

The Power Team

Code of Conduct

Synergy Success Network expects all its personnel, people representing the business and The Power Team members to ensure that they are competent to carry out the project they are undertaking. This may involve the support of specialist professionals.

They should never agree to a project for which they have insufficient time or are otherwise unsuited to undertake.

They will have sufficient public liability, employer's liability (if applicable) and professional indemnity insurance cover for the contract or piece of work.

They will be accountable for fulfilling all financial dealings and contractual obligations with their client with the utmost duty of care and at all times act with integrity, honesty and fairness.

They will give a brief description of the work to be undertaken and a quotation or estimated price wherever appropriate.

Appropriate diligence should be carried out before entering into any agreement as Synergy Success Network will not be held liable for contractual breaches by the client of The Power Team members.

Synergy Success Network recommends the use of Plain English Contracts. The contract should include the following:

- The estimated or quoted price of the job or the way that the price will be determined.
- What is included in the price.
- Commencement and completion dates or the term of the agreement.
- Details of any warranties or guarantees that the client will enjoy.
- Payment terms – a request for an agreed deposit, if required, and the dates and amounts of staged payments thereafter. Alternatively, work rates should be quoted together with the provision of the applicable standard terms and conditions.
- If payment is taken upfront the client needs to be agreed.

When work is in progress personnel, representatives and The Power Team members will be expected to:

- Proceed with the work with due diligence according to the agreement with the client and will brief the client regularly on progress.
- Develop a good working relationship with the client or their appointed representative. Any concerns about the work, should be discussed with the client as soon as possible.
- Inform the client of any problems or delays as early as possible. It is particularly important to maintain open, honest and timely communication in unforeseen circumstances.
- Supply the client with samples (if appropriate) for prior approval as may be required.
- Confirm verbally and in writing any changes to the work specified or extra costs and agree with the client before such work begins.
- Ensure employees, and, or subcontractors will at all times treat the client and their property with respect and ensure that the working site remains a safe, clean and healthy environment.
- Take responsibility for any subcontractors that are engaged and for their work.

When the work is complete personnel, representatives and The Power Team members will be expected to:

- Leave the site clean, tidy and ready for use if the need arises to visit the site.
- Dispose of any waste properly.
- Give any relevant instructions, guarantees and work completion certificates to the client as well as briefing the client about any relevant maintenance or operating issues.
- If appropriate agree a return date with the client to complete any defects or “snagging” which may have arisen during an agreed period within the contract.

If personnel, representatives or The Power Team members have a disagreement with the client they are expected to:

- Try and resolve the disagreement by discussion and by reference to the agreement or contract.
- Notify Synergy Success Network in all cases.
- Agree to follow Synergy Success Network’s Dispute Resolution Procedure in the event that a satisfactory solution cannot be found.