

Code of Conduct

Jamieson Contracting (Manchester) Ltd takes its responsibility for impacts upon and actions towards residents, communities, businesses and the environment, very seriously.

We always strive to demonstrate innovation when considering both the environment and the communities in which we are working.

Our staff and any sub contractors we engage to carry out work on behalf of Jamieson Contracting (Manchester) Ltd, work towards our company standards which we communicate at induction.

Our Code of Conduct is a mutual agreement of the way we expect our staff to conduct themselves:-

We will:

- Deal with customers politely, courteously and respectfully at all times.
- Show empathy, respect and patience when dealing with customers with special needs, cultural or faith needs.
- Communicate simply in a transparent manner in relation to work, its purpose and timescales, in order to manage our customers' expectations.
- Adhere to relevant Health & Safety requirements at all times.
- Carry photographic company I.D. cards for identification.
- Always ask permission of our customers, prior to using their power/water supply.
- Use dust sheets to protect customers' belongings and furniture, whenever appropriate.
- Carry out work in a methodical manner, cleaning up as we go along as well as once work is completed.
- Make sure noise levels and disruption to customers usual routine is kept to a minimum.
- Wear overalls/work clothes or personal protective equipment whenever necessary.

We will not:

- Tolerate abusive language or behaviour neither from our staff nor from customers.
- Smoke in customers' property – either inside or just outside.
- Open fridges, cupboards or drawers and remove anything.
- We will not leave the job without prior discussion with customer.
- Any job would always be left in a safe condition.
- Accept gifts or inducements from clients, tenants, residents or friends



Managing Director