

# Contractors Code of Conduct

This is to be read in conjunction with our  
“Safety Requirements for Contractors”  
document.



## **1. INTRODUCTION**

- 1.1 Barcud is a housing association covering mid and west Wales with nearly 4,500 homes in management.
- 1.2 We have 5 strategic objectives:-
1. To maximise the provision of affordable, energy efficient homes in mid and west Wales,
  2. To be a bilingual, tenant focused landlord that works with partners to support the local economy, communities and tackles homelessness
  3. To be an inclusive, first class employer that fosters a positive culture and is dedicated to developing its employees
  4. To be a sustainable, low carbon organisation
  5. To be an organisation with robust governance, finances and digital infrastructure.
- 1.3 We embed the principles of EDIB (Equality, Diversity, Inclusion and Belonging) across the association and expect our contractors to embed these principles as well. Our services are provided equitably, inclusively and fairly and to reduce barriers to effectiveness for both colleagues and access to services by tenants
- 1.4 At Barcud, we have five core values which we expect our contractors to uphold when working for us:-
1. Committed – We are committed to providing firm foundations for life
  2. Respect – We respect the people we work with and work for and value the contribution they make,
  3. Together – We work together with colleagues, tenants and partners, creating stronger communities.
  4. Caring – We care about people, communities, culture, country and the environment,
  5. Proud – We take pride in what we do and are proud of doing it well.
- 1.5 The purpose of this code is to give guidance to the trades' people that undertake development, repairs, maintenance or improvement works for Barcud. Compliance with the code is mandatory and forms an integral part of the agreement between Barcud and its contractors. This is to be read in conjunction with our "Safety Requirements for Contractors" document. This code of conduct is a practical guidance on how contractors should behave towards tenants and leaseholders prior to visiting them and when they are in their homes.
- 1.6 A simple checklist is included in Appendix A to assist any new contractors to ensure that they have all the necessary documentation as part of the process of applying to undertake work for Barcud.

## **2. SAFEGUARDING**

- 2.1 Barcud seeks to ensure that a consistent approach is taken by all contractors when dealing with issues relating to the protection of adults and children at risk or other potential Tennant welfare concerns observed during their visits.
- 2.2 All contractors have a duty of care to report such issues which can include:

All forms of mental or physical abuse  
Inadequate supervision  
Exploitation  
Poor Hygiene  
Damp, mould and condensation concerns  
Hoarding  
Drug misuse

If a contractor has a safeguarding concern it must contact Barcud customer services immediately on 0300 111 3030

2.2 One of the most important principles of safeguarding is that it is everyone's responsibility. Each professional and organisation must do everything they can to ensure that children and adults at risk are protected from abuse and neglect.

2.3 Barcud's safeguarding Policy is attached in Appendix B. The policy aims to clarify the safeguarding arrangements in place across the Barcud Group so that in all cases where abuse or neglect occurs or is suspected, the issues are dealt with promptly and effectively. Whilst the Policy was designed for internal staff, when working for Barcud, it also applies to contractors working for Barcud in the same manner.

2.4 The safeguarding policy aims to:-

- Ensure the safety and protection of children and adults at risk;
- Promote the health and well-being of children and adults at risk;
- Enhance the quality of life of children and adults at risk
- Improve the identification of cases of abuse / potential abuse
- Work to prevent an adult, vulnerable adult / child being abused;
- Train colleagues to recognise, respond and work to prevent abuse and outline the procedure to follow, if abuse is suspected; and
- Monitor safeguarding concerns to ensure improve the recognition, response and prevention of abuse.
- Ensure we collaborate with all relevant agencies e.g. Police/Social Services etc to provide holistic responses.

2.5 The Contractor and those working for the contractor is expected to undertake an enhanced disclosure of criminal convictions through the Disclosure and Barring Service, PO Box 165, Liverpool. L69 3JD or e-mail [customerservices@dbb.gov.uk](mailto:customerservices@dbb.gov.uk). Barcud will assist contractors to request such certification and will review any certificates should the contractor or their employee have any convictions.

2.6 Contractors should not enter a property where there is a minor (Under 18) home alone

### **3. HOW CONTRACTORS ARE EXPECTED TO BEHAVE**

3.1 The Barcud values must be adopted by all contractors at all times whilst working for Barcud. Any behaviours or actions that are not aligned to the Barcud values will result in the contractors' contract being terminated.

- 3.2 No political bias should be shown whilst working for Barcud.
- 3.3 Occasionally trades-people forget that tenants and leaseholders are paying for the work to be done. Tenants may not actually be receiving the invoice, but payment is made through their rent. They are entitled to the same consideration and treatment as any private customer. Leaseholders also have to contribute toward works to common parts or areas.
- 3.4 Contractors should be polite and courteous at all times. Any remarks or innuendos made on the basis of race, gender, disability, age, religious belief or sexual orientation will not be tolerated. This will not be tolerated by Barcud and the employer will be contacted and may result in Barcud terminating the contract.
- 3.5 Contractors should avoid the following:-
- I. Smoking in people's properties
  - II. Rudeness
  - III. Excessive noise, including the use of radios etc.
  - IV. Over familiarity
  - V. Arguments
  - VI. Using bad language – especially when contractors are working with other colleagues on a job
- 3.6 Contractor's general appearance should be clean and presentable.
- 3.7 Boots should be wiped clean before entering a property.

#### **4. SEXUAL HARASSMENT**

4.1 The Contractor agrees to comply with all applicable laws and organisations policies relating to the prevention of sexual harassment, including but not limited to the Worker Protection (Amendment of Equality Act 2010) Act 2023

4.2 The contractor shall ensure that all employees, agents and subcontractors engaged in the performance of services under all Barcud contracts

- Maintain a workplace environment free from sexual harassment, intimidation or any form of inappropriate conduct
- Have received appropriate training and guidance on recognising, preventing and reporting sexual harassment;
- Refrain from engaging in any conduct that could be interpreted as sexual harassment towards the Client's employees, representative or other stakeholders

4.3 Barcud reserves the right to terminate any contract(s) immediately and without penalty if any substantiated claims or evidence of sexual harassment involving the contractors or their representative comes to light during the term.

4.4 The Contract shall indemnify and hold the Barcud harmless against any and all claims, losses, liabilities or expenses (including legal fees) arising from or in connection with any breach of this clause

## **5.ANTI-BRIBERY AND MODERN SLAVERY**

- 5.1 The Contractor shall comply with the Bribery Act 2010 and shall maintain adequate procedures to prevent bribery by its personnel or anyone associated with it. The contractor shall not make, offer or receive any bribe or other improper payment in connection with any work undertaken for Barcud.
- 5.2 The contractor shall comply with all applicable anti-slavery and human-trafficking legislation, including the Modern Slavery Act 2015, and shall not engage in any conduct that would constitute an offence under sections 1, 2 or 4 of that Act;
- 5.3 The contractor shall ensure equivalent provisions are included in all relevant subcontracts and supply-chain agreements;
- 5.4 The contractor shall notify Barcud immediately of any actual or suspected slavery or human trafficking issue connected with this Agreement; and maintain appropriate records and permit reasonable audits of its compliance.
- 5.5 The contractor warrants that it has not been convicted of, and is not the subject of any Investigation relating to, offences involving slavery, human trafficking or bribery.
- 5.6 Barcud may terminate the contract with immediate effect by written notice if the contractor breaches their anti-bribery and modern slavery obligations.

## **6. BASIC SAFETY AND SECURITY MEASURES**

- a. All contractors should have undertaken basic health and safety training, including manual handling, abrasive wheels, asbestos awareness and working from heights, with evidence of training shared with the commissioning officer at Barcud. Any plant or material should not be left in a dangerous or inconvenient position in or around the property, and agreement should be reached with the tenant on the placing of any such items. Any ladders left overnight should be left securely by covering with a scaffold board and tying or chaining together.
- b. If during the course of works the property is in an unsafe condition, then the contractor must ensure that adequate warning is given. Obviously particular attention needs to be given if young children or disabled/older people live in the property. Safe access should be maintained at all times.
- c. During the course of works the tradesperson is expected to use their own tools and ensure they are safely stored whilst not being used.
- d. Old material and rubbish should be removed regularly and no rubbish left at the property following completion of the works.
- e. Toxic materials should be kept safely and not left at the property overnight. If there are children or vulnerable adults at the property contractors should be especially vigilant to the safety risks.

- f. Should it not be possible to complete the work on the day, the contractor is required to ensure that the property is safe and secure and that loose materials are not left at the property. The property should be left habitable overnight and at weekends.
- g. If parts are required for a job and these are not readily available, the tenant should be advised that this is the case and given some indication of the time-scale. Obviously, it may be necessary to make new access arrangements then or at a later date.
- h. Contractors must pay due care and attention to avoid any damage to a tenants personal property whether it be inside or outside the building. When working internally, clean dust sheets must be used to protect the property which must be left clean and tidy at the end of each working day. Any damage incurred will be at the contractors expense.
- i. Whilst contractors will try and assist the older or disabled to move large items of furniture to allow access to a repair, tenants are generally expected to do this. If breakable or valuable items are present the contractor should ask the tenant to move them to a safe place.
- j. Contractors should always obtain permission from the tenant before using facilities such as a toilet or hand-washing. Also, an agreement must be reached with the tenant before using their phone water, gas or electricity supply.
- k. Contractors should always advise the tenant if an accidental breakage has occurred. Please don't leave the tenant to discover what has happened afterwards.

## **6. HOW CONTRACTORS SHOULD ARRANGE ACCESS**

- 6.1 If tenants or leaseholders have asked for an appointment for a repair then the Contractor should contact them at reasonable time at least 24 hours in advance to arrange a convenient time to call that suits
- 6.2 If the work is of a major nature, contractors should agree a clear schedule with Barcud and give adequate notice to the tenants before commencing work. The amount of notice may be specified by Barcud and needs to be a minimum of 3 working days' notice to the tenant, preferably in writing. Work may be carried out beyond the normal working day provided arrangements are agreed with the tenant and the Contract Administrator.
- 6.3 If contractors make arrangements to visit a tenant, they must endeavour to keep them.
- 6.4 More complaints are generated by broken appointments than any other single problem. It can be particularly annoying if someone has taken time off work. If a broken arrangement is unavoidable, please make sure that early contact is made to:-
  - I. Apologise to the tenant
  - II. Explain the reason for failing to undertake the work
  - III. Make a new arrangement
  - IV. Pay a compensation payment to the tenant for the missed appointment

- 6.5 Contractors should be aware that some tenants may take some time to answer the door, so please ring the bell or knock clearly and allow plenty of time for it to be answered. If there is no answer you should complete and leave a calling card.
- 6.6 Permission should be sought when contractors wish to go into a tenant's home (including gardens). If the tenant isn't in and the work to be carried out is a small outside job with easy access, (e.g. a blocked gutter) then the contractor may complete the job and put a note through the door to say the work has been done. If the work is to a communal part of a supported housing scheme the Scheme Co-ordinator should be notified on arrival. The scheme Co-ordinator should also be informed when working in a tenant's home at the scheme.
- 6.7 Contractors should never enter a property unless there is an adult present.
- 6.8 Contractors should always park legally and make sure that access to the tenants' and neighbouring homes is not obstructed. If necessary to block access, permission should always be sought first.
- 6.9 If contractors need access to another property in order to carry out work, permission must first be obtained from residents of that property. Contractors must carry and show ID at all times clearly stating the contractors registered company name and trades person's name. If a contractor turns up at a tenant's property without ID, they will be expected to collect it immediately and return to do the same job.

## **7. THE QUALITY OF WORK THAT IS EXPECTED**

- 7.1 Before leaving the property the contractor should do the following:-
- Tidy up and remove all rubbish from the site.
  - Ensure that the tenant is satisfied with the quality of work.
  - Ensure that the property is secure.
- 7.2 Always reconnect any electricity, gas and water supplies and check they work before leaving.
- 7.3 For a variety of reasons the level of cleanliness and tidiness of homes will vary. It is however necessary for the quality of work to remain high irrespective of the general state of the property.
- 7.4 Apprentices or trainees should not undertake work unless accompanied or supervised by an experienced or qualified operative.

## **8. WHAT IS EXPECTED OF TENANTS**

- 8.1 Although most of this guidance applies to contractors, they would ask in return tenants should give similar courtesy and respect to anyone working in their home and to consider the following:-
- Ensure that dogs are locked away when trades-people are on the premises.
  - Trades-people should be given a clear, clean area in which to work.

- Tenants should ask for ID, before allowing access.
- Children should be kept at a safe distance especially if dangerous tools are being used.

## **9. WORK ON SITE - THE CONTRACTOR**

### **9.1 Introduction**

The Contractor's operatives should approach all the Association's tenants in a courteous and respectful manner. (It must be remembered that while it is the Association's property, it is also the tenant's home). Care must be taken not to unduly alarm tenants or raise their expectations in relation to repairs and improvements. All the Contractor's operatives must have visible identification which should include a current photograph - on an identity card.

### **9.2 Equality, Diversity, Inclusion and belonging (EDIB)**

Barcud is committed to an EDIB which aims to ensure that no person or group of persons applying for housing, for a job or for contracts with the Association will be treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin or because of their religion, sex, sexual orientation, disability, or political belief. As a direct consequence of the Association's commitment to equal opportunities, the Association insists that Contractors employed to work for the Association adopt and implement an Equal Opportunities Policy and be able to demonstrate that specific steps have been taken to ensure:

- That they recruit people to reflect the diverse communities in which they are working.
- That they abide by the statutory requirements of the Race Relations Act 1976, the Sex Discrimination Act 1975, the Disability Discrimination Act 1995 and their respective codes of practice. The Association wishes to make it clear to all Contractors that it will not tolerate, discriminatory behaviour towards its employees, tenants or the general public and that any allegation of such behaviour will be investigated thoroughly. Should any allegation be substantiated the Association will not hesitate to take further action. e.g. referral of the matter to the Equality and Human Rights Commission

### **9.3 Health and Safety**

The Association requires contractors to comply fully with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at work Regulations 1999 and the Construction Design and Management Regulations 2015, to ensure that they provide safe and healthy working conditions for their employees. In addition, contractors must ensure that work carried out by them does not adversely affect the health and safety of anyone else e.g. the Associations tenants, the general public etc. Where the Contractor feels that circumstances within the dwelling could cause a risk to his/her health, then the necessary precautions should be taken – which in certain circumstances would mean that the contractor does not enter the property until those circumstances have been made safe, and the risk has been reduced to a satisfactory level.

The contractor must provide the Association with a current copy of its Health and Safety Policy.

9.4 Damp, Mould or condensation – Any evidence of damp, Mould or condensation should be reported to the Responsive Repairs officer or Barcud point of contact immediately.

## **10.5 Probity**

### **10.4.1 Gifts**

Any offer of gift or gratuity (e.g. seasonal 'perks') will not be accepted if directed towards specific personnel. Where such gift is deemed acceptable, it will be marked for the attention of the Association's Chief Executive and acknowledged on the clearly expressed understanding that it benefits equally all staff of the Association.

### **10.4.2 Private Work for Tenants**

Note should be taken that any private work undertaken for Tenants must be on a completely separate basis with no Association involvement, or responsibility for payment. Whilst it is the responsibility of the Tenant to obtain permission from the Association to carry out work of a structural nature to the property, Contractors would be well advised to ensure that the Customer Service Team or Responsive Repairs officer is aware of the intention to carry out such work.

### **10.4.3 Capacity**

Contractors are specifically requested to bring to the notice of the Responsive Repairs officer any problem regarding their capacity to undertake work for the Association, whether by reason of a temporary heavy work-load, or a change in circumstances (e.g. staff changes), which may affect capacity and response time. It is particularly important that the Association is given due notice of any intention to cease Association work or to end trading.

### **10.4.4 Cessation**

In the event of ceasing work for the Association the Contractor will be required to hand back any keys, plans, specifications, other documents or equipment issued by the Association.

### **10.4.5 Security and Protection**

Particular care must be taken to ensure the comfort, safety and security of tenants and adjoining householders during work activity. All necessary reasonable action will be required to ensure the well-being of both the property worked on, and those adjoining. Specifically, operatives will be required to employ the use of dust sheets and protective coverings whenever dust, dirt, paint, mortar or similar nuisance is liable to foul surrounding property, fauna or flora.

Particular care must be exercised when work is carried out in the vicinity of small children, particularly with regard to sharp tools, electrical tools and toxic substances being kept well out of reach. The contractor should advise the tenants of the dangers of such tools, and request their cooperation for the duration of the maintenance works. No risks should be taken.

Care and consideration will be required when working in the home of older or disabled tenants, particularly with regard to restricting or impeding movement around the house, tools and materials lying on floors and maintaining acceptable levels of warmth and comfort. (You should refer to the Contractor Guidance Manual should you require further information)

Care must be exercised when undertaking works in a tenant's garden. Please inform them of what you are proposing to do. If you have to work near or in planted areas, plants should be protected.

When working in a property, contractors do not have the right to allow others into the building without the permission of the tenant. This is important in the event of the tenant being temporarily absent and you are alone in their home. Should you leave the property during the temporary absence of the tenant, it is your responsibility to ensure that the property is properly secure. Wherever possible, you should advise the tenant in advance that you will be leaving before their return either temporarily or permanently. If it is known that the tenant will not be home, the contractor should advise the tenant in advance not to leave valuables purposely lying around, or arrange for a friend or neighbour to be present.

Any damage caused to the works, property, adjoining property or tenant's fixtures, fittings or furnishings, by the Contractor shall be made good at the Contractor expense.

Any complaint arising from a dispute in any form, between Tenant and Contractor, must be referred IMMEDIATELY to the Responsive Repairs officer

If for any reason a Contractor feels unable to undertake specified work on an Association property, the Responsive Repairs officer must be informed immediately. A reason for not being able to carry out the work must be given.

In the interests of all concerned, whenever Contractors encounter a particular difficult or a potentially violent situation they must leave the property immediately and contact Association staff as soon as possible.

#### **10.4.6 Notice**

Due notice must be given whenever it is necessary to disconnect services or interrupt the use of access or amenities, and such interruption should be kept to a minimum. The Contractor is responsible for ensuring that, where appropriate, any statutory consents (i.e. scaffolding on a pavement) are obtained before work commences, and that any statutory notices (i.e. building regulation notices) have been applied for as appropriate.

#### **10.4.7 Hours of Work**

Whenever possible, activity should be restricted to normal working hours or, when necessary, due notice must be given to tenants and neighbours of work necessary during unsocial times.

#### **10.4.8 Access**

When arrangements for access cannot be made by telephone the Contractor must call on the tenant to confirm a convenient time to carry out the work. A "No access record" sheet should be left with a request to contact either the Contractor directly or the Customer Services Team if the tenant has broken the appointment.

In the event of tenants breaking arrangements, or refusing access, the Responsive Repairs officer must be informed as soon as possible.

Association staff will accompany Contractors if requested in advance.

#### **10.4.9 Key holding**

Whenever possible, work should be carried out or access obtained to premises when the tenant or representative is present. Any other arrangement for key holding or unaccompanied access should be discouraged, or if absolutely necessary, kept to a minimum.

The holding of keys to a tenanted property is arranged at the risk of the Contractor, and must never occur without the specific agreement of the tenant.

#### 10.4.10 **Confidentiality**

Particular note should be taken to instruct operatives not to involve themselves in discussion with tenants, or others, of matters which may contravene reasonable requirements of confidentiality concerning Barcud's business or concerning other tenants, other properties or other contractors.

Any enquiry from tenants or others concerning Association business should be diplomatically redirected to the appropriate staff.

#### **Compensation to tenants due to loss of use of part of the property due to disrepair and the Improvement Programme**

Compensation may be payable to a tenant or leaseholder in the event that repairs which are Barcud's responsibility, prevent a tenant from using all the facilities in the property or we fail to carry out improvements properly and this prevents a tenant making full use of their home.

If a room is not habitable and cannot be used, we will only pay compensation after 1 week of continued loss. Where a tenant(s) has been unable to use a room(s) due to disrepair, Barcud will calculate the payment by reference to the number of rooms affected as a proportion of the net rent.

Where toilet facilities will be out of action for more than two hours, alternative provision/arrangement will be required at the premises, which should be incorporated into how the work is planned.

Where a contractor has failed to undertake a repair or the repair has proved defective, Barcud will recover any compensation paid from the contractor.

*Signed on Behalf of the Contractor*

\_\_\_\_\_(Print name) \_\_\_\_\_

*Signed on behalf of Barcud Cyf*

\_\_\_\_\_(Print name) \_\_\_\_\_

|                                                                                                    | Yes | No |
|----------------------------------------------------------------------------------------------------|-----|----|
| Contractor aware of Barcud's 5 strategic objectives?                                               |     |    |
| Contractor fully understands The EDIB principles and will adopt them                               |     |    |
| Contractor has read the safeguarding Policy                                                        |     |    |
| Contractors knows how they are expected to behave                                                  |     |    |
| Contractor 's appearance is good                                                                   |     |    |
| Contractor has read and understood the sexual harassment policy                                    |     |    |
| Contractor has read and understands the anti-bribery and modern slavery policy                     |     |    |
| Contractor is competent in health & safety and can demonstrate this through providing certificates |     |    |
| Contractor knows how to arrange access                                                             |     |    |
| Contractor knows the quality of work expected                                                      |     |    |
| Contractor conversant with Confidentiality and data protection                                     |     |    |
| Contractor fully understands the Financial Regulations.                                            |     |    |

## Appendix B

### Safeguarding Policy