



To all contractors working for LiveWest

CONTRACTOR CODE OF CONDUCT

LiveWest is committed to provide excellent services. To ensure that we achieve this, we require that our contractors and all of their employees or subcontractors are made aware of the standards which we wish to achieve, and ensure that they agree to adhere to these.

Our Contract Managers shall, from time to time, contact your operatives to determine if they have been briefed on our Contractor Code of Conduct. Failure of understanding by your staff, contractors or subcontractors may jeopardise future opportunities for your organisation to work with LiveWest.

Contractors are approved for employment by LiveWest on the condition that they have read, and agreed to abide by, the following Code of Conduct. The terms of this Code shall be an implied term of all contracts with LiveWest.

This document sets out LiveWest's Contractor Code of Conduct and is subject to regular review. The following link shows the type of information we would expect all contractors to share and enforce with their operatives;

<https://www.youtube.com/watch?v=5ODcZEr8Hq8>

The Code of Conduct must be signed by an authorised signatory to show acceptance on behalf of the supplier/contractor.

In the case of a partnership, this should be by a Partner for and on behalf of the firm; in the case of a limited company, by an officer duly authorised, the designation of the officer being stated.

Name (print)

Signature

Title

Date

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1. Introduction

- 1.1 This is a Code of Conduct for Contractors employed by LiveWest.
- 1.2 The Code has been established in order to protect the interests of our residents, leaseholders, stakeholders and LiveWest itself, as well as those contractors who deliver works and services to our business.
- 1.3 Whilst employed by LiveWest, all contractors, their employees and any sub-contractors are required to fully comply with the terms of this Code.
- 1.4 Any contractor to LiveWest is responsible for the actions of their subcontractors or staff as if they were their own staff.
- 1.5 Any breach of this Code will be treated very seriously and may result in actions including contract termination and/or preventing a contractor from undertaking further works for LiveWest.

2 Contact with residents and other association customers

- 2.1 Contractors should remember at all times that, although a property is owned or managed by LiveWest, it is our tenant's home and must be treated as such. Contractors should ensure that all dealings with residents, leaseholders and employees of LiveWest are conducted in a professional manner.
- 2.2 Additionally, contractors must recognise that residents are paying for the service provided through their rent or other charges. This should be pointed out to the contractor's employees and sub-contractors.
- 2.3 If a resident tells a contractor that he/she does not want to allow them access to their home, the contractor must contact the LiveWest Contract Manager as soon as possible to enable alternative arrangements to be made.

3. Equal opportunities and Equality & Diversity in the maintenance service

- 3.1 Contractors are asked to note that they have a legal obligation under the Sex Discrimination Act 1975 and the Race Relations Act 1976 not to discriminate in any way in the provision of services to the public. This includes services to our residents and leaseholders.

3.2 Contractors must comply with the LiveWest Equality & Diversity Policy, which means that they must not discriminate against or show favour on the grounds of age, disability, gender identity/reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation and persons who do not share it. LiveWest believes that no-one should suffer disadvantage because of who they are.

4. Health and Safety

4.1 In providing the *Goods and/or Services You and Your* personnel will comply with all applicable health and safety laws.

4.2.1 Asbestos safety warning:

General - Materials within the structure may contain asbestos. LiveWest will provide any appropriate information relating to the asbestos content of the property built before 2000 with the order sent to the contractor to undertake the works

You have a duty to check the asbestos information prior to commencing any works. .

If you have any reason to believe asbestos may be present and no appropriate information is provided, contact the LiveWest Contract manager immediately.

Works should be carried out carefully and with vigilance and in accordance with the asbestos awareness training undertaken by the operatives in accordance with current Health and Safety legislation.

5 Harassment

5.1 Any harassment against our residents or leaseholders will not be tolerated.

5.2 Any allegations by residents or leaseholders of harassment by a contractor, their employees or sub-contractors, will be fully investigated. If proven, the contractor may be immediately removed from our agreements/contracts.

5.3 Any allegations of harassment against a contractor or its employees or sub-contractors, will be treated with equal seriousness.

5.4 If a contractor is concerned about the behaviour of a tenant or leaseholder or LiveWest staff member they should report this to the LiveWest Contract Manager.

6. Private work

- 6.1 Members of staff and Committee/Board members within LiveWest are encouraged not to employ active LiveWest contractors for private work which will provide them with any special advantage by virtue of their employment with LiveWest. If they use the services of a consultant, contractor, professional adviser, or other individual, or firm they know also works for the company, they must notify their Director or the Company Secretary. Any private work carried out for residents or leaseholders by a contractor must be kept on a completely separate basis from the work they carry out for LiveWest.
- 6.2 If a contractor knowingly undertakes any work for a staff member or Committee/Board Member of LiveWest, they should advise the relevant LiveWest Contract Manager in writing as soon as possible.
- 6.3 Residents and leaseholders should obtain permission from LiveWest before carrying out any work to their homes. However, it is in the interests of each LiveWest contractor to ensure that the relevant LiveWest Contract Manager is made aware of any work they have been asked to do privately for residents or leaseholders.
- 6.4 Contractors are expected not to accept any gifts or additional payments from residents, except where these payments reflect a separate agreement to undertake work, which is not LiveWest's responsibility.

7. Ethics

- 7.1 Contractors should ensure that all dealings with LiveWest staff are conducted in a professional manner.
- 7.2 If any member of LiveWest's staff or Committee/Board member has a financial interest in a contractor, that contractor will be automatically excluded from working for LiveWest.

8. Disturbance

- 8.1 During the progress of any work carried out for LiveWest, contractors should ensure that noise, nuisance and inconvenience to residents, leaseholders and neighbours is kept to an absolute minimum.

9. Standards

- 9.1 All contractors will be expected to work to prescribed standards. Where contractors undertake work in LiveWest properties which are occupied (or works is undertaken in proximity to such properties) special provisions will apply to the conduct of works such that these minimise disturbance to residents and ensure high standards of customer service are provided.
- 9.2 Contractors should not deviate from these standards, regardless of the influence or actions of others including the behaviours of the tenant or leaseholder of the property.
- 9.3 A contractor may be removed from an agreement/contract and our approved list of contractors, and further action may also be taken, if any attempt is made by a contractor, its employees or sub-contractors to take advantage of the special circumstances of a resident or leaseholder.
- 9.4 Work progress and completion times will be monitored and published to the relevant parties within LiveWest and externally.
- 9.5 Contractors must act in accordance with the access details provided by LiveWest where these are supplied.
- 9.6 Where there is a LiveWest Manager on site, contractors must report to them upon arrival and prior to commencing work.
- 9.7 Where work involves minor disruption to residents or LiveWest operations the contractor shall give residents sufficient notice and information of what the work entails, the timeframe envisaged and where there will be major disruption.
- 9.8 All appointments with residents or LiveWest staff should be kept. However, in exceptional circumstances, where an appointment has to be cancelled, contractors must:
- apologise
 - explain the reason for cancelling
 - arrange a new appointment at the resident's convenience
 - notify LiveWest of re-arranged appointments and reasons.
- 9.9 Wherever possible contractors should notify residents of their intended visit through phoning ahead of the intended visit. Specific instructions are agreed with each contractor on procedures to be followed in the event of no answer being received to such a call.
- 9.10 For repairs, it is important that ordered works are completed on the first visit whenever possible; therefore, every effort must be made to obtain any parts required

immediately. If this is not possible, a new repair completion date must be agreed and the resident notified. In such instances, contractors must obtain the parts as soon as possible and make a new appointment with the resident to complete the repair, keeping the LiveWest Contract Manager informed at all stages.

9.11 For every job undertaken the resident may be asked by LiveWest whether or not the work was carried out on time and to their satisfaction. On occasions a report may be requested from a contractor detailing the work carried out and materials used. This report should be sent to the LiveWest Contract Manager within 3 working days of such a request.

10. Control of work

10.1 The LiveWest Contract Manager (or any other delegated officer) will have the right to visit and inspect your work at any time. They also retain the right to ask the contractor, its employees and/or its sub-contractors, to stop work at any time pending further discussions should a problem arise.

10.2 LiveWest will maintain an overview, but will not expect to countermand instructions given by a contractor to its workforce without consultation with the contractor.

10.3 Contractors shall report any additional problems identified in the course of undertaking works immediately to the LiveWest Contract Manager.

10.4 Contractors are required to seek the approval of the LiveWest Contract Manager if the necessary work is greater than the original instructions provided.

11. Communication

11.1 The LiveWest Contract Manager (or any other delegated officer) will make him/herself available, whenever possible, to meet a contractor or discuss problems on site or with administration of orders and payments.

12. Security and Protection

12.1 Contractors must ensure that particular care is taken to guarantee the comfort, safety and security of residents, leaseholders, adjoining householders and other neighbours during the progress of any work.

12.2 Contractors must ensure the safety and protection of any property on which they are working and any adjoining property.

12.3 Contractors shall take particular care when working in the vicinity of small children, elderly, vulnerable or disabled people. For example, sharp tools or toxic substances must be kept out of reach; restricting the necessary movement of elderly or disabled people must be kept to an absolute minimum.

12.4 All contractors and their operatives are required to show proper (photographic) identification, endorsed by their company, at every call made. If access is denied to one of our properties because no identification has been provided, no claim for loss or expenses will be considered.

12.5 All contractors and their operatives are expected to establish a good working relationship by:

- Presenting themselves in a clean and tidy state.
- Introducing themselves politely on arrival.
- Explaining what repair they are to carry out and what this will entail.
- Not passing comment on the quality of others work, previously carried out
- Being polite and discreet.
- Being tidy in their work.
- Leaving the property in the condition they found it.
- Not smoking in the residents' homes.
- Not using portable radios on site.
- Not use expletive or profane language.
- Showing consideration to residents who are elderly, vulnerable or have disabilities.

12.6 For a variety of reasons, people's lifestyles vary. This should be of no concern to contractors and their operatives and must not influence the quality or work, the standard or service, or the respect shown to the resident in their home.

12.7 Permission must be obtained before:

- Using resident's electricity supply
- Using resident's water supply
- Using the WC
- Parking on resident's drive
- Entering individual rooms or any other part of the property including the garden.

- Leaving doors and windows open.

12.8 Contractors must recognise the importance of tenant comfort and satisfaction and to ensure that, wherever possible, services are reinstated before leaving the site.

12.9 Contractors are expected to remove all rubbish and clear up the site as follows:

- At the end of each day and / or on completion of the job.
- No waste, rubbish or materials which cause a hazard to the occupier or any third party to be left on site for any length of time.

12.9 Contractors are required to recognise the safety requirements of residents and comply with all Health and Safety legislation.

12.10 Contractors must treat all information obtained as a result of carrying out work for LiveWest as strictly confidential.

12.11 Contractors must, at all times, behave in a polite and courteous manner and take all reasonable steps to protect residents' belongings. This will include the use of dust sheets and ask the tenant to remove breakable items as in D 5.13 from the work area.

12.12 Equipment and materials should not be left in an unsafe or inconvenient position. Where appropriate prior agreement should be reached with the resident on the placing of any such items. Ladders or other risks to security are not to be left on site overnight. Tools and harmful substances shall be kept out of reach of children. During the course of the work operatives are required to use only their own tools and equipment. If power is needed for any length of time, an agreement should be reached with the resident regarding the use of and any cost of electricity used. If carrying out the work causes any part of the property to be in a dangerous or unsafe condition, the contractor shall ensure that proper warning is given to both the resident and the LiveWest Contract Manager.

12.13 Where required, furniture and carpets should be protected by dust sheets. Contractors are expected to move large items of furniture if required, and replace them when they leave. Where breakable or valuable items are present, the resident should be asked to move them to a safe place.

12.14 Every effort should be made to avoid damage to plants, trees, paths etc. If some damage is inevitable, this should be discussed in advance with the resident and subsequently made good.

12.15 When finished, contractors must always check that all services are left in working condition. The contractor should then advise the resident that the job has been completed and invite questions regarding the work carried out. If it was not possible to

complete the work by the end of the day, the contractor must ensure that the property is left safe, all services are in working order and the property is habitable. Disturbance and inconvenience to residents must be minimised at all times.

13. Hours of work

13.1 Wherever possible, work should be restricted to normal working hours.

13.2 Where work has to be undertaken outside normal working hours, the contractor should inform residents, leaseholders (and neighbours where appropriate) in advance and the LiveWest Contract Manager.

14. Disputes

14.1 Contractors should advise the LiveWest Contract Manager immediately of any dispute or complaint that arises during the course of the work.