

SUPPLIERS & SUBCONTRACTOR Code of Conduct July 2018

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. Without our customers we (and you) have no future business. This code of conduct sets out how we must all behave when dealing with our customers to ensure delivery of the standards of service we strive to achieve and to build homes right first time, on time, every time.

We must work as a team to resolve any issues which may arise and focus on solving them rather than on apportioning blame. Accordingly, you must not make any derogatory comments about Barratt group companies, staff members or others, products, specifications or materials used to our customers. Do not comment on any standard of finish or your thoughts about our company and processes or those of any other companies involved in the delivery of our customer’s new home.

Any queries should always be directed immediately to the Customer Care Department.

Health & Safety

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.

Remedial details

- If the nature of the remedial works is unclear when notified to you then you should contact the Customer Care Department for further information and confirm the agreed course of action to us.
- When attending the customer’s home, you must comply with the Code of Conduct.
- If any follow up works are required these should be reported back to the Customer Care Department by the end of the working day. Any customer comments must be added to the defect notice.

Conduct requirements:

When arranging works:

- Prior arrangements must be made with the customer to arrange access to their home.
- No visits to the home should be made without prior contact.

- Cancellations must be made with no less than 24 hours notice.
- 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.
- Access must be arranged even if all defects are external to the property.
- All arrangements made with the customer should be notified to the Customer Care Department.

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. Parking must be considerate to the movement of all other traffic within the development.
- Where available, your company uniform should be worn.
- You must appear smart and be clean and tidy to enter a customer's home
- 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.
- On arrival, be polite and clearly explain what you are there to do and ask for permission to carry out the works.
- No home should be entered 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. Also advise the Customer Care Department.
- Should the customer not be available 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.
- 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 both before commencement and after completion of the work. You must ensure the property is fully locked and the key returned to the agreed person.
- Any appointments missed by the customer must be reported to the Customer Care Department.

When undertaking remedial works:

- We accept replacement items sometimes will be required which you may have to source prior to the appointment in accordance with the Suppliers and Subcontractors SLA.
- When working inside the property, remove outdoor shoes and replace with appropriate internal footwear or protective covers.
- Arrive with all the correct tools, materials and spares needed for the works.

- Work areas must be suitably and adequately protected. Where necessary contents should be removed from the work area prior to commencement of the work by the customer.
- Any damage noted prior to the commencement of works should be noted to the customer and a picture taken of the damage with permission from the customer. The Customer Care Department should also be notified so that a record can be kept.
- Produce a method statement if required.
- 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.
- Where works are extensive, the contractor must ensure their operatives are provided with appropriate welfare facilities without the need to use the customer's home facilities.
- 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.
- 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 reported to others.
- Report back to the Site Management or Customer Care Department on the completion or progress of remedial works within 1 working day in accordance with the Supplier and Subcontractor SLA.
- Any damage to the property or a customer's possessions 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 Barratt Homes & David Wilson Homes.
- Use electricity, water, telephones or bathrooms without clearly obtaining permission from the customer to do so.
- 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 time 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.