

A man and a woman are standing in a kitchen, looking at a clipboard held by the man. The woman is on the left, wearing a brown t-shirt and a necklace. The man is on the right, wearing a dark blue t-shirt. They appear to be in a professional or customer service interaction. The background shows kitchen cabinets and a stove.

# Contractors Code of Conduct

Working together to deliver  
great customer service

**Platform Housing Group** truly value our customers, and this is why we have set out our expectation for contractors that delivery work in or around their homes.

As a contractor, you may be carrying out maintenance and/or modernisation work in our customers' home. This work can range from minor repairs to major improvements and usually takes place when our customers are at home.

We want to make sure disruption is kept to a minimum for customers and that work is conducted safely and completed as efficiently as possible. It's therefore vital that contractors co-operate with customers, honour agreed service standards and treat each other and their home, with care, courtesy and respect.

The information in this leaflet explains the standards, behaviour and actions we expect contractors to follow. All contractors, sub-contractors and suppliers are given a copy of this leaflet before carrying out any work. You're expected to read and understand the information before doing any work for us.

We don't employ contractors or continue working with those who do not follow this Code.



# Section One

## Customer Engagement and Communication

- Check for special requirements or needs before contacting or visiting customers.
- Use the correct form of communication to meet customer need (e.g., large print, alternative language, telephone, email).
- Give customers notice before starting work, explaining the nature, sequence, duration, and changes in plans.
- Advise neighbouring properties that may be affected by the work.
- Listen to customers to understand their needs and tailor your delivery to meet them.
- If an agreed appointment is broken:
  - Contact the customer with as much notice as possible.
  - Apologise and explain the reason why you are unable to commit.
  - Agree a new appointment with the customer.
- Always introduce yourself on arriving at a customer's home including your name, company name and what you are there for.
- Gain consent before entering other rooms in a customer's home.
- Address customer enquiries politely and refrain from discussing policies or past work.



# Section Two

## Professional Conduct

- Wear ID badges with your name and photograph at all times.
- Wear covers on work shoes to protect customers flooring.
- Dress appropriately, smartly and always use appropriate PPE.
- Be polite, courteous, and respectful of customers' cultures.
- Avoid loud music, offensive language, and boisterous behaviour.
- Refrain from commenting on the home, the customers or their lifestyle.
- Refrain from eating or leaving food wrappers in occupied homes.



# Section Three

## Worksite Etiquette and Safety

- Minimise noise, disruption, and inconvenience.
- Avoid dropping mud, paint, grease, or other materials.
- Clean and restore soiled or damaged areas.
- Remove work residue and leave workspaces clean and habitable.
- Ensure no trip hazards (e.g., electrical cables) remain, especially if children or people with limited mobility are present.
- Use cordless power tools where possible. If any power is required you must check with customers before using their gas, electricity and water and offer to reimburse them for the cost of those services.
- Avoid blocking driveways, paths, or parking areas without permission.

# Section Four

## Health, Safety, and Well-being

- Adhere to all relevant Health and Safety practices and CDM Regulations at all times. This includes carrying out work or altering existing components where you do not hold the relevant qualifications, e.g. alter a boiler flue without having Gas Safe Accreditation.
- Never work under the influence of alcohol or prohibited substances.
- Ensure customers retain access to essential utilities (e.g., toilet, water, cooking, lighting, heating).
- Leave homes secure and free from hazards (e.g., exposed electrical wires, ladders).
- You must make sure you're not left alone in the property with minors (under 18 years of age).
- Make sure the customer has agreed to someone else letting you in if they are not at home.
- Report any hazards within the home that can have a detrimental impact on the customer, i.e. damp and mould, pest infestations.
- Any damage claims relating to customer's personal effects, their home or to customers themselves must be raised to your employer and to Platform immediately, without any concession of liability.

## Section Five

### Vulnerable Customers and Special Considerations

- Report potentially vulnerable or anti-social customers to the Safeguarding Team via **staysafe@platformhg.com**
- Make allowances for customers' needs, such as shift work, school runs, or pets.
- Sign in when working within Retirement Living schemes and Villages and not use facilities without prior consent.
- Do not make assumptions of a customer's protected characteristics.

## Section Six

### Prohibited Conduct

- Do not behave in a way that is deemed harassing, for example:
  - Banter, jokes, taunts or insults that can be perceived as sexist, racist, ageist, transphobic, homophobic or derogatory against any other protected characteristic.
  - Unwanted physical behaviour, for example, pushing or grabbing.
  - Mimicking or making fun of someone's disability.
  - Derogatory or offensive comments about religion.
  - Physical conduct of a sexual nature, unwelcome physical contact or intimidation.
  - Persistent suggestions to meet up socially, after a person has made clear that they do not welcome such suggestions.
  - Unwelcome sexual advances, propositions, suggestive remarks or gender-related insults.
  - Offensive comments about appearance or dress, innuendo or lewd comments.
  - Showing or sending offensive or pornographic material by any means (e.g. Text, Video clip, Whatsapp messages, email or by posting on the internet or social media).
- Do not smoke, consume alcohol, or use prohibited substances.
- Do not bring unrelated visitors, animals, or pets to worksites.
- Avoid using the customer's telephone (except in emergencies).
- Refrain from seeking private work from customers.



## Section Seven

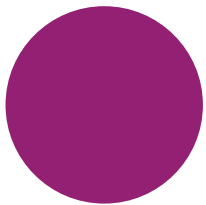
### Shared Responsibilities (Customer and Contractor)

- Jointly inspect furniture and appliances for existing damage before starting work.
- Report illegal acts, theft, or domestic violence to the appropriate authorities and to Platform.

## Section Eight

### Customer Responsibilities

- Be polite and courteous to contractors.
- Allow contractors reasonable access to perform work efficiently.
- Restrain or contain animals and pets if they're a risk to health and safety, are liable to escape from the property, or at your request.
- Empty kitchen and bathroom cupboards if the nature of the work requires it and at your request.
- Move ornaments, paintings, clothing and other personal items and fixtures. You should help with moving furniture, appliances and other large items.
- Report concerns about previous works to Platform.
- Respect the safety of others, including contractors and employees.



## Section Nine

### Gifts and Hospitality

While working on behalf of us and therefore representing Platform Housing Group, the rules for contractors and their sub-contractors are as follows.

- Your conduct must not give the impression to our customers that you've been (or may be) influenced by a gift or consideration to show favour to any person.
- You must not accept gifts, benefits or hospitality, either directly or through a third party (i.e. a family member or friend) that would, or might appear to:
  - Place you under any obligation to an individual;
  - Compromise your impartiality or otherwise be improper.

## Section Ten

### Breach of Code

- In the event of this code being breached, we will review and take appropriate action where necessary. This may include possible suspension or termination of services for repeat or severe breaches. If you believe a customer isn't complying with these guidelines, please contact us so that we can take appropriate action. Call us on 0333 200 7304.

## Section Eleven

### Insurance and Claims

- Claims of damage to a customer, their personal effects or their home must be shared immediately to your employer and with Platform. Claims must be managed without any concession of liability and no opinion of any outcome discussed with the customer.