



Alect Safety

Code of Conduct

Code of Conduct Statement



At Alect, we take pride in providing professional, diligent, and courteous service. We work closely with our clients to deliver safe and efficient repairs and maintenance. We follow our client's code of conduct and approved practices to achieve this. This training is essential to understand these expectations and deliver exceptional service to the required standard.



Meeting the Resident

- Park your vehicle safely and courteously outside or near the property.
- Allow sufficient time for the resident to answer the door.
- Always wear and display your identification card.
- Always be polite and courteous.
- Dress appropriately for the work being carried out.
- Always wear the right PPE for the task.
- Safety footwear is a requirement at all times.
- Respect and respond appropriately to the residents' culture.

- Avoid engaging in disputes with residents.
- Avoid the use of offensive language.
- Avoid making comments about the property.
- Avoid making comments about the residents or their lifestyle.
- Do not smoke in a resident's home.
- Avoid discussing the housing association policies, previous works or previous issues with residents.

Carrying Out The Work

- Ask the resident to move their belongings that are in the way of your work, you can offer to help if these are too large for one person.
- Ask permission if you need to use residents' gas, electricity or water.
- Jointly inspect the works with the resident to understand the problem as well as the customer expectations.
- Only complete works that have been authorised, where a job requires more work than requested, this must be approved.
- Take photographs of the works before, during and after as evidence of completion. We may not get paid without this evidence.
- If you are likely to cause disruption, such as no toilet or water for a while, inform the resident so they can use taps or toilets etc. before they are unable to.
- Do not use loud tools before 8am or after 6pm unless as part of an emergency repair or where it has been agreed by the resident and affected persons.
- Where a job cannot be completed, ensure it is followed up by notifying the office.





Clean and Tidy Working

- Keep the work area clean and tidy.
- Use dust sheets or other protection if expected to make a mess.
- Avoid dropping mud, paint, grease or other materials in the premises.
- Remove all work residue and off-cuts and leave work areas clean.
- Clean or repair any item that is soiled or damaged due to the work.

- Do not leave tools or possessions at the property overnight.
- Do not leave the premises unsecured.
- Do not eat food or leave containers in the premises.

- You must ask permission from the resident if you need them to dispose of small amounts of rubbish. Never leave excessive rubbish, this should go to the skip.

Quality Work

We hope you take great pride in your work and strive to achieve the best possible outcomes for every job you undertake.

- Aim to use like-for-like replacement parts wherever feasible.
- If a direct replacement is not available, opt for a superior alternative part. Lower-quality parts may seem economical initially but tend to fail earlier.
- Dedicate the necessary time to ensure the job is done correctly. Rushing the work often leads to suboptimal results.

Please note:

- Payment for callbacks will be withheld until the job is fully completed.
- Works are likely to be inspected before any payment is released.

Quality assurance is paramount:

The housing associations we collaborate with will conduct thorough quality checks on many works. The importance of delivering quality cannot be overstressed.



Expectations of the Customers

Customers are expected to let you complete your works without affecting your day. Customers are asked to:

- Not smoke whilst you are working.
- Be polite and courteous, verbal abuse or threats will not be tolerated.
- Keep small children away and out of danger.
- Keep their animals outside or in another room.
- Be ready for the work by moving furniture, decorations, valuables or appliances so that you can continue.

If you feel that the resident's actions are affecting your ability to complete the work, you should discuss these problems with them if they are calm and receptive.

In the event that a resident is abusive either physically or verbally, you should make efforts to leave the property and inform the office to escalate this to the relevant housing association.





Safeguarding

- Do not enter a property if there isn't a person aged sixteen or over present. The resident should be called and asked to come home or the job should be re-arranged.
- If you suspect that a child, elderly, or vulnerable person is affected by the property conditions, such as dirty or unsanitary, please report your concerns so the housing association can be informed.
- If possible, take photographs of the property condition or living conditions. Always make notes on the job detailing your concerns.
- If you are immediately concerned over the safety of a vulnerable person, this may need reporting to the police for an urgent response. Inform the office and make notes on the job.

- Always ensure your own safety, avoid saying something in front of the residents as this may cause conflict. Get to safety and then contact the office.

Risk Assessments and Documents

At Alect, we maintain specific risk assessments and safety documentation that you are expected to adhere to when applicable. These documents can be accessed via a link in the Alect WhatsApp group description. To find it, click on the group's logo at the top.

If your work practices differ from ours or involve activities not covered by our operations, you must provide your safety documentation, including:

- Risk Assessments
- Method Statements or Safe Systems of Work
- Control of Substances Hazardous to Health (COSHH) Assessments

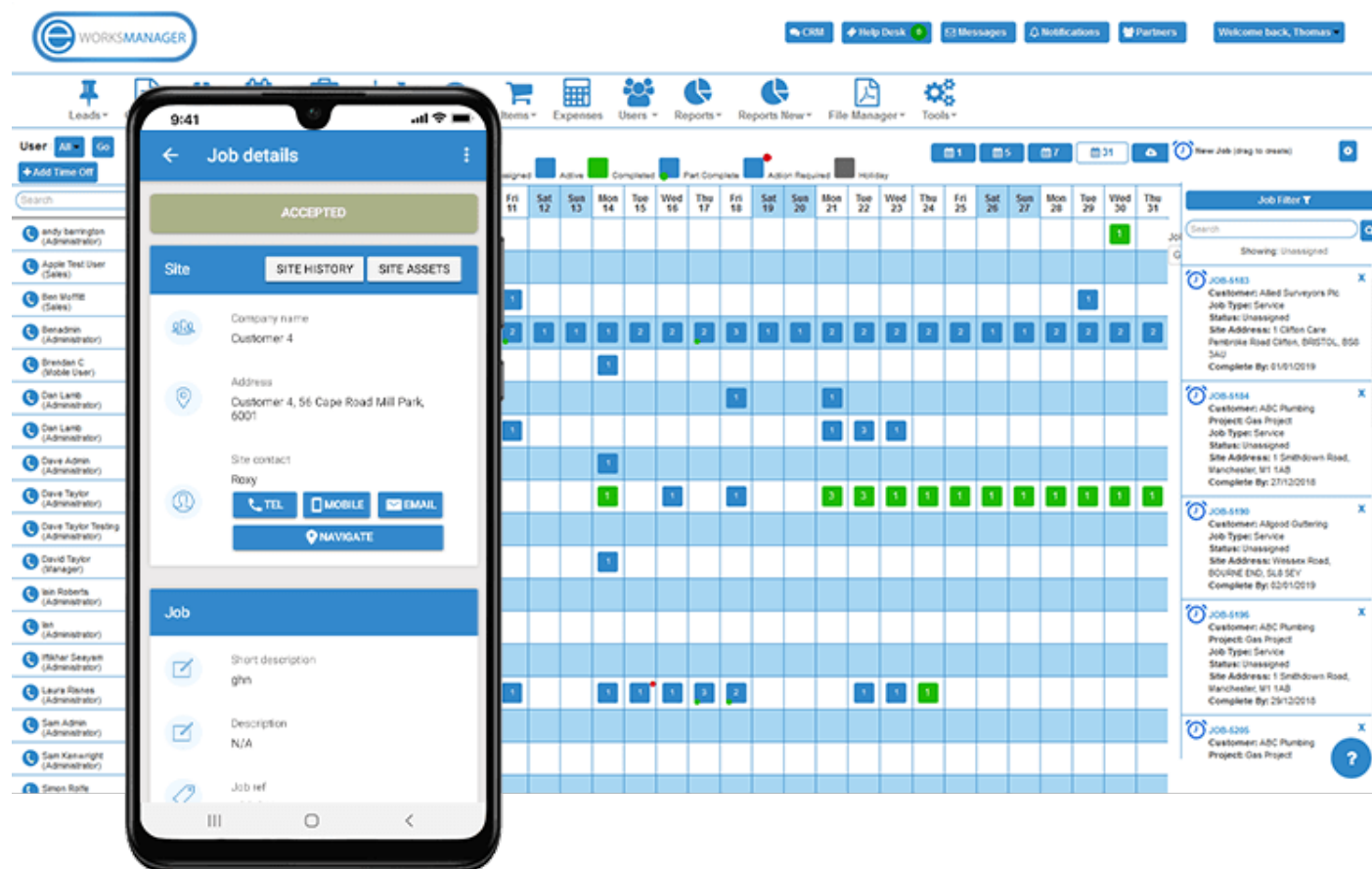
Please note, for high-level work at height, such as roofing, we require the use of the Tetra method. Should you lack the qualifications or equipment to work this way, you must demonstrate that an alternative method is equally safe before we can allocate work to you.

Title: General Plumbing Risk Assessment		Version: 01.01	
Ref No: 05.RA003	Dated: 25/07/2023		
Author / Review By: John Lewis	Signature: John Lewis		
Owner: Sean Shapcott	Signature: Sean Shapcott		
Section A: Who Can Be Harmed and How (Pre-Controls)			
A	Significant Hazards:	Persons at Risk	Likelihood L 1 to 5
			Consequence C 1 to 5
			Risk Rating R 1 to 25
1	Conditions arising from the release of asbestos where materials are affected by leaks / repairs.	Operatives and Others	3
2	Injuries resulting from falling from or through ceilings.	Operatives	3
3	Fire or damage caused by hot works.	Operatives and Others	3
4	Injuries resulting from falling from heights (except lofts).	Operatives and Others	3
5	Cuts, lacerations, and injuries resulting from sharp tools, pipes, and tiles.	Operatives and Others	3
6	Injuries resulting from falling objects if working above head height.	Operatives	2
7	Incidents arising from water contact with electricity.	Operatives and Others	3
8	Conditions arising from exposure to chemicals / CoSHH	Operatives and Others	3
Behavioural Controls: Control measures are complete, demonstrating what we do and the intentions for the type of risk identified. Give priority to hazards where the severity at risk, likelihood or severity are high. Include any controls that reduce the risks from the significant hazard in section A			
Section B: Existing and Required Control Measures			Residual Risk Rating
B	Control Measures		L 1 to 5
			C 1 to 5
			R 1 to 25
1	<p>Conditions arising from the release of asbestos where affected by leaks / repairs</p> <ul style="list-style-type: none"> Wet asbestos containing materials (ACM's) Where leaks (such as in loft spaces) may affect and treated differently. <ul style="list-style-type: none"> Check the asbestos register / information surfaces does or does not contain asbestos in the affected room during the works. If the ceiling appears to be affected through water, ensure to immediately inform the relevant person. If the ceiling appears stable, advise the material may need inspecting once dried. If repairing leak in lofts above ACM ceilings, ensure tools and equipment. Immediately report any damages made and the procedure for the housing association / landlord. 		
2	<p>Injuries resulting from falling from or through ceilings</p> <ul style="list-style-type: none"> If required to access ceilings, dynamically assess the risk of falling. Use loft crawling boards or other device to access leak source. 		
3	<p>Fire or damage caused by hot works</p> <ul style="list-style-type: none"> Ensure non-essential persons are removed from the area. Hot works should be avoided as far as possible where possible such as push fittings, compression fittings, or anything else where heat isn't required. Where the use of heat is unavoidable, the following controls should be implemented: <ul style="list-style-type: none"> A fire extinguisher must always be present. Use gauze or heat mats to protect the work area. 		



eWorks App

You will need the eWorks app to receive your jobs. Calls are scheduled by the office, and they appear in the app each day. You need to log in using the email address you gave to the office.



The screenshot displays the eWorks app interface. On the left, a list of users is visible, including Andy Barrington, Apple Test User, Ben Wolfe, Benjamin, Brendan C, Dan Lamb, Dave Adams, Dave Taylor, David Taylor, Ian Roberts, Ian, Richard Seayam, Laura Rimes, Sam Adams, Sam Kanawangi, and Simon Rife. The main screen shows 'Job details' for an 'ACCEPTED' job. The job details include: Company name: Customer 4; Address: Customer 4, 56 Cape Road Mill Park, 6001; Site contact: Roxy, with options for TEL, MOBILE, and EMAIL; and a NAVIGATE button. Below the job details is a 'Job' section with fields for Short description (gth), Description (N/A), and Job ref. To the right of the job details is a calendar view showing job assignments for various days of the week. The calendar has columns for days from Fri 11 to Thu 31. A legend at the top of the calendar indicates job status: Assigned (blue), Active (green), Completed (light green), Part Complete (yellow), Action Required (orange), and Holiday (grey). The calendar shows several jobs assigned to different days, with some days having multiple jobs. On the far right, there is a 'Job Filter' section with a search bar and a list of job entries, including JOB-5183, JOB-5184, JOB-5190, JOB-5196, and JOB-5205, each with details like Customer, Project, Job Type, Status, Site Address, and Complete By date.



Thank You!

Thank you for taking the time to understand our requirements, if there's anything you aren't certain of, please ask.

You may now close this window to exit the module.

