**Code of Conduct**

**1** **Good Practice Requirements**

Staff must:

* be prompt when an agreed time has been organised to have Works undertaken.
* be clean, properly dressed, wear over shoes on soiled shoes or boots before entering the Customer’s home.
* not smoke in or around any Customer’s homes or North Star managed buildings.
* not consume alcohol or classified whilst at work and not be under the influence of alcohol, classified drugs or other drugs or medication which would affect their ability to deliver the works.
* respect any reasonable cultural or religious requirements the Customer may have;
* discuss the works with the Customer on arrival, agree how they are to proceed and keep the Customer regularly updated on the progress of the works, particularly where their completion will require more than one visit;
* not play radios, CD players, iPod, MP3 players or any other music production equipment or use headsets in any Customer’s home;
* always use dust sheets where mess is likely to result from the Works;
* always leave a calling card if the Customer is not in when access is needed, inclusive of photographic evidence of attendance, to be provided to North Star;
* carry identification at all times;
* always show identification cards before seeking entry for the first time;
* be polite and courteous to Customers and members of the community;
* never use bad language or speak in a way which may cause offence to a Customer or member of the community;
* always clear up promptly any mess left as a result of the Works;
* not use any of the Customer’s facilities without their prior permission;
* take all reasonable steps to ensure the security of the Customer’s property and possessions; and
* remember at all times that although a Property is owned by the Client, it is someone's home, and must be treated as such.

**2.** **Equality and Diversity**

Staff must comply with North Star’s Equality and Diversity Policy.

**3.** **Inducements**

Staff must not offer or give any:

* inducement or encouragement to any Customer to seek to influence the ordering of Works;
* gift or gratuity (e.g. seasonal 'perks') to any of North Star’s staff

**4.** **Private Work for North Star’s Staff**

No work is to be undertaken privately for a member of the North Star’s staff, or their close relatives.

**5.** **Private Work for Customers**

Any private work undertaken for a North Star customer must be on a completely separate basis with no involvement from North Star, or responsibility for payment.

It is the responsibility of the Customer to obtain permission from North Star to carry out any works of a structural nature to the Property. The Service Provider must ensure that North Star’s Representative is aware of any intention to carry out such work.

**6.** **Comfort, Safety and Security**

Particular care must be taken to ensure the comfort, safety and security of Customers and adjoining householders during the works. All necessary reasonable action must be taken to ensure the well-being of both the Property worked on, and adjoining properties.

**7.** **Explanation**

The works, working methods and programme must be explained to and discussed with the Customer before the works commence, so that they can work with Staff to minimise inconvenience to both parties and understand the nature and extent of works.

**8.** **Children**

Particular care must be exercised when the works are carried out in the vicinity of small children. Sharp tools and toxic substances must be kept well out of reach.

**9.** **Vulnerable Customers**

Particular care and consideration is required when working in the home of an elderly Customer or a Customer with a disability, particularly with regard to:

* restricting or impeding movement around the Property;
* Equipment (tools) and Materials left lying on floors; and
* maintaining acceptable levels of warmth and comfort.

**10.** **Inability to undertake the Works**

If for any reason the Service Provider is unable to undertake specified works on any Property, the North Star’s Representative must be informed immediately.

**11.** **Staff Safety**

If Staff encounter a particular difficult or a potentially violent situation they must leave the property immediately and contact the North Star’s Representative as soon as possible.

**12.** **Services**

Due notice must be given to the Customer whenever it is necessary to disconnect services or interrupt the use of access or amenities, and such interruption should be kept to a minimum.

**13.** **Consents**

The Service Provider must obtain any statutory consents needed for the works (eg. for scaffolding on a pavement) before the works commence and ensure that any statutory notices (eg. building regulations) are served as appropriate.

**14.** **Hours of Working**

No Works may be undertaken outside the Service Provider’s permitted Working Hours or on any days other than the Working Days specified in the Contract, unless prior agreement is gained from North Star.

Where the Contract Details allow for works at unsocial hours, due notice of those Works must be given to Customers and their neighbours.

**15.** **Keyholding**

All Works should be completed, or access obtained to the property when the Customer is present. Arrangements for keyholding or unaccompanied access should be discouraged, or if necessary, kept to a minimum.

Where the Service Provider holds the keys to any Property, this is at the sole risk of the Service Provider. The Service Provider must never hold the keys of an occupied Property without the specific agreement of the Customer.

**16.** **Confidentiality**

Staff must not discuss matters concerning North Star’s business or concerning other Customers, other properties or other contractors with Customers. Any enquiry from a Customer or others concerning North Star’s business should be diplomatically redirected to North Star.

North Star will regard it as a serious breach of contract if Staff discuss any confidential matters with Customers or the public.

**17.** **Access**

When arrangements for access cannot be made by telephone, the Service Provider must either email, write to, text or call on the Customer to make access arrangements to carry out the works. If necessary, a card should be left with a request to contact either the North Star’s Representative or the Service Provider directly. The Service Provider must use translation facilities where necessary.

The Service Provider must inform the North Star’s Representative as soon as possible of any failure of a Customer to allow access at the agreed time. In exceptional circumstances, North Star’s Staff will accompany Staff to a Property if this is requested in advance.

**18.** **Completion**

On completing or ceasing work for North Star, the Service Provider must hand back any keys, plans, specifications, other documents or equipment issued by North Star.

The Service Provider must take photographic evidence before and after all works completed within a property and include this within the job sheet provided to North Star upon completion of the job.

**19.** **Voids**

The Service Provider must obtain North Star’s written permission before removing any property belonging to the previous Customer from a Void Property.

The Service Provider must take a proper inventory of any property so removed. Clear instructions should be agreed with North Star regarding its disposal.

**20.** **Complaints**

Any complaint from a Customer must be referred immediately to North Star’s Representative.

**21.** **Subcontractors**

The requirements of this Code of Conduct apply equally to Subcontractors.