



Code of Conduct

To all Staff:

You are our biggest asset and we expect you to represent the Company in a professional, efficient and courteous manner, with due regard to our Customer Care Policy and Equality & Diversity Statement.

This document formalises our expectations of all employees and is required to be signed. A copy will be held on your individual file.

Our expectations are that you;

- ❖ Always carry company ID cards.
- ❖ Show ID cards to customers and introduce yourself.
- ❖ Wear Princes Uniform and wear /use the appropriate PPE.
- ❖ Be on time; - but if a delay is unavoidable, inform the customer.
- ❖ Discuss with customers how best to minimise the impact of disconnecting the electricity supply, should this prove necessary.
- ❖ Pay due regard to health & safety at all times.
- ❖ Respect the customer's property and belongings.
- ❖ Be professional and helpful.
- ❖ Respect all and be polite.
- ❖ Do not use radios or other audio equipment without the customer's prior permission.
- ❖ Do not smoke in the customer's property.
- ❖ Only use personal mobile phones on designated breaks or emergencies.
- ❖ Only use the customer's toilet or kitchen facilities with their prior permission.
- ❖ Do not swear or use offensive language.
- ❖ Leave everything clean and tidy.

Directors	Signature	Date
Simon Lewis		1/6/10
Matt Smith		1/6/10
Paul Prince		01-06-10
Dennis Prince		1-6-10
Employee		