

# Code of Conduct

For Contractors, Service Providers and Suppliers.



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This document can also be made available in Braille, large print or audio tape and on computer disc.

Please call 0113 2474084.

Website: [www.leeds.gov.uk/procurement](http://www.leeds.gov.uk/procurement)

If you do not speak English and need help in understanding this document, please phone the number below and give the name of your language. We will then put you on hold while we contact an interpreter.

### Bengali

যদি আপনি ইংরেজীতে কথা বলতে না পারেন এবং এই দলিলটি বুঝতে পারার জন্য সাহায্যের দরকার হয়, তাহলে দয়া করে নিচের নম্বরে ফোন করে আপনার ভাষাটির নাম বলুন। আমরা তখন আপনাকে লাইনে থাকতে বলে কোন দোভাষীর (ইন্টারপ্রিটার) সাথে যোগাযোগ করব।

### Chinese / Cantonese

如你不懂說英語而需要協助以明白本文件，請致電下列電話號碼並說明你的母語。我們將會請你稍候以聯絡口譯員。

### Hindi

यदि आप इंग्लिश नहीं बोलते हैं और इस दस्तावेज़ को समझने में आपको मदद चाहिए, तो कृपया नीचे दिए गए नंबर पर फ़ोन करें और अपनी भाषा का नाम बोलें। उसके बाद जब तक हम किसी दुभाषिण (इंटरप्रिटर) से संपर्क करेंगे, हम आपको होल्ड पर रखेंगे।

### Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇੰਗਲਿਸ਼ ਨਹੀਂ ਬੋਲਦੇ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਵਾਲੇ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਜ਼ਬਾਨ ਦਾ ਨਾਂ ਦੱਸੋ। ਫੇਰ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇੰਤਜ਼ਾਰ ਕਰਨ ਲਈ ਕਹਾਂਗੇ ਤਾਂ ਜੋ ਅਸੀਂ ਕਿਸੇ ਇੰਟਰਪਰੈਟਰ (ਦੁਭਾਸ਼ੀ) ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕੀਏ।

### Urdu

اگر آپ انگریزی نہیں بولتے ہیں اور اس دستاویز کو سمجھنے کیلئے آپ کو مدد کی ضرورت ہے تو براہ مہربانی نیچے دیئے گئے نمبر پر ٹیلی فون کریں اور اپنی زبان کا نام بتائیں۔ اس کے بعد ہم آپ سے انتظار کرنے کا کہہ کر آپ کیلئے کسی ترجمان سے رابطہ کریں گے۔

**0113 2474084**

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# Our Values



## Looking After Leeds

We are committed to improving the quality of life in Leeds and want to inspire pride in our city and communities. We will work with our partners, build on our successes and protect our city for future generations.



## Putting Customers First

We will make sure our services meet the needs of our customers and communities. We will communicate clearly and work hard to find out and respond to our customers' needs. We are committed to providing excellent services that are value for money.



## Treating People Fairly

We value the diversity of our communities and strive to ensure that everyone shares in the city's success. We will tackle discrimination and improve access to our services - especially to those with the greatest need.



## Valuing Colleagues

We know that the good work of our colleagues is key to providing excellent services. We will support colleagues and encourage them to work creatively.

## Introduction

As one of the council's contractors, suppliers or service providers you are a valuable, and in many cases highly visible asset. Those of you who work on the frontline are often the first point of contact for customers, and as such you represent the face of the council. Customers see themselves as a customer of the council. They expect and deserve high quality, regardless of who provides it. Whether it is provided directly by the council, by you, or even by your sub-contractors, it is important that the council's services are delivered in a respectful and professional manner.

This Code of Conduct sets out what the council expects from you, the contractor, supplier or service provider, while delivering works or services on the council's behalf.

The code of conduct describes a **minimum** standard of general conduct that the council expects you to adopt.

**Additional** requirements that you may be required to meet could include:

- A Department's own service specific code of conduct.
- Contracts may include additional requirements that are specific to the scheme and form part of the contractual obligations.
- Construction works may be registered with the Considerate Constructors Scheme and contractors will be expected to follow the schemes code of conduct.



Wayne Baxter  
Chief Procurement Officer.

## Section one – General standards

### Appointments

You must keep appointments and arrive on time. If it is not possible to arrive on time the customer should be informed.

### Confidentiality

Any personal information that is supplied by the council, or any other personal information that is acquired whilst working on site must be kept confidential.



### Identification cards

You must carry an identification card with you. On arrival at the property you should introduce yourself and show your identification card. If the customer wishes to check with the council about the legitimacy of the I.D. card, you should respect their right to do so and remain outside the property until the customer is satisfied.

The ID card should provide details of:

- Company name
- Persons name
- Job Title

### Dress code

You should wear appropriate clothing which does not bear wording or images that could cause offence. Where necessary you should wear appropriate safety clothing. If tattoos or body markings could cause offence, they should where possible, be covered up.

### Environment



You should be aware of the environmental impact of your work and minimise as far as possible the effects of noise, light and air pollution. Attention should be paid to waste management and you should re-use and recycle materials where possible. Leeds City Council has produced a useful environmental guide entitled Passport to the Environment, a copy of this can be obtained from the council.

### Additional work

If a customer requests additional work to be done in relation to the approved works order, you should contact the council for further guidance.

## Private works

You must not tout for additional business / private works while working on a council contract. Where a customer requests you to carry out works on a private basis that will be a matter between yourself and the customer and Leeds City Council will not be liable for payment.



## Working in void properties

You may only remove abandoned belongings from void properties or garages with the express written permission of the council.

## Customer Service

You must not cause offence or personal harassment to a customer. This includes unkind, embarrassing, inflammatory, sexual, threatening or damaging words or gestures.

## Difficult situations

There may be occasions, where you might feel uncomfortable with the circumstances or behaviour of a customer and / or their guests. For example a customer who is under the influence of drugs or alcohol, or who is verbally abusive. If a situation like this occurs, and you feel you cannot work in these circumstances, explain to the customer, if possible, why you are leaving and report the problem to the council.

## Violence at work



Occasionally contractors may come across situations where violence or the threat of violence to them or others becomes apparent. It is advisable to try and minimise confrontation as soon as possible and not be drawn into arguments with others. If the situation escalates, for safety reasons, it is acceptable to leave the premises as quickly as possible and tell the customer why. If incidents do occur tell the council as soon as possible.

## Section two – working in customers' homes.

### Vulnerable people

Some people may feel nervous about having a stranger in their home. It is important therefore, to identify yourself, your organisation and the purpose of your visit **before** entering the premises. It is in the interests of both yourself and the customer that you are approachable, but professional. The customer should feel that they are able to ask you questions. Respect and sensitivity should be shown for customers and any visitors present in their home.

## **You must not:**

- Smoke or play audio equipment.
- Consume alcohol or take drugs under any circumstances.
- Carry out works in the home without the customer being present, unless their consent is obtained.
- Carry out works where unaccompanied children are present. If this occurs contractors should notify the council immediately.

## **Before starting work**

You must:

- Explain to the customer the nature of the work that is to be carried out.
- Check that this agrees with the work the customer expects to be done. If there is a difference contact the council for advice.
- Explain how long the work will take and which rooms will be affected.
- Ask if materials and equipment can be left in a particular place, checking they will not cause inconvenience.

## **Care of the customers home and possessions**

You must:

- Discuss the removal of delicate or valuable items from the work area and the moving of furniture and other items if required.
- If valuables are left within your working area, i.e. purses, cheque books, jewellery etc, ask the customer to move them to somewhere secure. This will protect you, should these valuables subsequently go missing.
- Take the necessary precautions to keep carpets and floors clean and protected by using dustsheets.
- Get permission from the customer before using water, gas, electricity or any other services in the property.
- Reconnect and test services such as water, gas, electricity or any other services at the end of each working day.



## **Leaving and returning to a property**

You must inform the customer when leaving and returning to the property.

- Of the anticipated return time.
- Why it is necessary to leave the property before the work is completed.

## On completion of the job

You must:

- Ensure that all works are completed to a satisfactory standard.
- Remove all surplus material, equipment and rubbish, leaving the area of work clean and tidy.
- Inform the customer that the work is complete.
- Instruct the customer how to operate and maintain any new equipment installed and provide operation manuals.
- Ensure that any notices are in place where required e.g. 'Wet Paint', etc. and an explanation is given to the customer.

## Section 3 –Equality & Diversity Considerations

Leeds City Council's Equality & Diversity policy is to treat everyone fairly and to ensure our services are accessible to all people who need them. You are expected to abide by the principles laid out in this policy and you must not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, marital status or for any other unfair reason.

It is not always possible to anticipate every customer's needs and you should not make assumptions about what they are. You should provide clear information about the work to be done, where the work will be done and how the work will be carried out. Ask the customer politely if they have any specific requirements. This enables a customer to identify and discuss any potential issues before they arise.

### Customers with a physical impairment



When working within an area where a customer has a physical impairment, it is important to ensure that their movement is not restricted. If the work is likely to cause inconvenience or obstruction, discuss this with the customer.

If furniture or other items need to be moved, ask the customer to identify places where they will not obstruct their movement, or your work. When the work is finished, replace the items. If it is necessary to leave the premises, ensure that materials and equipment do not cause a hazard. Clear up rubbish and spillages as quickly as possible.

### Communicating with deaf and hearing impaired customers

There are a number of steps that can be taken to facilitate better communication with a customer who has impaired hearing, including:

- Making sure that you have attracted their attention.

- Face the person when you are talking to them. Talk clearly and use your usual tone unless the person indicates otherwise, e.g. by asking you to speak up. Raising your voice will distort what you are saying and make it difficult to lip read.
- Be prepared to write things down. This will not always be appropriate, since some people who use sign language may not be able to read written text (sentences in Sign Languages are structured differently).
- Let the customer know if you will be making excess noise e.g. drilling or hammering.
- Give clues as to what you are talking about in your face, your body language and the gestures you make.
- Let the customer know if you have to leave the premises and when you will return.

### **Visually impaired, blind or partially sighted customers**

When your work brings you into contact with a visually impaired customer, it is important that you provide clear information:

- On arrival at the premises, introduce yourself.
- Explain where you will be working and what you will be doing.
- If you need to move items of furniture, ask the customer where you should place them and ensure you replace them in the same position on completion of the job.
- Identify a place with the customer, where you can safely leave work materials and equipment.
- Let the customer know if you have to leave the premises and when you will return.

### **Religious considerations**

Pay particular attention to the religious belongings of the customer, for instance, do not disturb a religious object without first asking if it can be moved. If a customer asks you to comply with a particular religious or ethnic practice, respect their request wherever possible. However, if this has implications for your personal safety or ability to carry out the work, contact the council. An example of this may be if you are asked to remove your safety shoes before entering a room. Leeds City Council has produced a useful Religion and Faith guide, a copy of this can be obtained from the council.



## Useful Documents

The following useful documents are available to download from Leeds City Council's website – [www.leeds.gov.uk/procurement](http://www.leeds.gov.uk/procurement) then click guidance for contractors or [click here](#).

Or by contacting:

Ian Hodge  
Telephone: 0113 2474084  
Email: [ian.hodge@leeds.gov.uk](mailto:ian.hodge@leeds.gov.uk)

- [Religion and Faith in Leeds Guide](#)
- [Equality, Diversity and the Procurement Process – a guide for contractors, suppliers and consultants.](#)
- [Passport to Safety](#)

A copy of Leeds City Council's Equality and Diversity Policy can be obtained from the Equality Team, please contact:

Telephone: 0113 247 4190  
Email: [equalityteam@leeds.gov.uk](mailto:equalityteam@leeds.gov.uk)

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