



SAXON WEALD

REQUIREMENTS AND CODE OF CONDUCT FOR CONTRACTORS

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1.0 Introduction and aim

- 1.1 In carrying out its work, Saxon Weald is very much in the public eye and it is important that public confidence in the integrity of the company and its contractors is maintained.
- 1.2 The aim of this policy is to outline the ways in which Saxon Weald expects its contractors to conduct themselves in order to maintain this integrity.

2.0 Equality and diversity

- 2.1 Saxon Weald aims to achieve equality of opportunity in relation to the services we provide as a landlord and as an employer. This means that no person or group seeking housing, jobs or contracts with us will be treated less favourably because of their or their partner's, family's, friend's or associated person's protected characteristics. In law, protected characteristics specifically cover: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. In addition to these, Saxon Weald will not treat anybody less favourably for any reason.
- 2.2 In accordance with our Equality and Diversity Policy, all contractors employed by the company must either:
 - Certify that they agree to the principles of, and abide by the terms of, Saxon Weald's equality and diversity policy; or

- Have their own policy statement on equality and diversity which is approved by Saxon Weald
- 2.3 Contractors shall be responsible for ensuring that their employees and subcontractors comply with Saxon Weald's requirements with regard to equality and diversity.
- 3.0 Bribery and corruption**
- 3.1 The Bribery Act 2010 consolidates the law in this area and makes it illegal for a person to offer, request or receive a reward to persuade someone to act dishonestly and/or in breach of the law. This can include excessive hospitality and gifts.
- 3.2 A criminal offence will be committed under the Bribery Act 2010 if:
- An employee or associated person acting for, or on behalf of, Saxon Weald offers, promises, gives, requests, receives or agrees to receive bribes; and
- 3.3 Contractors, as an associated person, must either:
- Agree to the principles of and abide by the terms of our Bribery Prevention Policy; or
 - Have their own policy statement on bribery or corruption which is approved by Saxon Weald
- 3.4 Contractors are also expected to comply with Schedule 1 of the 1996 Housing Act with particular regard to inducements/bribes and duality of interest. Although this Schedule has now been repealed, Saxon Weald intends to continue as if it is still in circulation since the limitations it prescribed still generally seem sensible.
- 3.5 Contractors are required to comply with Saxon Weald's Hospitality and Gifts Policy.
- 4.0 General working conditions**
- 4.1 Contractors must comply with all Health and Safety requirements in accordance with Saxon Weald's Health and Safety Policy and all current legislation. Contractors must work in a way that is both safe to themselves and any other person who may be affected by their work. Safe working methods and the use of protective clothing must be adhered to. Contractors must take proper care of and use legally and safely, any plant or equipment required by them in the performance of their work.
- 4.2 The majority of Saxon Weald properties were built or refurbished between 1945 and 1970 and may therefore include Asbestos Containing Materials

(ACMs). Where asbestos surveys have been carried out in Saxon Weald properties, the results are recorded in an asbestos register. An extract from this register can be accessed by emailing asset.management@saxonweald.com and once a contractor is approved a copy of this register will be emailed regularly to the contractor – it is the responsibility of the contractor to use the information in this list to ensure that appropriate precautions are taken and necessary method statements produced, in line with current legislation, to ensure that release of asbestos fibres does not occur. ACMs normally pose no health risk provided they are in good condition and are not disturbed. Contractors should not however sand down, drill through, break or otherwise disturb any confirmed or suspected ACM nor should you allow anyone else to do so.

4.3 Work with ACMs should only be carried out by a licensed contractor or if the work is of very short duration by a competent contractor with adequate training and protective equipment in accordance with guidance provided by the Health and Safety Executive. In either case the contractor must provide risk assessments and method statements prior to the commencement of work and ensure that all operatives have completed asbestos awareness training.

4.3 Saxon Weald expects its contractors, together with their employees and subcontractors, to comply with the following at all times:

- a) Remember that although the property is owned by Saxon Weald, it is someone's home and must be treated with respect.
- b) Have due regard to the policies, procedures and interests of Saxon Weald.
- c) Provide effective liaison with residents and other people who may be affected by the works, throughout the planning and execution of the project, In particular, to ensure that:
 - Residents and others are informed about the nature and scope of the works, and the programme
 - Residents and others are made aware of the contractor's identity and contact details (including out-of-hours emergency telephone number, and contact details for enquiries and complaints)
 - Residents are able to choose designs, layouts and colour schemes, where available.
 - Residents and others are given reasonable notice of any works and of any specific restrictions or other conditions
 - Work is planned and executed so as to minimise inconvenience to residents and others
 - Work in or around residents' homes is arranged by appointment
 - Residents and others are informed of progress, and are given reasonable notice of any changes to the programme or sequence of work
 - The needs of particular residents (e.g. vulnerable or disabled residents, or residents with specific cultural requirements) are taken into account
 - Any enquiries or complaints are dealt with promptly and thoroughly.

- d) Competently carry out work to the standard required by Saxon Weald. (Guidance may be sought from the authorised Saxon Weald employee or agent if required).
- e) Comply with all instructions (either verbal or in writing) from the authorised Saxon Weald employee or agent.
- f) Report immediately to the authorised Saxon Weald employee or agent any dispute arising between themselves and a resident or any other member of the public.
- g) Ensure that all vehicles used on Saxon Weald business are licensed, certificated and kept in a clean and roadworthy condition. Vehicles must also be driven and parked in a courteous manner.
- h) Ensure that ID cards are carried and produced (contractors' personnel are required to show their ID cards to the resident on arrival, without waiting to be asked). ID cards shall have a photograph of the bearer, their name, and name of the company for which they work, or an alternative approved by the authorised Saxon Weald employee or agent.
- i) Maintain a professional and cordial relationship with all residents, colleagues Saxon Weald staff and members of the public.
- j) Respect the confidentiality of any information received whilst working for Saxon Weald.
- k) Wear uniform clothing where provided; dress sensibly to give a good impression and prevent offence or embarrassment to our residents.
- l) Maintain the highest level of personal conduct.

5.0 On-site working

5.1 The Company expects its contractors to comply with the following at all times:

- a) Ensure that, where appropriate, any statutory consents, permissions or licences are obtained before work commences and that any statutory notices have been applied for.
- b) Provide all necessary sanitary and welfare facilities for employees and subcontractors (residents' toilets and washing facilities are not to be used)
- c) Ensure that work undertaken is in accordance with specifications and instructions issued by Saxon Weald or its agents.
- d) Refer any requests for variations made by residents to the authorised Saxon Weald employee for consideration (Saxon Weald will not reimburse contractors for variations requested by residents unless a written instruction has been issued by the authorised Saxon Weald employee).
- e) Be aware that any arrangement made between a resident and a contractor for additional work is a private arrangement. However, residents should be aware of their obligations under their tenancy agreement or lease to obtain permission before making material alterations to their home.
- f) Take particular care and consideration when working in the vicinity of small children or young people or in the homes of vulnerable or disabled people. To report to the authorised Saxon Weald employee anything which gives cause for concern, such as suspected abuse or ill-treatment.

- g) Ensure that sufficient notice is given when any disconnection of services or interruption of access is necessary. Ensure that any suspension of services or access is kept to the minimum, and that residents have reasonable access to drinking water, electricity, cooking, heating and sanitation throughout the works.
- h) The authorised Saxon Weald employee or agent must give consent in advance if a contractor is working outside of the agreed hours.
- i) Ensure that, wherever applicable, in occupied premises the resident or his/her representative is present. The contractor should only undertake work when residents are absent with the written permission of the resident. Contractors shall not undertake work where children or young people under the age of 18 years are the only people at home.
- j) Leave site immediately and report to the authorised Saxon Weald employee or agent whenever they encounter a threatening/potentially violent situation.
- k) Not to enter the interior or the private gardens of any occupied property for the purposes of inspecting or undertaking works without the permission of the resident or, in the case of retirement schemes, the Scheme Manager.
- l) Ensure adequate measures are taken to protect residents' fittings, belongings and gardens.
- m) Provide adequate warning and information notices regarding work in progress. Provide all necessary lighting, barriers, temporary screens, etc., to protect residents and the public from hazards arising from the works, and to protect the works against theft or unauthorised access.
- n) Ensure footpaths and rights of way are maintained in a safe condition at all times.
- o) Not to disable or tamper with fire protection equipment or obstruct any fire escape route without the express permission of the authorised Saxon Weald employee or agent.
- p) Not to use radios or audio equipment on site, other than with earphones.
- q) Take reasonable precautions to prevent nuisance or pollution from noise, smoke, dust, vibration or rubbish.
- r) Ensure that rubbish is removed as work proceeds, and that waste is removed from site or placed in a suitable skip or container at the end of each working day (dustbins used by residents or Saxon Weald are not to be used). Comply with all legislation relating to the transport and disposal of waste arising from the works. On completion, ensure that the site is left clean and tidy.
- s) Ensure that vehicles are parked legally on the public highway or drives/designated parking areas; the Company will not be responsible for parking offences or any resulting fines. Vehicles are not to be parked on grassed areas without the express permission of the authorised Saxon Weald employee or agent.
- t) Ensure that any alterations to telecommunications equipment are carried out in accordance with the requirements of the relevant supply company and obtain any necessary permissions. Allow for the temporary re-location and subsequent reinstatement of radio or television aerials in order to minimise disruption to residents.
- u) Ensure that properties and sites are left secure when unoccupied, even if for a short period.
- v) Not to smoke whilst undertaking work for Saxon Weald.

- w) Contractors are not expected to work in premises which are hazardous or insanitary e.g. very dirty, infested or verminous. If such conditions are found, the contractor must inform Saxon Weald so that appropriate action may be taken.

6.0 Employment of contractors

6.1 Saxon Weald requires all contractors to comply with this policy and to:

- a) Hold and maintain a current tax certificate and provide a copy of the certificate to the Finance Director.
- b) Hold and maintain current public liability insurance cover to the value of at least £10 million or other such sum as may be appropriate to the value or risk of the contract. Provide a copy of the insurance certificate to the Finance Director.
- c) Contractors wishing to be considered for contracts subject to formal tendering (i.e. where the value of work under one contract, or the aggregate value of orders in any twelve month period, is expected to exceed £30,000 inclusive of VAT) will be required to register with Constructionline, where appropriate.
- d) Comply with all health and safety requirements in accordance with both Saxon Weald's Health and Safety Policy and all current legislation.
- e) Comply with appropriate European Union or British Standard Specifications or Codes of Practice current at the time of carrying out works on behalf of the Company.
- f) Provide trade and bank references, copies of specialist body membership (e.g. CHAS, Gas Safe Register, NICEIC) and trading accounts as requested.
- g) Provide, as requested, full details of the company organisation including number and trades of employees, capacity limits, geographical limits etc.

7.0 Saxon Weald's responsibilities to its contractors

7.1 Saxon Weald will:

- a) Comply with its responsibilities towards contractors with regard to health and safety legislation.
- b) Make any payment certified by the authorised Saxon Weald employee or agent within 30 days, or any lesser period set out within the contract documents.
- c) Provide resident contact information (in accordance with the Data Protection Act 1998), to enable contractors to plan and organise works
- d) Provide information of any known cases where there is a potential risk to the health and safety of contractor's staff or subcontractors (e.g. potentially violent or threatening tenants, or asbestos containing materials).
- e) Notify the contractor of any particular requirements of the household and communication needs (e.g. due to vulnerability, disability or personal circumstances which may impact on the proposed work).
- f) Issue instructions and information which are reasonable, timely and sufficient.

- g) Work constructively with its contractors to ensure that the contract objectives, value for money and an excellent customer service are delivered.
- h) Provide an effective and equitable framework, in agreement with the contractor, for the resolution of disputes.

Version	Amendment	By	Date
4.0	Three-year review	Lance Kester	October 2012
4.1	Three-year review	Simon Farmer	June 2015