customers. Special arrangements may need to be made with the Contract Administrator. Never enter premises where there is only a minor and no adult present.
- Eating, smoking, drinking or coming onto a site intoxicated is unacceptable. Anyone doing so will be asked to leave the site.
- You should ask customers to move ornaments and other loose items from your working area, never move customers' possessions, i.e. 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 required to repair or replace the items involved.
- Make sure the resident knows which rooms or areas are involved in the works, and when and how long they are likely to take.
- Make sure the resident suffers as little inconvenience as possible. Keep the area involved clean, using dust sheets and screening.

- Don't use a resident's property, i.e. chairs, tables, ladders and so on. Remember, any damage caused is the contractor's responsibility.
- While work is in progress, keep noise, nuisance and inconvenience to a minimum. You must not use radios etc. in or around occupied units.
- 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.
- 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.
- Don't use a resident's phone unless the call is absolutely necessary, and the resident has given permission. Always pay for any calls made.
- Ask the resident's permission before using the kitchen or bathroom to clean tools or equipment, and always leave them clean and tidy afterwards.
- Seek the resident's permission before using the WC or using other facilities.
- Never ask a resident to make refreshments for you; it is acceptable to accept if offered, but not to request.
- 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.
- 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.
- Warn customers if other people will be coming in and out of the property, tell them how many and be especially careful about security.
- Let the resident know when work is finished.
- 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 require high standards from our partner organisations. You are required to:

- Always deal with the information given you to, whether written or verbal with the utmost confidentiality.
- Deliver services that support and enhance the delivery and growth of Moat and its customers.
- Report to reception on arrival – removing any motorcycle helmets and presenting appropriate identification.
- Only use meeting rooms, offices or equipment with the consent of Moat staff.
- Be professional at all times, being considerate of Moat employees who are working with the office environment.
- 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:

- ✓ working with our customers to make sure they give you reasonable access to their homes.
- ✓ ensuring customers are advised to keep children away from the working area and to make sure they don't play with your tools or materials.
- ✓ complying with all relevant statutory obligations including requiring you to co-operate fully to ensure compliance is achieved.
- ✓ providing you with a clear instruction of works/services in the form of a contract and/or purchase order.
- ✓ paying you in a timely manner following approval that the works/services have been delivered as required, in full.
- ✓ treating all partners in a fair and transparent manner in line with our Equality and Diversity policy.
- ✓ carrying out a full investigation and be supportive of all resulting recommendations in the event that a resident or member of staff acts inappropriately with a member of staff of our partner organisations

DECLARATION

I/We acknowledge that we have read and understood the above Moat Code of Conduct for Partner Organisations and agree to support Moat in delivering against the values and behaviours mentioned herein.

I/We undertake to ensure that all of our staff, sub-contractors and others we engage in the delivery of services also adhere to these requirements.

Company:	
Address:	
Telephone:	
Contact Name:	
Email:	
Signature:	
Date:	