

SUPPLIERS & SUBCONTRACTORS CODE OF CONDUCT June 2023

Code of conduct: “...the standards required of all those dealing with customers of the Barratt Group of companies.”

Introduction

Our vision is to lead the future of house building by putting customers at the heart of everything we do. We place the customer first by building great homes and providing an outstanding customer experience.

The delivery of exceptional customer service must be the priority for every employee within and associated with the Barratt group of companies. This code of conduct sets out how we must all behave when dealing with our customers to ensure delivery of the high level of standards we strive towards. The service levels which you are required to adhere to are detailed in the Suppliers and Subcontractors Service Level Agreement which forms part of your contract with us.

Health & Safety

Keeping our employees, subcontractors and customers safe is our number one priority. We place health and safety first by committing to the highest industry standards and embedding health and safety as a core value for which we are all responsible.

Your health & safety responsibilities are set out in our contract with you and the Barratt Developments Plc Safety, Health and Environmental Code and continue to apply to all works and remedial works. You must comply with all Health & Safety law during your work and where necessary undertake risk assessments and produce method statements before commencing work.

Code of Conduct

When arranging remedial works:

- Be aware of shared information regarding a customer’s personal circumstances such as mobility or hearing difficulties and make allowances for these.
- An appointment must be made with the customer before attending to complete remedial works (no visits to the home should be made without an appointment).
- Appointment cancellations must be made with no less than 24 hours’ notice, unless the cancellation is under exceptional circumstances an administration charge of £50 will apply to rebook appointments with the customer.
- If you are running late for an appointment, contact must be made with the customer to notify them of any delays and a new expected time of arrival. Any failed appointments will also incur an administration charge of £50 to rebook appointments with the customer.
- Access must be arranged even if all defects/remedial works are external to the property.

- If remedial works are likely to impact on neighbours or communal areas, you must let the Customer Care Department know promptly so that we can inform all affected customers and where necessary obtain permission for works to proceed.
- All appointments/arrangements made with the customer must be immediately notified to the Customer Care Department as per the Service Level Agreement.

Arrival on site/at the property:

- When working on a live site you must first report to and sign-in at the site office in accordance with site rules.
- You must arrive in a clean vehicle and ensure no defamatory markings or contents are displayed.
- Vehicles must not be parked on private driveways or allocated parking areas without the customer's consent. Parking must be considerate to the movement of all other traffic within the development.
- Where available, your company uniform must be worn.
- You must appear smart, clean and tidy to enter a customer's home.
- Remove outdoor shoes and replace with appropriate indoor footwear or wear protective covers.
- Personal hygiene must be to an exemplary standard.
- You must have an identification card which should be shown to the customer on arrival, not on request.
- Should the customer not be present upon arrival you should attempt to contact them by telephone. Wait no less than 15 minutes after the appointment time before leaving a calling card, politely advising that attendance was attempted and contact details for the customer to make new arrangements. You must notify the Customer Care Department of any missed appointments otherwise these may incur an appointment rebooking administration charge.
- On arrival, be polite and clearly explain what you are there to do and how long you anticipate the works taking.
- Clarify what rooms you will need access to and whether any of the customers contents require to be moved.
- Ask residents before moving any furniture or personal belongings.
- Check that children and pets are out of the area you're working in and make sure an adult is present throughout the visit.
- We have advised customers that you will only attend homes where an adult is present and allows you in the home. You must not enter a home where only minors are present. In this eventuality please politely advise that you are unable to carry out remedial works and proceed to contact the customer to make new arrangements. (The Customer Care Department should also be notified immediately).
- In the event of the customer leaving a key to allow remedial works to be undertaken you must ensure that photographs of the work areas are taken before and after works commence.

- Any damage noted prior to the commencement of works must be noted to the customer and photographed. The Customer Care Department must also be notified so that a record can be kept.

When undertaking remedial works:

- Arrive with all the correct tools, materials and spares required for the remedial works. You must aim to complete the works in one visit wherever possible to avoid additional disruption and inconvenience to our customer.
- Work areas must be suitably and adequately protected at all times.
- All works must be undertaken in accordance with our Company Health & Safety Policy and the SHE Management System.
- Identify to the customer any areas of risk whilst your works progress.
- Keep disruption to services to a minimum, if you are required to turn off water, gas or electrics during your visit always make sure the customer is informed and given a timescale of when the services are likely be switched back on. Always make sure services are switched back on and working as expected prior to leaving the property.
- Where works are extensive, the contractor's company must ensure their operatives are provided with appropriate welfare facilities without the need to use the customer's home facilities.
- Respect the confidentiality of anything you see or hear in the customer's home of a personal nature to preserve their privacy and protect you from any claims which could follow should personal information be shared with others.
- If you need to leave the property (i.e. to collect additional materials) you must inform the customer along with a timescale for your return.
- Keep homes and communal areas secure at all times, do not prop open communal or fire doors.
- Any damage caused to the property or a customer's possessions during remedial works must be immediately reported to the customer and to the Customer Care Department. Accidents may happen and if handled professionally can be addressed without negative impact.

You must never:

- Use derogatory comments about the products, specification and materials used by the Barratt group of companies.
- Use electricity, water, telephones or bathrooms without clearly obtaining permission from the customer to do so.
- Take photographs, videos or audio recordings in or outside of the customer's home without their permission.
- Smoke or eat anywhere in the home or immediately outside it.
- Use radios or similar equipment.

- Leave the property unattended at any time. Should a customer leave the home at any point you must remain in the property until their return unless they have provided you with a key, photographs of the work before and after should be taken in that circumstance.
- Use any form of foul or abusive language to, with or in front of the customer.
- Become confrontational with the customer. In such a situation developing, immediately contact the Customer Care Department.

After completion of remedial works

- If you have been unable to complete the works in one visit, advise the customer of the remaining work that is required, how long this is likely to take and agree a follow up appointment with the customer whilst at the property (this should be within 5 working days of the initial appointment, unless the customer requests a later appointment date).
- You must inform the Customer Care Department if you have been unable to complete remedial works during your visit along with the agreed follow up appointment date/time.
- Where the customer is present explain the works you have completed and check that they are satisfied
- You must leave the property and your work area in the condition at your arrival. Any debris, dust etc. must be vacuumed, swept away and waste materials/packaging removed from the property. No cleaning should be undertaken utilising products or vacuum cleaners etc. owned by the customer.
- Notify the Customer Care Department of the completion or progress of remedial works immediately in accordance with the Supplier and Subcontractor SLA.
- You must notify the Customer Care Department if there are any further works required in accordance with the Supplier and Subcontractor SLA.

Data Protection

As you engage with our customers, employees and other suppliers and/ or sub-contractors, you will collect, process and store personal information that relates to them. Everyone who works with us shares the responsibility of ensuring the personal information that is collected is stored, processed and shared appropriately.

We take the protection of personal information seriously and we expect the same level of protection to be applied by you. Your data protection obligations are set out in our contract with you and apply to all personal information you process on our behalf. You must comply with your contractual obligations and adhere to the data protection principles and any policies we have in place, from time to time.

Compliance with this Code of Conduct is a Contract term.