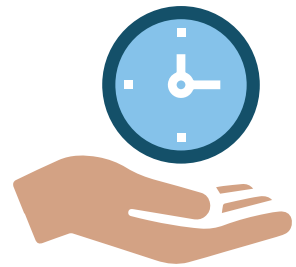


At Coastline we're committed to providing great homes, great services and great people. To ensure we achieve this, we expect all our approved contractors, their workforce, including sub-contractors, to follow these standards when working in our customers' homes and local communities.

## As contractors working for Coastline, we will:

### Be punctual and prepared:

- Contact you to let you know we are on our way\*
- Arrive promptly and complete work as agreed with the customer
- Arrive with the correct materials, tools and equipment



### Be polite, presentable and professional:

- Be polite and courteous at all times
- Complete all work to agreed timescales, wherever possible
- Aim to achieve no formal complaints.

### Be identifiable and respectful:

- Show photographic identification and explain who we are and what we are going to do
- Respect and take care of your home, garden and belongings



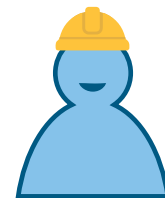
### Be considerate & conscientious

- Clean up after ourselves and remove all waste materials when work is finished
- Carry out work to the highest possible standards
- Answer your questions and address your concerns
- Ask for your feedback and comments on how well we are doing
- Use your feedback to improve our services



### Be safe:

- Carry out work to the highest standards of health and safety



### We will not:

- Smoke
- Use your WC or bathroom without your permission
- Make personal phone calls, use foul or abusive language or play loud music or radios.



*\*we will need an up to date mobile number*

Coastline