

Code of Conduct

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Approved by	Board through consultation with the Customer Committee
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Distribution	Internal:- Uploaded to Policy and Procedures site on Home World Internal: All Home Group colleagues, volunteers, agency workers, and contractors. Communicated via Home World Intranet, Workvivo and during induction External: Available on request to policy team and with agreement of policy owner.
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The information in this document applies to colleagues working in all parts of the UK unless stated otherwise. Some sections have been marked with an England or Scotland flag to highlight information which is specific or relevant to that country.



Important information is marked by this warning triangle. This document may be updated at any time. Always refer to Home World for the latest version and avoid printing or saving your own copy

1. Introduction

Home Group is committed to high standards of conduct. Our code of conduct sets out the main principles that you must comply with, and links to a number of key policies which provide more detail behind this. Failure to comply with our code of conduct or policies could result in disciplinary action or for volunteers relieved of your position in some serious cases.

The code of conduct is based around our values:

- **Accountable** –Taking responsibility for your actions; and being seen to act in line with our policies and values.
- **Caring** –Treating each other with dignity and respect; and considering the impact of your actions on others.
- **Energised** –Being a brilliant representative of Home Group; and having the confidence to challenge behaviours not in line with our values.
- **Commercial** –Protecting Home Group’s funds and resources; and acting honestly.

Colleagues across Home Group, together with volunteers and others directly involved in delivering the Group’s business activities are expected to act in accordance with our values, working with a high level of professionalism, and to work together to deliver our strategic goals. Embedded in our values is the responsibility to carry out your role in a way that supports the long-term interests of our current and future customers.

2. Accountable

Don’t pass the buck – own it!

We are all responsible for our own behaviour. We should always be aware of how our actions may be viewed by others, and there are policies and procedures in place to help us to show that we are always acting in Home Group’s best interests.

2.1 [Avoiding conflicts of interest](#)

Home Group recognises that you may have interests outside the organisation. However, you must not put yourself in a position where your personal interests could, or might be perceived to, conflict with your role or Home Group in general.

You must declare any known relationship to a customer or potential customer of Home Group. You must not be involved in decisions relating to their relationship with Home Group, or seek or accept preferential treatment for them.

You must declare any interests which may, or may be perceived to, conflict with the duties of your role. This includes consulting with your manager prior to taking any other paid or voluntary work that may interfere with or be a conflict to your work with Home Group.



[Link here to Secondary Employment policy](#)



[Link to Home Group's Managing Conflicts of Interest Policy](#)

2.2 [Accepting gifts and hospitality](#)

Seeking or accepting gifts or hospitality from individuals or organisations with a connection to Home Group could be seen as a favour and put you in an awkward position. If anyone offers you any incentive to act improperly or give them preferential treatment, you must not accept.

Even if a gift is offered in good faith, you should consider how accepting the gift might appear to others. If it might be perceived that receiving the gift could influence your decisions or actions, you must not accept.



[Link to Home Group's policies on gifts and hospitality within Managing Conflicts of Interest Policy](#)

2.3 [Respecting confidentiality](#)

You must not disclose, without appropriate authorisation, any confidential or sensitive business information. This duty continues to apply after you have left Home Group.

In addition to this, Home Group has to comply with data protection regulations on the handling of personal information. You must familiarise yourself with the requirements and how they apply to your role.



[Link to Home Group's Information Governance Policy on Data Protection](#)

2.4 Taking responsibility

You must be prepared and able to offer residents a clear explanation for actions or decisions you take, especially where these directly affect them.

You must respond constructively to feedback about your actions, decisions and performance, by whoever this is provided.

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3. Caring

Looking after one another

We treat everyone fairly, and with dignity and respect, recognising their individual needs. We do not allow our personal opinions to affect how we carry out our role and responsibilities.

3.1 [Treating others with respect](#)

Equity, diversity, inclusion and belonging are fundamental to the way we work at Home Group. You must treat everyone with equal respect, care and consideration.

You must not act in a way that harasses or discriminates against, or unjustifiably favours, particular individuals, groups or interests, including on the basis of any protected characteristics they may have. You must challenge language or behaviours that reinforce stigma about social housing customers or social housing.



[Link to Home Group's Equality, Diversity and Inclusion Policy](#)

3.2 [Protecting yourself, others and the environment](#)

Everyone has the right to undertake their role within a professional environment. Home Group expects you to treat others with respect and courtesy, and any behaviour contrary to this will not be tolerated. If your role includes working in customer's homes, you must behave respectfully, with care recognising that you are entering someone's home. This includes respect for their privacy, preferences and personal property.



[Link to guidance on bullying and harassment](#)

If you have concerns about anyone's behaviour, you should discuss this with your manager, or if you don't feel comfortable doing so, raise it through our Grievance Process.



[Link to Grievance Process](#)

Our strategy and customer promise keeps us focussed on delivering services that are important to the people we work with. You must seek and value views from customers when making decisions that will affect them.

You must always consider the impact of your actions on the safety and wellbeing of others. You must also consider the environmental impact of your decisions, and where possible, seek to achieve positive environmental outcomes.

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4. Energised

Having a positive, can-do approach

We are brilliant representatives of Home Group, and demonstrate our values through our behaviour. Everyone should feel confident in challenging inappropriate behaviour, and there are procedures in place to help you raise concerns if necessary.

4.1 [Representing Home Group](#)

When carrying out your role, you are representing Home Group and are expected to uphold its values and policies.

You must always be careful about how your actions may be viewed by others, and avoid anything which could compromise or embarrass yourself or Home Group. You must not make derogatory, false or otherwise damaging comments about Home Group or any person, service or organisation connected with it.

Unless it is part of your role and you have the appropriate authorisation, you must not seek to officially represent the views or position of Home Group.

4.2 [Working professionally](#)

You must always try to understand and carry out the requirements of your role to the best of your ability, including any relevant legal, regulatory or policy requirements. If anything is preventing you from this, you should raise your concerns with your manager.

You should prepare properly for any meetings, decisions and activities where you will be required to contribute views, to scrutinise or to make decisions.

You must always behave in a professional and appropriate manner. Further guidance on this is set out in our policy compliance notes on Working Professionally.



[Link to Policy Compliance Notes: Working Professionally](#)

4.3 [Continuous improvement](#)

You must share responsibility for your own learning and development, regularly updating or refreshing your skills and knowledge.

You must demonstrate openness to learning from a range of opportunities, including customer scrutiny, complaints and other feedback.

You should offer open and constructive feedback to others and invite feedback about your own performance.



[Link to People Development Policy](#)

4.4 [Acting on concerns](#)

Home Group is committed to probity, openness and accountability. In carrying out your role, you should recognise the boundaries of your responsibilities and must escalate issues or risks as needed, particularly where these may impact customers, services, safety or the reputation of the organisation. If you are concerned about serious problems that conflict with the values and culture of the organisation, or suspect a fraud or other illegal activity has taken place, you must not ignore, conceal or minimise the issue and you must report it.



[Link to Home Group's Confidential Reporting \(Whistleblowing\) Policy](#)

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5. Commercial

Spending wisely and working creatively

We have a responsibility to our customers to spend our money wisely and get the best value for money that we can. There are policies and procedures in place to help us to protect Home Group's resources.

5.1 [Protecting funds and resources](#)

Home Group is committed to using its income and resources in an effective, efficient and socially responsible way. You must comply with our procurement policies and procedures.



[Link to Procurement Policy](#)

Home Group does not tolerate fraud or bribery in any form. You must take all reasonable measures to protect Home Group's funds, resources, property and assets from fraud, theft, damage and misuse.



[Link to Home Group's Fraud, Tax Evasion and Bribery Prevention, Detection and Response Policy](#)

You must only handle money belonging to customers where absolutely necessary. Your role may require you to be involved in handling donations and fund raising, and our policies and procedures on welfare funds must always be followed. You must not invite or influence a customer to make a will or trust under which you are named as executor, trustee or beneficiary.



[For a link to policies and procedures on Looking After Money and Valuables, click here.](#)



[For a link to policies and procedures on Using and Managing Welfare Funds, click here.](#)

5.2 Digital and data

You must take reasonable steps to protect sensitive information from loss, misuse or unauthorised access.

In carrying out your duties, you must use digital systems, devices and tools only in ways which are formally permitted by Home Group. You must report any suspected data breach, cyber security breach or concern, and any other digital threat or vulnerability, immediately through the appropriate channels.

In using digital systems, data and emerging technologies within your role, you must take care to avoid use that may be misleading, discriminatory or otherwise inconsistent with our values and responsibilities.

You should be transparent and proportionate in any permitted use of artificial intelligence and must take care to maintain human judgement and accountability in such use.



[Link to Data Protection policy](#)



[Link to Doing it the right way: Acceptable Use](#)



[Link to Doing it the right way: Artificial Intelligence Usage](#)

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6. Version Control

Version Number	Effective Date	Amendment made by (job title)	Version approved by (job title)	Description of Changes
1	01/04/2023	Jennifer Scarlett (Finance Manager)	Board	Code of Conduct revised to reflect new model codes published by NHF and SFHA
1.1	16/03/2026	Risk and Compliance Business Partner	Policy Owner	Review date changed to align with the implementation of the conduct and competence standard requirements later in the year.
2.0	25.08.26	Head of Governance	Board	Code of Conduct revised to reflect new model code published by the NHF in July 2026.

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