

TF Energy

Installer Code of Conduct

At TF Energy, we are committed to delivering projects to the highest professional and safety standards. When working in residents' homes, all TF Energy installers and subcontractors follow this Code of Conduct to ensure respect, quality, and trust.

Our Standards and Commitment

Professional Behaviour

- Always present ourselves in a polite and respectful manner
- Wear TF Energy identification and branded uniform at all times
- Never use inappropriate language, behaviour, or gestures
- Refrain from smoking, vaping, or using mobile phones for personal calls inside resident properties

Respect for Residents and Homes

- Treat every home with care as if it were our own
- Protect furniture, floors, and belongings with dust sheets and coverings
- Do not move personal belongings unless agreed with the resident
- Keep work areas tidy, removing waste materials daily
- Ensure tools and equipment are stored safely and securely

Safety Standards

- Follow all health and safety regulations, including PAS 2030/2035 requirements
- Keep clear and safe access routes inside and outside the property
- Immediately report any hazards, damage, or incidents to the site supervisor
- Never leave tools or materials unattended in areas accessible to children or pets



Communication and Courtesy

- Introduce ourselves clearly on arrival and explain the planned works
- Listen to resident concerns and answer questions honestly
- Give advance notice if works will cause noise, dust, or temporary loss of utilities
- Respect residents' privacy and cultural differences at all times
- Maintain professional communication with colleagues and clients

Quality and Accountability

- Carry out works to the highest professional standard
- Follow agreed designs, specifications, and compliance requirements
- Report any issues, delays, or changes to the site supervisor immediately
- Take responsibility for workmanship and ensure full completion before sign-off

Commitment to Residents

This Code of Conduct reflects TF Energy's promise to minimise disruption, maintain trust, and deliver safe, high-quality works. By following these standards, our teams ensure that every resident has a positive experience throughout the upgrade process.