



Code of Conduct for Employees, Board Members and Involved Customers

Approved by: The Board

Approved on: 21 March 2024

Next review Date: 2026

Applies to: RHP Group

Everything we do is underpinned by our values:

- For RHP and RHP Homes these are: We know our stuff, We make it happen, and We care.
- For Co-op Homes these are: We learn, We deliver, and We care.

What is this Code all about?

The National Housing Federation sets out standards for Housing Associations. We've used this as the basis for putting together some expectations we ask from everyone who works with and for us, whether you're an employee, Board Member or Involved Customer. These are summarised below.

We've also pulled out the expectations that are specific to your relationship with us later in the document.

Our Code of Conduct covers the whole of RHP Group (RHP, RHP Home and Co-op Homes).

What we expect from everyone: Employee, Board Member and Involved Customer

- **You'll always act in our best interests**

This means you'll work in line with our purpose and values and do what is best for us, our customers, our employees and our communities. You'll also be aware that you are representing RHP Group in your duties and will make sure your actions are in keeping with our values and expected behaviours.

- **You'll always be honest**

The strongest relationships are based on trust and we believe that honesty is the best course of action in every situation. We're an incredibly supportive bunch and there are very few times where holding something back is beneficial. We expect you to declare if there is a conflict of interest and also expect that you'll never use your role for personal gain (e.g. using our contractors for personal work or misusing our funds or resources for your own personal benefit). As you'd expect, we do not tolerate theft, bribery or any undisclosed conflicts of interest.

- **You'll put customers at the heart of everything you do**

We expect everyone who works with and for us to share our passion for providing excellent customer service. This means putting customers at the heart of everything you do and being committed to delivering the very best service at all times. You'll show you care by resolving enquiries quickly and getting things sorted at first contact wherever you can. You'll also show you know your stuff by providing a clear response which is knowledgeable, friendly and empathetic. Finally, you'll make things happen by being open and honest about what you can do, own an issue through to resolution and will keep people updated along the way.

- **You'll be professional and show respect to others at all times**

Respect runs through our culture and across all levels of our organization. It is a behaviour we expect you to demonstrate with every interaction. This includes employees, customers, partners, suppliers and anyone else that has an interaction with us. We do not tolerate bullying, harassment or discriminatory behaviour of any kind. We also expect you to act respectfully of RHP Group, our customers and employees online in any social media activity. If you feel like someone hasn't shown you or anyone else respect or has displayed any of the unacceptable behaviour shown above, please contact your manager or a member of the People team immediately.

- **You'll be truly inclusive**

We want you to feel you can be yourselves and be confident that you'll be treated fairly and equally. We embrace and understand the value that diversity brings and we expect you to make others feel included and to never demonstrate any behaviours which exclude someone.

- **You'll demonstrate a 'one team' ethos**

Collaboration is a core part of our values, and whether you're an employee, board member or one of our partners or contractors, we expect you to act as one team. This means always working together to achieve the same goals, supporting one another to be the very best we can be. This also means being positive and respectful about each other and never talking anyone else down.

- **You'll protect our people, homes, communities and the planet**

The safety of our customers, employees and anyone else who works with us is our top priority.

We all have a responsibility to look after our own and others' health, safety, security and wellbeing and to never knowingly put this at risk. If you have any concerns, you must raise them immediately through the appropriate channels and act quickly to put things right.

We all have a part to play in creating a culture of safety and compliance and meeting the regulatory requirements for our sector. We also all have a part to play in maintaining the highest standards of conduct and ethical behaviour when working with and managing our partners, contracts and those involved in our supply chain.

We also all have a responsibility to protect our homes and communities, and to act in a sustainable way to minimise any negative impact on the planet.

- **Confidentiality is always maintained**

We deal with sensitive and personal information about our customers and colleagues. You should never disclose this without the required permission. You'll need to take every necessary step to keep data secure.

- **Learning, adapting and reviewing is part of our everyday life**

Embracing change and constantly learning is a key part of our culture. If we want to deliver the very best in customer service with leading levels of customer and employee engagement, it means we need to constantly evolve with the changing world around us. We expect you to adapt when necessary and approach change with an open and positive mindset.

We must all take personal accountability for knowing our stuff and refreshing our skills and knowledge, and in return we will offer you with a range of exciting learning opportunities to support your growth.

We also want to encourage a culture of giving and receiving feedback and expect this to be open and constructive.

Additional expectations of Employees

- **You'll work hard**

We promise to pay you a competitive salary and offer an excellent benefit package, and what we ask in return is simple: hard work. We want you to be the best versions of yourselves and we will support you to achieve that, however it does require a two-way effort. When you're physically and

mentally well enough to do so, we expect 100% effort from our employees and a desire to continue to improve the way we work. We also expect you to talk to your manager if you're thinking about taking other paid or voluntary work which may interfere with your job or have a conflict of interest for us. If your manager feels like you're not giving your full commitment to your role, then we will work with you to get you back on track.

- **We'll have open and honest conversations about performance**

We will always have open and honest conversations about what is going well and how your performance can get even better. We expect you to play an active part in the performance review process and to take accountability for delivering your goals.

- **The role of our managers**

Our managers play an integral role in our success, and we look for you, if you're a manager, to display inspiring leadership. This includes being visible and always role modelling our values, setting high performance standards for your team, and holding individuals to account where this isn't happening. Most importantly you should show care and empathy and help people to reach their full potential through coaching, support, and constructive feedback.

- **Expectations**

To help you know what behaviour is expected of you in their roles, we've developed a set of employee, manager and Leadership Team expectations.

Additional expectations of Board Members

- **You'll declare any relevant personal connections**

You'll let us know if you have any personal relationships, employment or other appointment which may interfere with your ability to perform or which may be a conflict with your role as a Board member. If there is a conflict, you'll remove yourself from discussions and decisions relating to that conflict and may, at the extreme, resign if the conflict cannot be managed appropriately.

- **You'll work hard and respond within deadlines**

Like our expectation of employees, we also expect all Board members to try their absolute best in each and every interaction for RHP Group. This means, when you're physically and mentally well enough to do so, we expect 100% effort from our Board members and a desire to continue to improve the way we operate. Part of working hard and being fully committed to your role as a Board member means responding within deadlines set with your views. If the Chair of the Board feels like you're not giving your full commitment to your role or not meeting required deadlines, then we will work with you to get you back on track.

- **You'll take your responsibilities seriously**

The Board have a collective responsibility to make sure they are acting in RHP Group's best interests. This means, as a Board member, you'll challenge appropriately if you feel an activity or strategy needs further consideration. You'll also take your personal responsibility of keeping your knowledge up to date seriously and will help to develop the skills of your fellow Board members where possible.

Additional expectations of Involved Customers

- **Issues will always be raised constructively**

Where things haven't gone well, we will always want to hear the details but expect you to raise issues in a constructive, respectful way and through the appropriate channels.

We have based our Code of Conduct on the National Housing Federation's Code of Conduct 2022. The full code can be found here: https://www.housing.org.uk/nhf_catalog/publications/code-of-conduct2022/