

JT Enterprises Code of Practise

1.

Standards of Service.

We will be clear and open in our dealings with Customers. We will never knowingly misrepresent facts to a Customer concerning any aspect of a removal transaction. We will behave at all times with honesty and integrity in all their dealings with our Customers and the general public. (e.g. by providing Customers with clear information, avoiding making additional charges for “hidden extras”, and acting fairly and responsibly when dealing with reasonable Customer concerns)

We shall maintain a high standard of service to Customers, trade fairly and responsibly and shall not conduct their business in any manner that would bring JT Enterprises into disrepute.

We shall:

1.1

Safely handle and adequately protect Customers’ effects for transport and/or storage to minimise the possibility of accidental damage.

1.2

Comply with all relevant statutory and regulatory requirements (see Annex) and ensure that our staff are aware of the requirements relevant to their jobs.

1.3

Carry out an accurate assessment of the work required and provide fixed price written Quotations without charge. Quotations shall include a clear description of the work to be undertaken through the use of a service specification or equivalent. If the items to be moved have been identified by way of a list, then JT Enterprises will make it clear that the quotation applies only to the removal or storage of those items listed.

1.4

Provide relevant advice and information to the Customer free of charge prior to, during and after the removal takes place.

1.5

Ensure that all staff are sensitive to the needs of, and offer additional help to vulnerable Customers, e.g. those for whom English is not their first language, those with reading difficulties, or the physically disabled.

1.6

Ensure that all employees are fully aware of the terms of the Code relevant to them and that they play their part in ensuring that JT Enterprises complies with the Code.

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1.7

Ensure that all Customers are made aware of the Code of Practice.

1.8

Not refuse to release goods for which they have no contractual liability and where no legal right exists whilst acting as a subcontractor or destination agent.

2.

Resources

2.1

Staff

2.1.1

All staff employed, contracted or hired by JT Enterprises shall be presentable, polite and reliable.

2.1.2

An induction programme shall be in place for all staff.

2.1.3

All staff shall be suitably qualified by means of an initial period of relevant training or adequate professional experience.

2.1.4

A continuing training programme shall be in place.

2.1.5

JT Enterprises shall maintain a written record of the training undergone by each employee, including safety related training.

2.1.6

Where temporary staff are used, JT Enterprises shall ensure that they are suitably qualified and/or supervised by full time employees.

2.2

Vehicles and Equipment

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Vehicles used will be presentable, roadworthy and suitable for removal work. Tools and equipment will be suitable and adequate for the work undertaken.

2.3

Packing: Method and Materials

Packing materials and method used shall be suitable for the purpose required. Environmentally friendly, disposable materials should be used wherever possible, and in appropriate quantities for the protection and safe transport of the goods to be moved.

3.

Environmental Disposal

All waste removed shall be disposed of in a licensed waste transfer station in accordance with The Waste (England and Wales) Regulations 2011.