

LAKELAND PAVER LAYER CODE OF PRACTICE

- To maintain the good reputation of Lakeland Pavers at all time and to carry out business in a fair and honest manner.
- To ensure out all work is undertaken in accordance with the requirements of the relevant British Standards and industry guidelines.
- To ensure the customer receives a written quote, detailing prices and likely timescales.
- Ensure that the customer is appraised immediately of any unforeseen changes that arise that would affect the quote.
- To only use products acknowledged to be fit for their purpose.
- To operate in accordance with Health and Safety legislation.
- To preserve the site in an orderly state, where feasible, and to leave the site in a safe order at the end of each working day, and on completion ensure the site is left in an orderly condition.
- To be well-mannered and minimize disruption to others that may be affected by the work being carried out.
- To have the all the necessary licenses, insurances and consents in place.
- To maintain and adhere to a defined system for dealing with customer complaints.