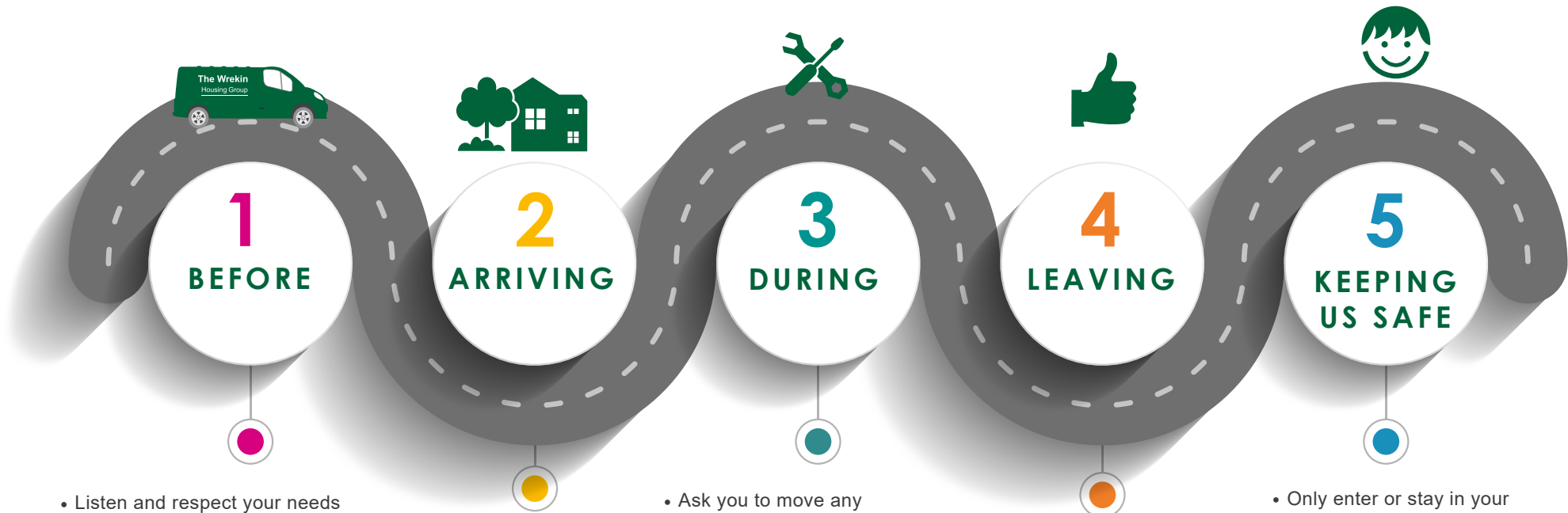


WHEN VISITING OR WORKING IN YOUR HOME, OUR EMPLOYEES WILL:



- Listen and respect your needs and preferences.
- Wear appropriate work wear and look clean and tidy.
- Be on time for appointments and let you know if we are going to be late.
- Have our ID badge available for you to see.

- Respect your home.
- Take account of your needs and preferences.
- Display positive body language.
- Use appropriate language and behaviour.
- Not be overfamiliar with you or your family.

- Ask you to move any breakable or valuable items.
- Make sure we have the right tools for the job and keep the area clean and tidy.
- Work safely and carefully.
- Make sure our work is of good quality and do what we say we are going to do.
- Ask if we need to use your bathroom.
- Keep you up to date with our progress.
- Let you know if we need to stop work and arrange to come back at a convenient time.

- Leave your home as we found it.
- Ask you if you are happy with the quality of work and try to put this right if you are not.
- Keep you updated if we need to come back.

- Only enter or stay in your home if there is a person over the age of 16 present throughout the visit.
- Assess the way we visit and work in your home in response to situations that may arise, so that we keep everyone safe.
- If a conflict arises, including aggressive or threatening behaviour, we will leave your home immediately.
- If you behave suggestively or provocatively, we will leave your home immediately.

CODE OF CONDUCT

When visiting or working in customers' homes

INSPIRE POSITIVE CHANGE

We **embrace innovation**. We are not afraid to **go the extra mile** to provide even better services.

- Focus on doing a good job
- Demonstrate a positive attitude
- Aim to get things right first time
- Take responsibility for our actions and learn from our mistakes.

EVERYONE MATTERS

People are at the heart of **our team** and every team member across the whole community counts.

- Value equality and diversity and embed this in to our work
- Show consideration and empathy to you in your homes.

GROW TOGETHER

We **support each other** and take pride in our collective success.

- Be reliable
- Work together as a team
- Build effective relationships
- Be positive and co-operative.

COMMUNICATE CLEARLY

We **respect** colleagues and customers while recognising the importance of open conversations.

- Show respect and fairness
- Be polite – even in difficult situations
- Be open and truthful
- Maintain professional boundaries
- Handle any complaints positively, sensitively and politely.

MAKING A DIFFERENCE
TO PEOPLE'S LIVES

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