



# Supplier Code of Conduct

Effective Date: 25<sup>th</sup> November 2025

## 1. Purpose

RecoMend exists to connect homeowners with **trusted, professional, and reliable contractors**. This Code of Conduct sets the standards expected of all contractors working through the RecoMend platform.

By accepting work via RecoMend, contractors agree to comply fully with this Code of Conduct. Failure to do so may result in suspension or permanent removal from the RecoMend network.

**This document is publicly available to ensure full transparency**

## 2. Professionalism & Conduct

Contractors must:

- Behave in a **professional, respectful, and courteous manner** at all times
- Arrive **on time** for appointments or provide advance notice if delayed
- Be appropriately dressed and presentable
- Communicate clearly, honestly, and respectfully with homeowners
- Never use aggressive, intimidating, or inappropriate behaviour

RecoMend has a **zero-tolerance policy** for abusive, discriminatory, or threatening behaviour.

### 3. Respect for the Home & Property

Contractors must:

- Treat the homeowner's property with **care and respect**
- Take reasonable steps to protect floors, surfaces, and furnishings
- Leave the work area **clean, tidy, and safe** once work is completed
- Dispose of waste materials responsibly

Homeowners should feel confident that their home will be respected at all times.

### 4. Qualifications, Insurance & Compliance

Contractors must:

- Hold all **relevant qualifications, certifications, and registrations** required for their trade
- Maintain valid **public liability insurance** (and any other required cover)
- Comply with all **health and safety regulations**, building regulations, and legal requirements
- Provide evidence of insurance and qualifications upon request

Any lapse in insurance or certification must be reported to RecoMend immediately.

### 5. Pricing, Assessments & Transparency

RecoMend understands that many repairs require **on-site assessment** before costs can be confirmed.

Contractors must:

- Clearly explain the issue and proposed solution to the homeowner
- Provide **honest and transparent pricing** before work begins
- Offer options should ALWAYS be included (where applicable) such as:
  - Repair
  - Replacement
  - Upgrade

- Never pressure a homeowner into proceeding with work
- Never begin chargeable work without homeowner approval

Hidden charges or misleading pricing are strictly prohibited.

## 6. Communication & Responsiveness

Contractors must:

- Contact homeowners **promptly** after receiving a job instruction.
- Respond within RecoMend's expected timeframes (typically within 4 working hours) outside of regular working hours, the 4 hours will be run from 9am the following working day.
- Keep homeowners informed of arrival times, delays, or changes
- Be reachable by phone or email for reasonable follow-up questions

Poor communication is one of the most common reasons for contractor removal.

## 7. Invoicing & Payments

Contractors must:

- Provide a **clear, itemised invoice** after work is completed
- Allow the agreed payment terms (typically 14 days unless otherwise agreed)
- Never request cash-only payments unless agreed in advance
- Never attempt to charge fees outside of what was agreed on-site

Any disputes regarding invoices must be handled professionally and fairly.

## 8. Feedback, Monitoring & Quality Control

RecoMend actively monitors contractor performance.

Contractors agree that:

- Homeowners will be contacted after jobs for feedback
- RecoMend may request clarification on pricing or work carried out
- Consistent negative feedback may result in warnings or removal

RecoMend operates a **three-strike policy** for breaches of this Code of Conduct.

## 9. Breaches & Enforcement

Breaches of this Code may result in:

1. Formal warning
2. Temporary suspension
3. Permanent removal from the RecoMend platform

Serious breaches (e.g. safety violations, dishonest behaviour, or abuse) may result in **immediate removal**.

RecoMend's decision regarding enforcement is final.

## 10. Commitment to Trust

This Code of Conduct exists to protect:

- Homeowners
- Contractors
- The reputation and integrity of RecoMend

By working with RecoMend, contractors commit to upholding the **highest standards of professionalism, honesty, and care.**