



JENNER
CUSTOMER CARE

Personal Conduct Policy

All supply chain partners acting on behalf of the Jenner Customer Care team, are politely reminded that in working on our behalf you become an ambassador of the Jenner business and brand, and must ultimately act accordingly in terms of your overall behaviour and conduct.

The following rules are in place and should be observed and adhered to:

- Everyone should be treated with ultimate respect regardless of gender, age, race or religion. The personalities, characters, views and opinions of others all vary, and this must be recognized, respected and reflected in our conduct.
- Courtesy and good manners cost nothing but go a long way to enhancing our customer's experience and overall impression of Jenner. Disrespectful or abusive behaviour (shouting, wolf whistling etc.) and/or use of foul language will not be tolerated at any time, and repeated incidents of this will become a disciplinary offence.
- Personal hygiene and appearance are considered highly important in creating a good first impression and all workwear should be kept as clean as possible to uphold a professional appearance.
- Appointments to carry out all works must be scheduled in advance with the customer to ensure it is convenient for you to attend their property.
- All works must be carried out in a clean and tidy and considerate manner with any accidental damage to property or possessions remediated accordingly and immediately reported directly to the Customer Care Manager.
- Noisy works should be carefully coordinated to accommodate our customers' needs as best we can to cause minimal interruption and disruption to their daily routine, which is more prevalent in current times with people working remotely from their homes.
- Smoking is only permitted in designated external smoking areas.
- When travelling to and from any site or property your actions remain accountable. Vehicles should be kept clean and tidy to create good first impressions and abusive or offensive behaviour towards other motorists or members of the public will not be tolerated. Speed Limits must be conformed to.
- Creation of a safe working environment is a precondition by which we operate and is uncompromisable. We request a behavioural approach to safety so that everyone acts with the highest regard for their own safety and that of their peers and is mindful of both mental and physical wellbeing amongst their own team.
- In accordance with latest advice in relation to the COVID-19 (coronavirus pandemic) issued from the Construction Leadership Council (CLC) alongside our own enhanced company safety guidelines the use of face coverings is now mandatory for anyone entering confined spaces in close proximity to others, and when entering occupied homes or public spaces. This is now a legal requirement and imperative to ensure both the safety of our people and all external stakeholders and to ensure we act responsibly to play our part in reducing the onward spread of the virus. Heightened hygiene measures and increased levels of cleanliness must be adhered to as well as good ventilation when working in confined indoor areas. Social distancing of 2m must be actioned wherever possible and this may be reduced to 1m for unavoidable tasks where two people are required to work in close proximity, reducing direct face-to-face contact and minimising the time spent in this situation as much as possible. All COVID-19 Guidelines can be found on our website: <https://www.jenner-group.co.uk/about-us/covid-19-information>.

The policy is imperative to preserve the reputation of the Jenner brand and ensure business longevity whilst safeguarding all those who work for us and in association with us. This guidance will be continuously monitored, improved, and will evolve as the business grows and changes. For more information or if you have any questions relating to the above information please contact:

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Martin Sandall
Managing Director
January 2024