

EXPECTED STANDARDS OF BEHAVIOUR FOR THE L&Q SUPPLY CHAIN

1. Introduction

Definitions

Throughout this document, the term “Supplier” is used to refer to anyone who works in and around our homes who is a Contractor or Professional Advisor, or a Sub-Contractor to our main Contractors.

The term “L&Q” to refer to anyone who works in and around our homes who is a Supplier’s or Sub-Contractor’s employee.

Aims

We’re all responsible for delivering excellent services to residents, who are our customers.

We want your commitment and support in meeting these standards of behaviour and delivering customer excellence.

2. General Principles

These requirements are in addition to those set out in the Code of Conduct for L&Q Suppliers.

Our residents are amongst the most engaged with their service provision of any large UK Landlord. They demand, as we do, excellence in service delivery. Our uncompromising approach to customer service requires everyone working on our behalf to:

- Treat our residents in a way they would want to be treated in their own homes.
- Demonstrate they’re ready, willing and able to help – a ‘can do’ ‘positive’ ‘proactive’ approach.
- Constantly seek solutions to problems by taking both ownership and responsibility.
- Show they care about the resident, are committed to helping, can be trusted to do what they say they’ll do and be able to evidence this in customer service feedback.

In short, everyone working on L&Q’s behalf must recognise they make the difference in delivering excellent customer service.

We set out the detail of our Expected Standards of Behaviour in this document which describes how Suppliers and those working for them must behave at all times.

3. Health and Safety Regulations

A Supplier must comply with all mandatory legislation, regulations and codes of practice for Health and Safety.

A Supplier must also comply with L&Q's Control of Contractor policy and any other policy relevant to their undertakings. For example, Asbestos policy where asbestos containing materials are likely to be disturbed in the course of works.

All Construction and Maintenance Suppliers must have a current Constructionline membership at Silver level or greater. For complex or high value building or maintenance work we may require Suppliers to have Constructionline Gold or Platinum level membership. We will advise on our requirements on a case by case basis in our tender documentation.

4. General Data Protection Regulations

We've strict data protection policies and procedures in place to protect resident confidentiality. Staff working on our behalf must be fully aware of the need to protect our residents' personal data.

Personal Information is any information which could identify a living individual. Staff will be carrying personal data (on job tickets), overhearing private conversations and taking work-related photos in and around our residents' homes. Sometimes these will be in very sensitive locations, such as hostels.

They must take care at all times to keep personal data safe and secure. Personal data must only be used for the purpose it is provided. The Data Protection Act 2018 should be followed at all times.

5. Safeguarding Children, Young People and Adults at risk

All Suppliers are required to train their staff to recognise and respond to safeguarding issues. Where they have a concern about a resident, a resident's family member or visitor, they should report it to their named contact at the L&Q Safeguarding Team.

Suppliers are not to knowingly enter a property alone where the sole occupant(s) is, or appears to be, under 18 years of age. An appointment should be rearranged when an appropriate adult is present.

Suppliers must not remain on site if they are left alone with a person below the age of 18.

6. Anti Fraud, Bribery and Corruption

Our Anti Fraud, Bribery and Corruption Policy details L&Q's response to the Fraud Act 2006; Bribery Act 2010; Criminal Finances Act 2017 and Proceeds of Crime Act 2002. The Group has a zero tolerance toward Fraud, Bribery and

Corruption and are committed to ensuring that opportunities for committing any unlawful activity are minimised.

The elements relevant to all are:

- Inducement: Any attempt to influence ordering of work or payment of costs will be interpreted as bribery and corruption.
- Hospitality and Gifts: Our Gifts and Hospitality Policy outlines the circumstances under which staff are allowed to accept gifts and hospitality. A gift may be given or received as a thank you for attending an event or following a visit by a valued guest. Alternatively, contractors/suppliers may offer gifts to those within the Trust who deal with them e.g. supplier/purchasing staff, communications staff, human resources or senior managers. Common gifts include pens, diaries, calendars and other business stationery, articles of clothing, books, wine, confectionary, bouquets and gift vouchers within reasonable limits (as set out in the policy).
- Friends and Relatives: Members of the Supplier's staff should not be related to, or have a close relationship with, a member of L&Qs senior staff, technical team or to someone involved in our governance structures. Where these do exist, they should be immediately disclosed to ensure that any conflicts are mitigated.

7. Equality and Diversity

We only work with Suppliers who share our principles of promoting inclusivity and valuing diversity in the workplace and in the wider community in line with the Equalities Act 2010. The work environment must be supportive and one where respect is shown to all.

We expect all Suppliers to have an equality and diversity statement or policy and an active equality and diversity action plan. We're happy to help our Suppliers to develop their approach if this is not officially set out when Suppliers start working with us.

Our Suppliers are the face of L&Q when visiting residents' homes. So we expect them to train their staff in equality and diversity. Everyone, regardless of their gender, race, ethnic background, culture, disability, sexual orientation, age, religion, socio-economic status or any other factor, will be supported and encouraged to perform to their full potential. Staff must not act in a way that unjustifiably favours or discriminates against particular individuals, groups or interests.

We expect Suppliers will:

- Take account of people's differing needs.

- Be considerate when sensitive questions are required to deliver best service.
- Ensure communications are effective and suit the sensitivities of the individual.

Respond promptly to any reports of discriminatory behaviour by their staff and advise us of the remedial action that has been put in place.

8. Modern Slavery

L&Q expects its supply chain to comply with obligations in the Modern Slavery Act 2015 including refraining from using forced, involuntary or debt bonded labour. All Suppliers must make sure their own supply chains are slavery free. L&Q will expect to understand Suppliers position on Modern Slavery when they are tendering to work with us.

9. Grievances and Complaints

Staff must immediately report any disputes between a resident and Supplier to their project supervisor. This includes when they're not able to start or continue working for any reason.

If a staff member feels threatened, unsafe, harassed, or a situation has become too difficult to handle, they should:

- Leave site immediately.
- Contact their supervisor. They will report to us and we will investigate and take action.

Suppliers must immediately report to L&Q any complaint arising from a dispute in any form between them and a resident.

10. Harassment and Bullying

Our Suppliers must also have effective harassment and bullying policies and procedures. The environment we work in should be completely free from harassment, bullying or intimidation.

Everyone is responsible for their behaviour, whether intentional or unintentional and we must ensure it does not constitute harassment and have appropriate processes in place to tackle any instances of harassment.

We expect Suppliers to train their staff to understand their responsibilities under the harassment and bullying policy.

11. Acceptable hours of work and arranging access

Will be as stated in the Contract.

Except in emergencies, works will normally take place between 8am - 5pm (Monday to Friday).

Appointments will meet the resident's preference and give adequate notice. Suppliers must confirm appointments using the residents preferred option, such as phone, text message, email or letter.

Restrictions may be placed on those hours' dependant on the type of work being undertaken.

12. Where an appointment has to be broken

Residents must be informed if you're going to be late arriving or unable to attend that day. Do this as soon you can. This gives them the opportunity to select an alternative appointment.

You'll also need to inform L&Q on **0300 456 9996, providing full details of the reasons why you are late or cannot attend.**

13. On your way to the job

Phone or text the resident to confirm you're on your way:

- Check your uniform/work wear is as smart and clean as it can be.
- Make sure your batteries for your power tools are fully charged.
- Drive carefully in and around our neighbourhoods; park considerately, not causing damage to grass verges, or causing an obstruction.

14. Arriving at the door

Introduce yourself, stating:

- Your name.
- Your company name.
- An outline of what you've come to do.

Show your formal identification badge to the resident before entering the home. Let the resident know if you're a trainee (trainees must be supervised on site, at all times).

15. No one in?

If the resident doesn't answer the door, call L&Q on 0300 456 9996 or your appointed contract manager.

They'll try to contact the resident. If no-one's in, leave a card stating you've called and asking them to re-arrange the appointment.

16. Before you start work

Ensure that you are wearing the right Personal Protective Equipment (PPE) to do your job safely.

Make sure you put on your blue shoe covers before you enter the home.

Explain clearly what the work will involve, which rooms you'll go in, what they need to do to help you, and how long it will take.

Your power tools must be sufficiently charged for the work. If on the rare occasion they're not, ask permission if you need to use gas, water and electrical supplies. Where the resident gives permission, be clear how you will repay the cost to the resident and agree the amount. The same principles apply to the use of a resident's phone or internet facilities.

Always ask permission before you use the resident's bathroom or kitchen facilities.

Use sufficient dust sheets to protect your working area.

Where there is a risk of damage to, for example, plants or fencing, tell the resident before works starts.

Take time to ask if they have any other questions and to respond if they do have questions or queries. Do not be dismissive!

17. Respect for others

We want you to treat our residents as the resident expects to be treated, and how you would expect to be treated. Here are some things we don't accept:

- Language the resident finds abusive or offensive.
- Behaviour the resident finds rude, obstructive, unhelpful or aggressive.
- Criticising another's workmanship.
- Playing loud music or being generally unnecessarily loud.
- Using the resident's equipment, e.g. kettle or microwave (unless offered).
- Harassment of any kind – this includes over-familiarity, sexist behaviour, derogatory or racist comments, intimidation of any kind
- Insensitivity towards disability, vulnerability, religious practices or specific needs
- Asking questions not relevant to completing the task

- Smoking at any time whilst working on site
- Working under the influence of alcohol or drugs
- Excessive use of mobile phone for personal reasons/loud or jocular behaviour
- Carelessness with sharp tools, electrical.

18. On the job

18.1 Quality of workmanship:

The quality of workmanship must be of the highest standards. If you come across something in your work you don't know how to tackle, contact your supervisor for advice.

18.2 Condition of home:

If you're unable to work safely in the resident's home due to poor hygiene standards, contact your supervisor immediately. Be sensitive to the resident's feelings but be honest about why you're unable to work. Tell them the job will be done as soon as the issue is resolved. Our Resident Liaison Officer will contact them to outline what needs doing.

18.3 Getting permission to go next door:

Don't trespass onto neighbouring property to complete repairs. You must first get permission from the adjoining owner or resident of that property.

18.4 Protection of furniture, carpets, and household goods:

You must protect residents' furniture and carpets generously using clean dustsheets.

Ask before you move any furniture or equipment.

If a breakable or valuable item is present in the room (e.g. a TV), ask the resident to move it to a safe place. If they refuse to move it or they aren't able to due to mobility or other vulnerability issues, ask them to sign a Disclaimer form.

Before you move it ask the resident to demonstrate any appliances as fully working and photograph any obvious damage. Contact your project supervisor if you aren't able to reach agreement.

If you have to lift fitted carpets, take care not to damage them. If the carpets are stuck to the floor, ask the resident to lift them before work starts. Use the Disclaimer form if they refuse or are unable to lift them themselves.

19. Security and safety of the home

You're responsible for security where the resident leaves you on site alone.

Do not leave doors and windows open unnecessarily. This is a security issue but it also causes draughts and heat loss.

If, during work, the condition of the property becomes dangerous, you must immediately inform:

- The resident and or his/her family.
- L&Q supervising officer.

Pay particular attention to the safety of young children, the elderly, people with a disability and pets. This duty of care extends to all persons likely to be affected (i.e. residents, visitors, neighbours, and the general public).

20. Tools and materials

You're expected to use your own tools and equipment. Under no circumstances can you use the resident's tools or equipment.

Compressor and pneumatic percussive tools should be fitted with a silencer and dust extractor recommended by the manufacturer.

Before carrying out any hot work or work in confined spaces, your project supervisor must obtain the necessary permits and comply with all Health and Safety Regulations.

Agree with the resident where you're going to put your tools and materials during the day and if necessary, overnight. Be mindful of obstructions and trip hazards.

21. Overnight

You must:

- Leave the property inside and out tidy and safe overnight.
- Leave the home secure, wind and watertight.
- Remove surplus materials and rubbish regularly, preferably daily.
- Stack ladders away securely and clear away all tools. If there's scaffolding, store ladders on the first lift.
- Reconnect and test all services so that they're left working normally for the residents.
- Before leaving site give the residents your company's emergency phone number.

22. Damage done?

If, during your work, you damage something belonging to the resident, let them know immediately and apologise. Also inform your project supervisor.

The Supplier must make good the damage caused within 10 days. If necessary, the Supplier shall replace or pay compensation for such items, subject to the agreement of the resident, also within 10 days. The resident should notify L&Q of such incidents within 24 hours of the occurrence.

The Supplier/Staff member shall inform L&Q of all such incidents and keep a written record of it.

23. Resident request additional or private works

A resident may request further works whilst you're at the property. The decision about whether or not to do extra items of work depends on the nature of the job and your work schedule. If time doesn't allow the additional items, help the resident to report the repair to L&Q.

Whilst at the property, you may identify further works are needed. Report these to your supervisor/lead technician.

Residents may occasionally ask Suppliers and staff to carry out works for them privately. If you are directly employed by L&Q this isn't acceptable. As a private Supplier/staff arrangements are between you and the resident but advise the resident to request permission from L&Q for the works first.

24. Unable to complete the job that day?

If parts are required for a job and these aren't readily available on the same day. Give a clear indication of how long it will be before you return to finish the job.

If, for another reason, you're unable to complete the work, make sure you're leaving the property in a safe and habitable condition.

Either way, before you leave, make a firm appointment for another date thereby managing resident's expectations.

Tell the resident and L&Q the following:

- Why the work couldn't be completed.
- When the work will start and when it will be completed.

Give the resident a contact name and number for your office.

25. Job finished

25.1 Clearing up

Leave the area where the works have been undertaken in a clean and tidy condition.

Remove dust sheets and vacuum clean the affected rooms. Do not use the resident's vacuum cleaner or cleaning products.

You mustn't leave any rubbish in and around the home or on site on completion of the works. Remove ballast, sand, saw dust, etc, and sweep and wash down the area.

Put back any furniture, fixtures and fittings you moved to their original location. This includes those items where you obtained a signed disclaimer from the resident. If you are unable to reinstate an item, speak to your project supervisor or L&Q contact and agree a way forward.

25.2 Resident informed and satisfied?

Check all the services are in a safe and working condition.

When you've tidied up and are almost ready to go, explain to the resident exactly what you've done. Make sure they're clear on what happens next, such as:

- How to use new controls – give them the opportunity to try them out while you're on hand.
- What follow-on works are necessary and when they will be carried out.

Tell them who to contact if there's a problem, providing contact numbers and department names. Ask if they have any questions.

Ask the resident if they're satisfied with the work and the way you've tidied up.

If you have a customer survey on a PDA, ask the resident if they're happy to complete it there and then.

Attend to any minor issues before you leave, logging everything as you usually would.

26. Expected Standards of Behaviour

The expected standards of behaviour are how L&Q expects Suppliers' staff to behave at all times. All Suppliers must train their staff in these Expected Standards of Behaviour.

27. Signing up to the Expected Standards of Behaviour

It may appear that all the obligations in this document fall only upon the Supplier. However, there are similar obligations in our tenancy agreements.

Residents should give similar courtesy and respect to anyone working in their property. Our experience shows, in the vast majority of cases, people do respond to being treated courteously and properly.

We'll give copies of the Expected Standards of Behaviour to our residents who contact us if they feel the Expected Standards have been breached. We'll investigate complaints from residents and report our findings to the responsible Director. We expect Suppliers to implement actions we agree.

EXPECTED STANDARDS OF BEHAVIOUR CODE:

I have read, understood and agree to conform to the Expected Standards of Behaviour for L&Q Supply Chain

Name: _____

Signature: _____

Position: _____

Company Name: _____

Date: _____