

The KBK Code of Conduct

We pride ourselves on the highest quality of service and the highest standards of work. We endeavour at all times to partner with our clients, suppliers, key holders, landlords, agents and other contractors to ensure the best possible outcome. As a result, we insist that all our employees conform to our strict Code of Conduct.

- ✓ A Works Order must be obtained by fax or email before any works are undertaken. Only instructions on the Works Order will be carried out.
- ✓ KBK will advise the client of any special, unusual or unforeseen circumstances which may arise whilst the works are being carried out.
- ✓ Any alterations to a Works Order must be confirmed in writing via fax or email.
- ✓ KBK operates a job sheet system. Wherever possible our employees will get job sheets signed by the client on completion of the work, a copy of which can be provided to you on request.
- ✓ Invoices will be raised in the name of our client unless otherwise instructed in writing.
- ✓ Appointments will be strictly adhered to.
- ✓ We will confirm access arrangements and collection/return of keys in advance.
- ✓ We will arrive on time and in reasonable and appropriate attire.
- ✓ No KBK employees will smoke or consume food on the premises.
- ✓ The client's permissions will be obtained if material or tools are to be left on-site for any length of time.
- ✓ Employees will ensure sufficient and adequate protection of all furniture and flooring with use of dust sheets or other appropriate materials.
- ✓ Employees will not enter into discussion or debate about any works proposed or in progress with anyone, other than the client or client's authorised representative.
- ✓ We will leave the property –and specifically the area we have worked in - in good order ensuring all doors and windows are closed and locked before leaving.

