

## Contractor Code of Conduct

**This is a guide to the standards of conduct to be observed by all persons engaged in work in and around YWCA tenanted properties. It applies to Contractors, sub-contractors and suppliers who visit tenanted properties.**

### What to do

- Contact the tenant by phone to arrange a site visit via mutual agreement.
- When you first arrive a tenant's home, seek out the tenant introduce yourself with proper identification.
- Treat the tenants and the tenant's visitors with respect and courtesy at all time.
- Take all possible precautions to ensure the safety of tenants.
- Advise YWCA 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, immediately inform the police, then YWCA.
- 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 YWCA of any damage or loss that occurs to your property or the property or the tenants.

### Please do not

- 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 and YWCA.
- 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 without the prior approval of the tenant.
- Do not make excessive noise. If a tenant requests reasonable noise limits then these should be adhered to.

<ul style="list-style-type: none"> <li>• 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. Check utilities are connected.</li> <li>• Contact emergency services '000' in the event of an accident or where danger to life or property arises. As soon as practicable advise YWCA.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not work in a tenant's premises in the absence of the tenant without the prior written approval of the tenant.</li> <li>• Do not use a tenant's telephone except in the case of an emergency.</li> <li>• Where possible do not work in a tenant's premises where children, not supervised by adults, are present.</li> <li>• Do not allow personal visitors to enter the premises of a tenant.</li> <li>• Do not take any animal or pet into the premises of a tenant.</li> <li>• Do not antagonise or mistreat any animal or pet owned by a tenant.</li> <li>• Do not, under any circumstances, comment on any matters relating to the contract, or the operations of YWCA.</li> <li>• Do not comment to the tenant or others on matters of a personal nature about the tenant, other tenants, or the condition of the premises.</li> <li>• Do not tip paint, cleaning fluid or any other toxic substance down drains or toilets.</li> </ul>
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Contract Commencing Date: \_\_\_\_\_

Name of Contractor or Contractors representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_