

## **Contractor Code of Conduct**

As a contractor working with WREXRENT, you are expected to adhere to the highest standards of professionalism, integrity, and service quality. This Code of Conduct outlines the principles and guidelines that govern your conduct while engaged in work on behalf of our agency. By accepting work assignments from us, you agree to abide by these principles at all times.

### 1. Professionalism and Courtesy

- Treat all clients, tenants, and fellow contractors with respect and courtesy.
- Maintain a professional demeanour in all interactions, whether in person, over the phone, or via written communication.

### 2. Compliance with Laws and Regulations

- Adhere to all applicable laws, regulations, and industry standards relevant to your work.
- Obtain any necessary licenses, permits, or certifications required to perform your duties.

### 3. Quality of Work

- Deliver high-quality workmanship and service in accordance with industry best practices.
- Strive for excellence and attention to detail in all tasks undertaken on behalf of WREXRENT.

### 4. Timeliness and Reliability

- Honour agreed-upon deadlines and commitments.
- Communicate promptly if you anticipate delays or encounter unforeseen obstacles.

### 5. Transparency and Communication

- Maintain open and transparent communication with WREXRENT regarding project progress, challenges, and any issues that may arise.
- Promptly report any concerns or incidents that may impact the smooth operation of our business or the satisfaction of our clients.

### 6. Confidentiality

- Respect the confidentiality of sensitive information obtained during the course of your work.
- Do not disclose any proprietary or confidential information related to WREXRENT, our clients, or contract holders (tenants) without proper authorisation.

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## 7. Professional Appearance

- Present yourself in a neat and professional manner when representing WREXRENT on-site or in client interactions.

## 8. Safety

- Prioritise safety at all times, both for yourself and others.
- Follow proper safety protocols and procedures to prevent accidents or injuries.

## 9. Conflict Resolution

- Handle conflicts or disagreements professionally and constructively.
- Seek resolution through dialogue and mediation whenever possible, involving WREXRENT if necessary.

## 10. Integrity and Ethics

- Conduct all business activities with honesty, integrity, and ethical behaviour.
- Avoid conflicts of interest and disclose any potential conflicts promptly to WREXRENT.

## 11. Continuous Improvement

- Strive for ongoing professional development and improvement in your skills and knowledge relevant to your role.
- Seek feedback from WREXRENT and clients to identify areas for growth and enhancement.

## 12. Compliance with Letting Agent Policies

- Familiarise yourself with and adhere to any additional policies or guidelines provided by WREXRENT specific to contractors.

By adhering to this Contractor Code of Conduct, you contribute to the reputation and success of WREXRENT as a trusted provider of property management services. Your commitment to professionalism, integrity, and excellence is essential to maintaining positive relationships with clients and ensuring the highest standards of service delivery. Violation of this Code may result in termination of our business relationship. Thank you for your cooperation and dedication to upholding these principles.