

## Contractors Code of Conduct

### Purpose

The Bridge Housing Limited (BHL) Code of Conduct (Code) sets out the standards contractors must deliver to our tenants and is designed to ensure long term and mutually beneficial working relationship are developed and maintained between BHL contractors, BHL staff and tenants. It undertakes to ensure all business dealings are carried out ethically and in the interest of all parties concerned. All BHL contractors and service providers are required to comply with this document when engaged by BHL.

It is an essential term of any engagement with BHL, that a contractor, service provider, employee or sub-contractor will be bound by the requirements in this Code.

Compliance by all parties ensures no disadvantage to any contractor or service provider.

Evidence of Contractor induction of all employees and sub-contractors to this Code must be provided to the authorised officer of BHL. Annual inductions of all Contractor employees and sub-contractors must be undertaken and provided to BHL.

### Non compliance with the Code

Non-compliance with this Code and demonstrated corrupt, criminal or unethical behaviour may lead to, but not be limited to:

- Termination of any Contract,
- Removal from any approved list of Contractors,
- Loss of future Works,
- Loss of reputation,
- Investigation for Corruption, and
- Matters being referred for Criminal Investigation.

### Acceptance of the Code

All Contractors, Service Providers and their sub-contractors by entering into an agreement to undertake work for BHL agree to be bound by the terms and conditions of the Code.

### Introduction

This Code supports BHL's policy towards its tenants. BHL is committed to providing a consistent and quality service to its tenants, business operations and maintenance of residential properties. BHL officers and representatives therefore have a duty to tenants and their families to maintain high ethical standards, honour agreements and undertakings, act in good faith, and be courteous at all times.

The Contractor has a similar duty to adopt high ethical standards, honour agreements and undertakings, and be courteous at all times. The Contractor / Service Provider must therefore ensure that its employees, its subcontractors and the employees of its subcontractors are familiar with the contents of the Code and observe its requirements at all times whilst working in and upon the BHL's properties.

The Contractor must act with integrity, openness, honesty and in a manner consistent with the public interest; and must not engage in behaviour which could undermine the integrity or credibility of BHL.

Any questions on the Code should be directed to Bridge Housing Asset Manager on 02 8324 0886.

## When first arriving at a tenants home

When first arriving at a tenant's home, the Contractor's representative should seek out the Tenant, show his or her Identification Card, and, in a friendly and courteous manner, ask if it is convenient to commence work.

If upon arriving at the property, only a child is present, do not attempt to gain access. Report to BHL for advice.

In order to minimise noise and inconvenience to the tenant avoid, where practicable, driving any vehicle into the driveway of a property without first seeking the permission of the tenant to park on the premises.

## Courtesy and general appearance

BHL's tenants include a wide range of people, some of whom have special and complex needs and should be treated with understanding and sensitivity. Such people include the elderly, Aboriginals, those from other diverse cultural backgrounds and persons having disabilities, suffering terminal illness or who have experienced trauma.

When visiting or working at a tenant's home, other areas such as grounds and neighbourhood precincts employees must therefore:

- show all occupants full courtesy and respect;
- be of neat and tidy personal appearance and suitably attired in a reasonable standard of dress;
- ensure footwear and clothing is cleaned of mud, wet paint, grease etc. before entering a tenant's home;
- treat the tenant's home and personal property with due care and respect at all times; and
- give full consideration to the tenant's comfort, well being, health, welfare, safety, and security. Any disruptions to the occupants must be kept to a minimum.

## Tenants with non English language background

BHL is committed to providing equal service to all tenants, including those with a language background other than English.

If communication with a tenant proves difficult, the Contractor will utilise the 'Telephone Interpreter Service' supplied by BHL by calling 13 14 50 and quoting the BHL Code Number 36337.

BHL can also make prior arrangements for an interpreter where the requirement is already known.

## Language and general behaviour

Bad language must not be used in the presence or hearing of any tenant, visitor, guest or employee of BHL.

Loud and boisterous behaviour (without bad language) can be threatening and offensive to others, especially the elderly and infirmed, and those suffering an illness.

Ensure that the Contractor's personal behaviour does not interrupt nor threaten the general enjoyment by tenants of their home and surrounding environment.

Do not be judgemental nor belittle a tenant for any reason by attitude, tone of voice or action.

Do not make any derogatory or non essential comments on the work of others who may have serviced a tenant's home or on faults or problems the Contractor has been engaged to rectify.

## Noise

Take care to minimise noise. Tenant requests to limit noise must be respected.

Such requests may come from tenants who are shift workers, have young families, are ill or have suffered bereavement.

If agreement cannot be reached, the matter must be referred to an Authorised Officer from BHL for resolution.

Do not use radios and other sound equipment in occupied properties and common areas (e.g. hallways, stairways, entrance areas in apartments etc.)

## Health and safety

All possible safety precautions must be taken to ensure the health and safety of all persons in and around the property in which the work is being carried out. Ensure that clear and timely warnings are given of any hazards. Induct tenants to ensure compliance with WHS.

The possible presence of children must be kept in mind when manoeuvring vehicles or large equipment and mechanical devices.

Tools, especially power tools, must not be left unattended as they present a safety risk to children.

Holes and trenches must be made safe and covered with strong material when left unattended.

## Smoking, alcohol and prohibited substances

Do not smoke in any property owned or managed by BHL.

Persons must not be under the influence of alcohol or a prohibited substance whilst performing work under the Contract.

Alcohol and prohibited substances must not be consumed on or prior to entering any property owned or managed by BHL.

## Protection of tenants property

Take all reasonable precautions to protect the tenant's property from theft or damage. Immediately advise the Authorised Officer from BHL of any damage or loss that occurs to the property of the Contractor or the property of the tenant.

## Use of a tenants services and facilities

Do not use a tenant's power, gas, or water, without prior permission.

Do not use the tenant's toilet, wash basins or cooking facilities without prior permission.

Do not prepare or eat food in the tenant's home without prior permission.

If permission is not given in these situations the tenant's wishes must be accepted with good grace and alternate arrangements made.

## Tenants telephone

Do not use a tenant's telephone to make or receive calls except in case of emergency with the tenant's permission.

Calls must not be diverted to a tenant's telephone from mobile telephones or other communication services.

## Parking and storage

Do not store any materials or equipment on the Site without permission of the tenant. Anything stored on the Site is stored entirely at the Contractor's risk and no responsibility for its security or safety will be accepted by the tenant or others.

Permission must be obtained from the tenant before parking or placing any vehicle, site office, storage container or other facility in the grounds of their home, or on any verge.

Do not obstruct any driveway, footpath crossing, road, pathways or any other access in the grounds of apartments or neighbourhood precincts.

## Work during absence of tenant

Remaining at a tenant's home during the tenant's absence is not desirable and should be avoided where practicable.

Carrying out work on property where children, not supervised by adults, are present should be avoided where practicable.

Written permission must be obtained from the tenant before working in a tenant's home during the absence of the tenant.

The property must be left in a secure state when unattended.

## Cleaning up

Regularly remove all rubbish resulting from the work, and leave the property in a clean and tidy, and safe state at the end of each day.

## Visitors

Personal visitors of the Contractor are not permitted to enter the premises of a tenant including front and back yards, neighbourhood precinct areas and apartment common areas.

## Animals

No animals or pets owned by an employee of the Contractor are allowed in or upon any property of BHL.

Animals and pets owned by tenants must not be antagonised or mistreated.

## Ethical Conduct

Do not, under any circumstances, comment on any matters relating to the Contract or the operations of BHL.

This includes discussion and comment on the condition of BHL's properties; policy of BHL; or matters of a personal nature of the tenant such as conduct, appearance, ethnic origin, the condition of the property or on any issue relating to standard of housekeeping.

Offers of gifts or other benefits by tenants or any other party/person, other than modest refreshments, are to be politely refused.

The Contractor must respect the privacy of tenants and not disclose or abuse confidential information about BHL or tenants.

## Illegal Acts

If any person sees an illegal act or a crime in progress they must immediately inform the Police.

## Corrupt Conduct

The contractor must report any suspected corrupt conduct.

Corrupt conduct should be reported to BHL's Fraud Control Officer (General Manager of Finance and Corporate Service) directly on 02 8324 0886 ext. 220. Alternatively, if you wish to remain anonymous, you can make a secure report online at [www.your-call.com.au](http://www.your-call.com.au), which can also be found through a link on BHL's website.

For further information see Statement of Business Ethics.

## Emergencies

If there is any immediate danger to life or property, the appropriate emergency service must be called immediately. Also notify an authorised officer from BHL.

## Difficulties Encountered On Site

The Contractor, Service provider, employees of the Contractor or a subcontractor, if concerned for their health or safety, or the safety of their materials, tools or equipment, may leave the Site providing they have been acting reasonably. However such an employee or subcontractor must inform the Contractor of the situation immediately upon leaving the property. The Contractor's representative is responsible for advising an authorised officer from BHL.

It is not possible to define every event where it might be considered inadvisable to enter in or upon property or advisable to leave after entering. The following instances are examples of where decisions of this nature might reasonably be made:

- where persons appear affected by alcohol or other substances and entering or remaining in or upon the property may provoke an undesirable situation;
- where there are groups of people at or near the property and their demeanour and general attitude is one of menace;
- where persons are agitated or displaying erratic or other inappropriate behaviour which may be a threat to personal safety;
- any display of aggression by persons or animals;
- any instance where personal safety, the safety of others or the safety of machinery, equipment, and other property, is either in danger or under threat of danger, or where an unsafe situation has developed.

In these or similar circumstances employees should not enter the property or should withdraw from the property immediately.

The Contractor, employees of the Contractor or a subcontractor should also leave a property if a situation becomes unmanageable or if a dispute arises with an occupant which will significantly affect progress of the work. The Contractor, employees of the Contractor or a subcontractor should politely decline to engage in non-essential discussion.

The Contractor, employees of the Contractor or a subcontractor must not respond or argue. They should collect their tools and equipment, leave the premises and immediately inform an authorised officer from BHL.

## **Breaches of Code of Conduct**

Any breach of the Code should be communicated to BHL by the Contractor. The Contractor must ensure all sub-contractors, suppliers and agents report breaches of the code to it. The Contractor must ensure all sub-contracts contain a clause to this effect. For allegations of fraud and/or corruption, please see the contract details provided in the section titled Corrupt Conduct.

Any complaint submitted to BHL by a tenant will be investigated by a BHL Senior Officer.

## **Protection of Children and vulnerable people**

The Contractor must not employ or permit to be employed on work under the Contract at the site or sites a person where the Principal advises the Contractor that, in the opinion of the Principal, that person poses unacceptable risks to children or other vulnerable people cared for at that site.

The Contractor must not employ or permit to be employed on work under the contract at the site or sites a person who has been convicted of a serious sex offence.

# SCHEDULE 1 –

## CONTRACTOR CONDUCT REQUIREMENTS

### INTRODUCTION

This schedule is a guide to the standards of conduct to be observed by all persons engaged on work in and around tenanted properties.

It applies to all persons employed by contractors, subcontractors and suppliers who visit tenanted properties.

The schedule is divided into two sections. The first section lists the things you must do to ensure tenants receive a first class service and that their safety and comfort is looked after. The second section lists the sort of things which may be annoying and must be avoided.

### THINGS YOU MUST DO

- Act with integrity and honesty
- Treat the residents, the resident's visitors, neighbours and members of the public with respect and courtesy at all times.
- When you first arrive at a tenant's home, seek out the tenant, introduce yourself and produce your identification card.
- Treat the tenants and the tenant's visitors with respect and courtesy at all times.
- If you encounter a tenant with a non-English speaking background, and communication is difficult, organise for an interpreter or request that an authorised officer from BHL arranges for an interpreter.
- Take all possible precautions to ensure the safety of tenants.
- Advise the relevant BHL authorised officer if you become aware of any circumstances or hazards that may affect the safety of a tenant.
- If you see an illegal act or crime in progress, exit the site and immediately inform the police.
- Be of neat and tidy appearance and suitably attired in a reasonable standard of dress.
- Ensure that footwear is clean and will not leave marks on floor coverings.
- Treat the tenant's home and personal property with due care and respect at all times.
- Obtain permission from the tenant before parking or placing any vehicle, site office or other facility on the premises.
- Move tenant's furniture and belongings where necessary to avoid damage.
- Take all precautions to prevent damage when moving the tenant's furniture and belongings.
- Take all reasonable precautions for security and protection of the tenant's property against theft, breakage or damage.
- Immediately advise BHL authorised officer of any damage or loss that occurs to your property or the property of the tenant.
- Remove all rubbish resulting from your work, and leave the property in a tidy, clean and liveable state at the end of each working day.
- Contact emergency services '000' in the event of an accident or where danger to life or property arises. As soon as practicable advise the appropriate authorised officer from BHL.
- Protect the privacy of residents and confidentiality of information about BHL and residents.
- Report any suspected corrupt or fraudulent behaviour to BHL's Fraud Control Officer (General Manager of Finance and Corporate Service) directly on 02 8324 0886 ext. 220. Alternatively, if you wish to remain anonymous, you can make a secure report online at [www.your-call.com.au](http://www.your-call.com.au), which can also be found through a link on BHL's website.

## THINGS YOU MUST AVOID

- Do not take bribes or do anything which is, or could be perceived to be, corrupt, fraudulent or otherwise dishonest.
- Do not do anything that could undermine the integrity or reputation of BHL.
- Do not make sexual remarks to anyone.
- Do not make remarks, jokes, innuendoes or taunts about a person's body, attire, religious practice or sexual preference.
- Do not respond or argue with a tenant. If a situation becomes unmanageable or if a dispute arises, collect your equipment, leave the premises, and immediately inform your supervisor or the appropriate BHL authorised officer.
- Where possible do not drive into the driveway of a property on your first visit.
- Do not use bad language or engage in loud and boisterous behaviour.
- Do not be judgemental nor belittle a tenant for any reason by your attitude, tone of voice or action.
- Do not make any derogatory comments on previous work carried out by others.
- Do not smoke or consume or be under the influence of alcohol or any prohibited substance.
- Do not request a tenant to move, or assist with the moving of, any furniture or fitting that has to be moved to gain access to a work area.
- Do not store any materials or equipment on the premises without first obtaining the permission of the tenant.
- Do not use any of the tenant's facilities, including power, gas, water, toilet, wash basins, stove, TV or radio, without the tenant's permission.
- Do not prepare or eat food in the tenant's home without the tenant's permission.
- Do not use radios or other sound equipment
- Do not make excessive noise. If a tenant requests reasonable noise limits then these should be adhered to.
- Do not use a tenant's telephone except in the case of an emergency, after seeking the tenant's permission..
- Do not work in a tenant's premises in the absence of the tenant without the prior written approval of the tenant.
- Do not work in a tenant's premises where children, not supervised by adults, are present.
- Do not allow personal visitors to enter the premises of a tenant.
- Do not take any animal or pet into the premises of a tenant.
- Do not antagonise or mistreat any animal or pet owned by a tenant.
- Do not, under any circumstances, comment on any matters relating to the contract, or the operations of BHL.
- Do not comment to the tenant or others on matters of a personal nature about the tenant nor the condition of the premises.
- Do not tip paint, cleaning fluid or any other toxic substance down drains or toilets.