



PROFESSIONAL STANDARDS & GOVERNANCE

Insurance Reinstatement | Property Damage | Refurbishment

AWJ Construction's documented standards for ethical conduct, inclusive service, competence and continuing professional development across our insurance reinstatement and property repair activities.

PURPOSE

This public pack sets out AWJ Construction's professional standards and is intended to provide clients and professional partners with a clear overview of how we operate.

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Document Control & Scope

These standards apply to AWJ Construction’s directors, employees and, where relevant, subcontractors, consultants and supply-chain partners acting on behalf of the company.

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Operating context

AWJ Construction undertakes insurance reinstatement and property repair following escape of water, leaks, fire and smoke damage, mould and moisture-related damage, impact damage and other property losses, together with residential refurbishment and associated repair works.

Core client-facing staff oversee assessment, scoping, communication, programming, quality control and subcontractor coordination. Specialist trades are engaged where required and remain subject to AWJ Construction’s scope requirements, site standards and supervision when acting on our projects.

Company Code of Conduct & Ethics

Our conduct is built around integrity, professional competence, respect, accurate communication and responsible delivery of property-damage and reinstatement works.

1. Purpose

This Code sets the minimum behavioural and professional standards expected when representing AWJ Construction. It supports consistent decision-making, protects clients and stakeholders, and promotes confidence in the insurance-reinstatement and property-repair process.

2. Core principles

- Act honestly, fairly and transparently in all professional dealings.
- Place safety, dignity, property protection and customer care at the centre of our work.
- Work only within the limits of competence and use suitably qualified specialists where required.
- Communicate scopes, assumptions, costs, programmes and changes clearly and accurately.
- Maintain appropriate records, photographs, reports and supporting information for claim-related works.
- Treat policyholders, insurers, loss adjusters, managing agents, residents, colleagues and suppliers with respect.
- Promote good practice, learning and professional development.
- Comply with applicable law, contractual obligations, health and safety requirements and recognised industry standards.

3. Insurance claims, surveys and reporting

AWJ Construction will not knowingly exaggerate, conceal or misrepresent damage, causation, scope, quantities, costs, progress or completion status. Estimates and quotations must be prepared from the information reasonably available at the time, with assumptions and provisional items identified where appropriate.

Where further damage or a material change in scope is discovered, the relevant client, insurer, loss adjuster, surveyor or managing agent should be informed before additional works proceed where approval is required.

4. Competence and workmanship

- Allocate work to people with suitable skills, experience and supervision.
- Use qualified and insured specialists for regulated or specialist activities.
- Follow agreed specifications, manufacturer guidance and appropriate technical standards.
- Protect unaffected areas and raise technical concerns rather than concealing defects or unsuitable conditions.
- Carry out proportionate quality checks and provide completion evidence where required.

5. Customer care and occupied properties

Property damage can be disruptive and distressing. We aim to provide clear communication, realistic expectations, respectful behaviour and tidy working practices, with particular care in occupied homes and where a customer may have additional support or access needs.

6. Health, safety and environmental responsibility

All personnel must follow site-specific risk controls, method statements and safety instructions. Unsafe conditions must be reported and work stopped where necessary. Waste, materials and equipment should be managed responsibly, with reasonable steps taken to minimise avoidable waste, contamination and environmental impact.

7. Confidentiality and data

Claim information, property photographs, access details, personal information and commercially sensitive records must be handled responsibly and used only for legitimate business purposes in accordance with applicable data-protection requirements.

8. Conflicts, gifts and inducements

Actual or potential conflicts of interest must be disclosed. No representative may offer, request or accept a payment, gift, hospitality or other benefit intended to improperly influence a business decision.

9. Subcontractors and supply chain

Subcontractors and partners working under AWJ Construction's instruction are expected to meet equivalent standards of conduct, safety, respect and workmanship. AWJ may remove or cease using any contractor whose conduct or performance materially falls below these standards.

10. Concerns and breaches

Concerns about conduct, quality, safety, discrimination, dishonesty or other breaches should be raised promptly with the Managing Director. Serious or repeated breaches may result in corrective action, retraining, removal from a project or termination of engagement.

Diversity, Equity & Inclusion Policy

AWJ Construction is committed to fair treatment, dignity and respectful access to employment, subcontracting opportunities and services.

1. Commitment

We value individual differences and expect everyone representing AWJ Construction to contribute to an environment in which clients, residents, colleagues, subcontractors and professional partners are treated with dignity and respect.

2. Scope

This policy applies to recruitment, employment, training, promotion, subcontractor engagement, supplier relationships, client interaction, site behaviour and the delivery of services in homes, communal areas and commercial premises.

3. Fair treatment

AWJ Construction will not tolerate unlawful discrimination, bullying, harassment, victimisation or intimidation. Decisions will be made on relevant factors such as competence, capability, qualifications, conduct, availability, performance and legitimate project requirements.

- Treat people fairly regardless of protected characteristic or personal background.
- Provide a working environment that promotes dignity and respect.
- Make reasonable adjustments where appropriate and practicable.
- Offer training and development opportunities on a fair and role-relevant basis.
- Challenge inappropriate behaviour and protect people who raise genuine concerns from retaliation.

4. Inclusive service delivery

Insurance reinstatement frequently takes place in occupied homes and can involve customers experiencing disruption, displacement or financial uncertainty. Staff should communicate clearly, avoid assumptions, respect cultural and personal differences and make reasonable adjustments to communication or access arrangements where required.

5. Recruitment and subcontractor engagement

Recruitment and engagement decisions should use objective role and project requirements. We seek competent people and suppliers who can meet AWJ Construction's standards and will not exclude suitable candidates or contractors on irrelevant or discriminatory grounds.

6. Responsibilities

- The Managing Director is responsible for leadership, implementation and review of this policy.
- Employees and representatives are responsible for their own behaviour and for following this policy.
- Subcontractors are expected to comply with the same standards while working on AWJ Construction projects.
- Anyone who witnesses inappropriate conduct should raise it as soon as reasonably practicable.

7. Reporting and review

Concerns may be raised verbally or in writing and will be handled sensitively, fairly and as confidentially as reasonably possible. This policy will be reviewed at least annually and in light of relevant feedback, complaints, workforce changes and training needs.

Professional Development Programme

AWJ Construction maintains a structured approach to competence and continuing professional development for the people who assess, manage and deliver insurance reinstatement and property-damage work.

1. Objectives

- Maintain technical competence appropriate to each role.
- Support relevant individual accreditation and continuing professional development.
- Improve site assessment, scoping, reporting, customer communication and project delivery.
- Keep knowledge current as standards, products, legislation and claims practices evolve.
- Identify competence gaps early and provide training, mentoring or specialist support.
- Maintain evidence of training and development for audit and accreditation purposes.

2. Who is included

The programme applies to AWJ Construction's directors and employees. Client-facing staff involved in property damage, reinstatement or claims-related work receive priority for role-specific development. Subcontractors are expected to maintain the trade qualifications, competence and statutory certifications relevant to their work.

3. Annual development cycle

1. Identify role requirements and development priorities through project experience, feedback, changing standards and business objectives.
2. Agree a development plan covering technical, safety, compliance, customer-care and management needs relevant to the role.
3. Complete suitable learning through formal courses, recognised industry modules, toolbox talks, manufacturer training, webinars, mentoring, structured self-study and supervised project experience.
4. Record completed learning and retain evidence such as certificates, attendance records, notes or assessment outcomes.
5. Review how learning has been applied and identify the next development priorities.

4. CPD and accreditation

Where an individual is registered on a professional CPD scheme or holds an accreditation, AWJ Construction expects that person to maintain the records and minimum ongoing requirements applicable to that status. The company will support appropriate learning where it directly contributes to competence and service quality.

5. Core development areas

- Damage-management principles for water, fire, smoke, mould and contamination.
- Moisture awareness, drying coordination and readiness for reinstatement.
- Inspection, evidence gathering, photography, scoping and insurer-ready reporting.
- Health and safety, asbestos awareness, manual handling and task-specific site controls.
- Customer care, communication, vulnerable customers and occupied-property working.
- Data protection, confidentiality and information security.
- Equality, diversity and inclusion; respectful workplace and site behaviour.
- Anti-bribery, conflicts of interest and ethical decision-making.
- Quality management, snagging, completion evidence and lessons learned.
- Leadership, subcontractor coordination and project programming.

6. Competence before assignment

Training alone does not automatically establish competence. Before assigning unsupervised responsibility, AWJ Construction will consider relevant qualifications, experience, observed performance and the complexity or risk of the task. Where competence is developing, work should be supervised or referred to a suitable specialist.

7. Records and review

The Managing Director will maintain or oversee a simple training and competence record for core staff. Records may include course details, CPD hours or points, certificates, expiry dates, learning outcomes and development actions. The programme will be reviewed annually and when there is a material change in company activities, legislation or competence needs.

Professional delivery, documented standards

AWJ Construction aims to combine high-standard reinstatement work with clear documentation, respectful customer care, responsible subcontractor management and continued professional development.

- Clear scopes and documented changes.
- Respectful working practices in occupied properties.
- Appropriate use and supervision of specialist trades.
- Ongoing learning and competence development.
- Honest reporting and professional communication with clients and claim stakeholders.

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