



CREATING GREAT OUTDOORS

CODE OF CONDUCT SITE BEHAVIOUR

As the UK experts in creating and managing residential and commercial landscapes, Greenbelt is determined to be at the forefront of best practice and is committed to exceeding customers' expectations in the quality of our work and services.

To do this, the standards of workmanship and the behaviour of anyone representing our company have to be exemplary.

This **Code of Conduct** sets base-line requirements in practice and behaviour for contractors and their staff so that we can achieve the highest standards of service.

CUSTOMERS

Customers have a right to expect high quality of work, so

- All contractors' staff must be familiar with site maintenance schedules
- Staff must have access to and be familiar with current site plans
- All contractual and site-specific obligations must be met
- Maintenance work must not be rushed; schedules are not time-based

Contractor's Staff must be polite, considerate and knowledgeable about their tasks.

If unable to answer a query, staff should

- Direct customers to the site supervisor or team leader *or*
- Offer a Supervisor or Contractor card with Greenbelt's Customer Free phone number 0800 028 1749

Supervisors and team leaders should be available to talk to or walk the site with customers who have concerns or complaints

BEHAVIOUR ON SITE

Tools for the job

All hand or vehicle mounted tools must be fit for purpose

All tools and equipment needed for routine maintenance must be available on all site visits so that all required maintenance can be done during that visit

Vehicle or machinery engines must be turned off when not in use

Dressing for work

Safety and protective clothing, appropriate for weather and site conditions, must be worn at all times

Supervising work

A Supervisor and/or Team Leader must be available and visible on site

Young staff and trainees must be supervised by a senior member of staff at all times

Taking a break

Staff are entitled to scheduled breaks during site maintenance visits.

However, unless on a scheduled break, all members of maintenance teams should be actively engaged on site at all times.

Leaving a site

Contractors should always look over the site before packing away tools and ensure **all** maintenance operations are completed to specification. Check that

- *Nothing* has been missed
- The site looks better after the visit
- Supervisor or Contractor cards have been completed and delivered correctly if required

November 2007