

# Code of Conduct

- Drive & park courteously at all times
- Introduce yourself and clearly show your ID on every visit
- Explain the work you are there to do
- Behave in a polite and courteous manner at all times
- Carry out your work to the highest standards
- Use and store materials and tools in a safe manner
- Clear all waste at regular intervals or arrange for pick up
- Do not smoke in or around the property, even if the customer says it is OK
- Never use any of the customer's items, including Telephone, tea, coffee etc.
- Always think safety – tools, trailing leads etc. can be hazards for others
- Always wear appropriate PPE, as a minimum, safety boots and Hi Viz must be worn at all times
- Do not engage in jokes or chit chat with the customer that contain potentially "sensitive" subjects. i.e , politics, religion, sex and/or sexual preferences
- Do not comment on any other work done in the property by other operatives. Report back complaints on other work to your supervisor.
- If you are offered tea, coffee etc. remember to wash the cups afterwards
- Stay within the room you are working in where possible
- Do not play radios etc. in the property
- On completion, show the customer the work you have done, explain any required instructions, make sure the property is left clean and tidy, and advise them you are leaving.

