

Contractors Code of Good Practice

Tenants and many in the local community will regard the start of construction and refurbishment work with great concern. Therefore, in undertaking work for Grainger, please try to comply with this code of good practice at all times, and ensure your team are aware of it.

BE CONSIDERATE

- Please carry out all work with consideration to the needs of the general public.
- Always carry an ID card and show it on your first visit to an occupied property.
- Always leave contact details on site in case the occupant needs to get in touch.
- Special attention is to be given to those with sight, hearing and mobility difficulties as well the elderly, mothers and children.
- If you are unable to keep an appointment or you are running late, please let those affected know and apologise for any inconvenience caused.

BE AWARE OF THE ENVIRONMENT

- Please minimise the effects of noise, light and dust pollution.
- Select and use local resources wherever possible.
- Try to only use environmentally friendly products and materials.
- Reuse and recycle materials.
- Clean up after yourself and leave no 'footprint'.
- If you will be using hazardous chemicals on-site (including paint, diesel and / or some cleaning products), make sure that these are securely stored, removed from site after use and that you have adequate spill kits in case of an accident.

BE CLEAN AND TIDY

- Please keep your work area in good order and do not leave any rubbish behind you.
- If you use bathrooms, toilets or kitchens, etc, please leave them as you found them.
- Dirt and dust should be kept to a minimum, and cleaned up afterwards.

BE A GOOD NEIGHBOUR

- Inform any neighbours that may be affected by the work.
- Full and regular communication with neighbours regarding the work should be maintained from pre-start to completion (if relevant).

BE RESPECTFUL

- Please maintain respectable standards of dress.
- Lewd or derogatory behavior and language should not be tolerated.
- Pride in the management and appearance of your work is to be shown at all times.
- Take note of any complaints and pass them on to your line manager.

BE SAFE

- Please ensure that the safety of those on or near the site is a priority.
- Do not carry out work under conditions that you deem to be overly risky.

BE RESPONSIBLE AND ACCOUNTABLE

- When introducing yourself, please provide information on your qualifications and credentials.
- Let the customer know that any complaints will be dealt with and addressed immediately.

Signed

A handwritten signature in black ink, consisting of a stylized, cursive script that is difficult to decipher. The signature is written on a horizontal line.

Relevant senior representative