

Contractor Code of Conduct

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| Document Owner | Operations Director |
| Prepared by | Operations Director Responsive Repairs Manager Head of Property Safety Stock Improvement Manager Policy Officer |
| Approved by | Directors Group |
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| Monitoring, Auditing and Reporting | <ol style="list-style-type: none"> 1. Regular Contract Management Meetings 2. Lessons Learned reporting from Complaints 3. Annual contractor/supplier evaluation |

1. Scope and Aims

- 1.1. Hexagon Housing Association (Hexagon) is committed to delivering a respectful and professional service to residents. This Code of Conduct applies to contractors working in occupied homes.
- 1.2. This Code of Contract aims to ensure all work is undertaken in a way that recognises the emotional and physical impact that intrusive works can have on the household.
- 1.3. Where reference is made to contractors and operatives, this applies to all the contractor's staff, operatives and sub-contract labour employed by the contractor.
- 1.4. The contractor will be expected to adhere to Hexagon's policy on Equality and Diversity. The contractor will not discriminate in any way against staff, residents or other representatives of Hexagon. The contractor shall comply with all relevant statutory requirements including the Equality Act 2010.

2. Procurement

- 2.1. All contractors must hold current Safety Schemes in Procurement (SSIP) accreditation (e.g. Constructionline or an equivalent) and provide evidence of renewal when requested.
- 2.2. No contractor shall lobby or canvas either a committee member or an employee of Hexagon Housing Association in an endeavour to obtain work or contracts. Nor shall Contractors offer gifts and hospitality with a view to influencing staff or obtaining preferential treatment for inclusion in tenders and other opportunities for work or contracts.
- 2.3. No contractor shall collude with another in the pricing or submission of any work or tender. Contractors must notify us if they have been asked to share pricing information or costs by another company.
- 2.4. Contractors must satisfy us that they have sufficient financial, material and labour resources to enable them to undertake any works or contracts.
- 2.5. The contractor must notify us if any of the work is to be sub-contracted. The contractor must ensure that all sub-contractors abide by the guide and Code of Conduct and the contractor will be responsible for ensuring compliance. We will treat a breach of the Code by a sub-contractor as if it were a breach by the main contractor.

3. Communication

- 3.1. Operatives should contact the resident immediately if they know they are going to be late and should let them know what the revised arrival time is likely to be. If the operative cannot contact the resident directly they must inform their office to contact the resident.
- 3.2. After assessing the job, the operative should explain to the resident the nature of the work that is to be carried out and check that this agrees with the work the resident expects to be done. Where the resident disagrees with the works, the operative should contact Hexagon for advice from site.
- 3.3. The operative should give the resident a clear timescale for the works and keep the resident updated throughout, giving details of progress, delays, and any changes to estimated date or time of completion. If the operative is unable to do this at the time of the visit, the resident should be contacted by the contractor's representative to explain the works and this should also be provided in writing for more complex works.
- 3.4. The Operative must inform the resident of the likely impact of the work on the environment of the home.
- 3.5. Operatives should keep residents informed on progress of the job, particularly if they need to leave site for any reason. If they are not returning the same day, they are to leave a note to confirm when they will return to continue or complete the work.
- 3.6. Where an operative is carrying out an inspection, inspection reports must be provided to the resident as well as to Hexagon.
- 3.7. Where operatives are unable to gain access they must follow Hexagon's No Access Policy and Procedure, including:
 - Contact the resident and/or call through to their office for the office to contact the resident and record no access;
 - Take a time and date-stamped photo of the door;
 - Leave a calling card;
 - Notify Hexagon of all no access cases;
 - Immediately inform the relevant Hexagon staff member or team if the issue could cause further damage or pose a Health and Safety risk.

- 3.8. Operatives should not criticise the work of previous contractors, and must not pass comment on other contractors, staff or other residents.
- 3.9. Operatives are to be polite and courteous to residents at all times and should respect their social or cultural differences, including any reasonable cultural or religious requirement the resident may have.
- 3.10. Bad or foul language is not permitted and operatives' conduct must not be perceived as intimidating or offensive.

4. Works

- 4.1. All operatives are to carry their identification card at all times and must show it to residents before entering a property or when requested.
- 4.2. Operatives are to be clean, properly dressed, and take off soiled shoes or boots before entering the resident's home, or use appropriate shoe coverings, and to use dust sheets and protective measures where mess is likely to result from the works.
- 4.3. Operatives must clear up promptly any mess left as a result of the works.
- 4.4. Operatives must take all reasonable steps to ensure the security of the resident's home and possessions. They should also ensure their own tools and equipment are kept safe and secure.
- 4.5. All services must be reconnected and checked for safety prior to leaving the property. If this is not possible, the occupier must be informed as to which appliances and services are not working and when the service will be restored. If any service or appliance must not be used until further work is carried out, then they must be turned off and clearly labelled and the resident informed accordingly. Residents are to be provide/left with alternative cooking facilities as agreed with surveyor. Residents are to be compensated for take away meals where there is no food heating facilities as agreed with surveyor.
- 4.6. When work is complete the operative should ensure:
- All works are complete to a satisfactory standard;
 - All surplus material, waste, and equipment is removed and the area of work is left clean and tidy, with waste disposed of in compliance with UK environmental legislation and duty of care requirements;
 - The resident is informed how to operate and maintain all new equipment and is provided with operation manuals;

- If an item needs to be left for a while before it can be used, that protection or a notice is in place and that an explanation is given to the resident, e.g. 'Do not walk on the newly laid paving slabs for two or three hours';
- That the resident is informed the work is complete and the resident signs the work order to confirm attendance;
- That Hexagon is informed the work is complete and provided with any associated paperwork.

5. Reasonable Adjustments

5.1. Operatives must adhere to [Hexagon's Vulnerable Residents and Reasonable Adjustments Policy](#).

5.2. Where a resident discloses a vulnerability or reasonable adjustment to an Operative, the Operative must record this. We expect our contractors to discuss and share reasonable adjustment information with Hexagon via our dedicated email inbox: service.adjustments@hexagon.org.uk

5.3. Hexagon will also share information on reasonable adjustments with contractors, and this must be consulted and taken into consideration.

5.4. Operatives must adapt their approach to accommodate disabilities, health needs, neurodiversity, gender identity, literacy/language support needs and other vulnerabilities, for example:

- Allowing longer for residents to answer their door;
- Phoning ahead and/or phoning at the door or knocking loudly;
- Attending at a time and date that is suitable for the resident;
- Assessing if it is safe to conduct the works with the household resident in the home considering, for example, respiratory illness or other health need.

5.5. The main contractor employing the operatives must provide appropriate training to ensure operatives are able to adhere to Hexagon's Equality and Diversity and Vulnerable Residents and Reasonable Adjustments Policies.

6. Respectful Behaviour

6.1. Smoking and vaping is not permitted in the resident's home, garden or communal areas.

- 6.2. Operatives are not permitted to work on Hexagon properties while under the influence of alcohol or drugs, or medication that affects their ability to deliver the works.
- 6.3. Operatives are not allowed to play music or other media in residents' homes or communal areas.
- 6.4. Operatives should obtain residents permission before using the facilities.
- 6.5. Operatives must take all reasonable steps to ensure no conflict of interest arises, or could be perceived to arise, between their duties to Hexagon and their personal interests, relationships, or other duties. Operatives must ensure that private or personal interests do not influence their decisions, and that they do not use their position to obtain personal gain of any sort, either for themselves directly, or for their families, friends or associates.
- 6.6. All contractors and their operatives must maintain confidentiality about Hexagon's contract and work and must not discuss or disclose information relating to residents or staff to unauthorised or other third party personnel.
- 6.7. Contractors and their operatives must conform with UK GDPR and the Data Protection Act 2018.
- 6.8. Contractors and their operatives must abide by Hexagon's Sexual Harassment Policy.

7. Health and Safety

- 7.1. All contractors must comply with Health and Safety legislation relating to the type of work being undertaken.
- 7.2. Contractors must prepare, maintain and operate to documented Safe Systems of Work (SSoW) and Risk Assessments and Method Statements (RAMS) for all relevant works undertaken.
- 7.3. Should a property not be suitable to work in, or presents an unacceptable risk or hazard, operatives should leave the site and inform their manager and Hexagon.
- 7.4. Particular care must be taken with power tools and equipment to ensure that they are not a hazard to children, pets or other people in or around the premises. All current regulations must be adhered to in-terms of wearing masks and testing.
- 7.5. Operatives must not introduce additional hazards, e.g. stored material blocking access routes, tools left in communal areas.

- 7.6. Hexagon will provide the Contractor with information held within our database regarding the known locations of asbestos containing materials (ACMs) or will arrange for a suitable asbestos survey to be carried out specific to the works to be undertaken if needed. The Contractor must ensure the effective planning of works to ensure sufficient time to carry out the survey, or to manage known ACMs prior to work commencing.
- 7.7. The Contractor will inform their own operatives of the presence of asbestos and or materials in the property presumed to be asbestos together with their own SSoW.
- 7.8. Asbestos or any other deleterious materials must not be used by any contractor for work to any of our properties. If any asbestos is found during the course of work, the Operative must inform Hexagon immediately.
- 7.9. All contractors must comply with Hexagon's [Safeguarding Policy](#). Operatives must raise all concerns about the wellbeing of children, or adults at risk, to Hexagon, and to Social Services and/or the Police where required. Contractors must provide mandatory safeguarding training to operatives and require DBS checks for operatives entering homes.
- 7.10. Contractors must follow Hexagon's Alternative Accommodation Policy and Procedure, and alert Hexagon where there are any concerns that the works would cause a health and safety issue for the resident if they remain in the home, including in regard to a resident's disability, health issue, or other vulnerability. Concerns raised by the resident must be passed on to Hexagon immediately.
- 7.11. All accidents, near misses, and dangerous occurrences affecting Contractors or Sub-Contractor employees, shall be notified in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) 2013 and a copy of such notification shall be forwarded to Hexagon.

8. Competence

- 8.1. Contractors must maintain up-to-date training and competence records for all staff and make these available to Hexagon upon request.
- 8.2. Contractors must:
- Ensure all staff are appropriately trained and qualified for the work they undertake.
 - Stay up to date with relevant regulations, safety standards, and best practices.

- Undertake site specific risk assessments.
- Share expertise and support continuous learning across teams.
- Hold appropriate insurance and certifications for the work performed.

9. Probity and Ethical Labour Standards

- 9.1. No contractor shall lobby or canvas either a committee member or an employee of Hexagon in an endeavour to obtain work or contracts. Nor shall Contractors offer gifts and hospitality with a view to influencing staff or obtaining preferential treatment for inclusion in tenders and other opportunities for work or contracts.
- 9.2. Contractors will follow Hexagon's Confidential Reporting Policy to report concerns of misconduct.
- 9.3. Contractors will maintain and provide on request a current Modern Slavery Statement (where legally required) or equivalent declaration of compliance, and carry out due diligence on their own suppliers and sub-contractors to ensure fair wages, safe working conditions, and the absence of exploitation.

10. Complaints

- 10.1. Contractor's must cooperate with Hexagon's and, where relevant, the Housing Ombudsman's, complaint investigations, and must integrate lessons learned from complaints into practices and service delivery.

11. Insurance

- 11.1. All contractors employed by Hexagon must maintain sufficient Public Liability insurance; a minimum of £1,000,000 (this may be higher for certain types of work), and Employers Liability Insurance of £10,000,000.
- 11.2. Contractors shall provide adequate protection for the safety of tenants, staff, residents and members of the public and indemnify Hexagon against all injury to persons and property.
- 11.3. Contractors will be responsible for insuring Hexagon for the work of any sub-contractors or other labour employed by the contractor, when carrying out work for Hexagon or on Hexagon's premises.
- 11.4. Contractors must provide a copy of their insurance certificates prior to carrying out any work for us, and upon the annual renewal of certificates thereafter.

12. Monitoring

12.1. Hexagon will monitor the contractors' compliance with this Code of Conduct against agreed performance measures, through regular contract management meetings, and an annual assessment.

12.2. Contractors will maintain records and provide evidence of agreed social value and environmental initiatives.

13. Related Hexagon policies, strategies and procedures

13.1. Equality and Diversity Policy

13.2. Vulnerable Residents and Reasonable Adjustments Policy

13.3. Procurement Procedures

13.4. Translation and Accessible Communication Policy

13.5. Complaints Policy

13.6. Safeguarding Policy

13.7. Sexual Harassment Policy

13.8. Fraud, Theft and Bribery Policy

13.9. Probity Policy