



SAXON WEALD

CODE OF CONDUCT FOR CONTRACTORS

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1.0 Introduction and aim

- 1.1 Saxon Weald is very much in the public eye and open to scrutiny when carrying out its work. It is therefore of utmost importance that public confidence in the integrity of the organisation and its contractors is maintained.
- 1.2 The aim of this Code is to outline the ways in which Saxon Weald expects its contractors to conduct themselves in order to maintain this integrity and protect both their own and Saxon Weald's reputation.
- 1.3 The term "Contractor" includes any sub-contractors employed by the contractor.

2.0 Equality, diversity and inclusion

- 2.1 Equality, diversity and inclusion principles and practices are integral to everything we do at Saxon Weald. As a responsible landlord and an employer, Saxon Weald aims to recognise and respond positively to people's differences, while providing equality of opportunity in relation to the services and careers we provide and support.
- 2.2 This means that no person or group of people, either working for Saxon Weald or seeking housing, services, employment or contracts from us, will be treated less favourably because of their or their partner's, family's, friend's or associated person's protected characteristics, which are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including race and ethnicity, nationality, immigration status), religion or belief, gender and sexual orientation. This includes individuals either already serving on or applying to join our Board.
- 2.3 In accordance with our Equality, Diversity and Inclusion Policy, all contractors employed by the organisation must either:
- Have their own policy statement on equality, diversity and inclusion, which is approved by Saxon Weald; or

- Certify that they agree to the principles of, and abide by the terms of, Saxon Weald's Equality, Diversity and Inclusion Policy.
- 2.4 Contractors with an annual turnover in excess of £36m must also have their own Modern Slavery Statement, in accordance with the requirements of the Modern Slavery Act 2015.
- 2.5 While contractors with an annual turnover less than £36m are not required to have their own Modern Slavery Statement, Saxon Weald will expect them (including any sub-contractors) to sign-up to our Statement.
- 2.6 Contractors shall be responsible for ensuring that their employees and sub-contractors comply with Saxon Weald's requirements with regard to equality, diversity and inclusion, and modern slavery.

3.0 Anti-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 This relates to all employees and associated persons acting for, or on behalf of, Saxon Weald offering, promising, giving, requesting, receiving or agreeing to receive bribes or excessive gifts and/or hospitality.
- 3.3 Contractors working on behalf of Saxon Weald are considered as "associated persons" and must either:
- Agree to the principles of and abide by the terms of our Anti-Corruption 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 remain sensible.

4.0 General 'safe' working conditions

- 4.1 Contractors must comply with all Health and Safety requirements in accordance with current legislation and either their own or Saxon Weald's Health and Safety Policy. Contractors must work in a way that is both safe to themselves and any other person who may be affected by their work.

- 4.2 Safe working methods and the use of appropriate signage, cordoning-off and protective clothing must be adhered to at all times; taking proper care of and using legally and safely, any plant or equipment required by them in the performance of their work.
- 4.3 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 report. A copy of the report will be provided.
- 4.4 Once a contractor is approved by Saxon Weald, where relevant and necessary, a copy of the report will be emailed to them regularly. It is then the responsibility of the contractor to use the information in this list to ensure that appropriate precautions are taken, and necessary risk assessments and method statements (RAMS) are produced, in line with current legislation, to ensure that release of asbestos fibres does not occur.
- 4.5 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 they allow anyone else to do so.
- 4.6 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.
- 4.7 Saxon Weald expects its contractors to comply with the following **at all times**:
- a) Have due regard to the policies, procedures and interests of Saxon Weald.
 - b) 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.)
 - c) Comply with all instructions (either verbal or in writing) from the authorised Saxon Weald employee or agent.
 - d) 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.
 - e) 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.
 - f) 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.

- g) Respect and ensure the confidentiality of any information shared by Saxon Weald or its residents.

5.0 Resident liaison

5.1 Contractors must provide considerate and effective liaison with residents and other people who may be affected by the works, throughout the planning and execution of the project. In particular, contractors must ensure that:

- a) Residents and others who may be affected by the works are informed about the nature, scope and timescale of the works; along with how they will be affected and what they need to do to prepare for them.
- b) 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).
- c) Where appropriate and available, residents are able to choose designs, layouts and colour schemes from the options agreed by Saxon Weald.
- d) Residents and others are given reasonable notice of any works and of any specific restrictions or other conditions.
- e) Work is arranged by appointment and planned and executed so as to minimise inconvenience and disruption to residents and others.
- f) Residents and others are informed of progress and are given reasonable notice of any changes to the programme or sequence of work.
- g) The needs of particular residents (e.g. vulnerable or disabled residents, or residents with specific cultural requirements) are taken into account.
- h) A professional and respectful relationship is maintained with all residents; being mindful that the property they are working in or on is someone's home and, as such, treat it and its contents with the utmost care and consideration.
- i) Wear uniform clothing where provided; dress sensibly to give a good impression and prevent offence or embarrassment to our residents.
- j) Any enquiries or complaints are dealt with promptly, thoroughly and empathetically; and reported to Saxon Weald at the earliest opportunity.

6.0 On-site working

6.1 While working in and/or around residents' homes, Saxon Weald 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 and issued.
- b) Provide all necessary sanitary and welfare facilities for employees and sub-contractors (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 prior consent in the event that a contractor wishes to work outside of the agreed hours.
- i) Ensure that, wherever applicable, when working 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 should they encounter a threatening, potentially violent or compromising 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) Stop work, make safe and inform the authorised Saxon Weald employee or agent immediately in the event that unexpected materials that could be hazardous to health are discovered in the course of the work.

- n) 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.
- o) Ensure footpaths and rights of way are maintained in a safe condition at all times.
- p) 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.
- q) Not to use radios or audio equipment on site, other than with earphones.
- r) Take reasonable precautions to prevent nuisance or pollution from noise, smoke, dust, vibration or rubbish.
- s) Inform the authorised Saxon Weald employee or agent in the event of any concerns about the structural condition of a property that the company may not otherwise be aware of.
- t) 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.
- u) Ensure that vehicles are parked legally on the public highway or drives/designated parking areas; Saxon Weald 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.
- v) 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.
- w) Ensure that properties and sites are left secure when unoccupied, even if for a short period.
- x) Not to smoke whilst undertaking work for Saxon Weald.
- y) 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.
- z) Maintain a professional and respectful relationship with residents; Saxon Weald staff and representatives; and members of the public.

7.0 Employment of contractors

- 7.1 In tendering for work and working with Saxon Weald, all contractors are required to:
- a) Be registered with HMRC; holding and maintaining a current tax certificate, a copy of which must be provided to Saxon Weald on request.
 - b) Hold and maintain current public liability insurance cover to the value of at least £10m, or other such sum as may be appropriate to the value or risk of the contract. A copy of which must be provided to Saxon Weald on request.
 - c) Hold any other relevant insurance, as required.
 - d) Comply with all health and safety requirements in accordance with current legislation and Saxon Weald's Health and Safety Policy.
 - e) Comply with appropriate European or British Standard Specifications or Codes of Practice current at the time of carrying out works.
 - f) Provide trade and bank references, copies of specialist body membership (e.g. CHAS, Constructionline, Gas Safe Register, NICEIC) and trading accounts as requested.
 - g) Ensure that all information shared and maintained is managed in accordance with data protection (GDPR) legislation and Saxon Weald's Data Protection Policy.
 - h) Provide, as requested, full details of the organisation including number and trades of employees, capacity limits, geographical limits etc.

8.0 Saxon Weald's responsibilities to its contractors

- 8.1 Saxon Weald has obligations to its contractors, agents and other parties acting on its behalf. To fulfil its obligations, Saxon Weald will:
- a) Comply with its responsibilities 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 2018), 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 clear 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
5.0	Three-year review	Simon Farmer	June 2015
6.0	Three-year review	Leila Jordan	December 2022