Colleague Code of Conduct

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1. Introduction - Living our purpose and values

1.1 The organisation (Southway Wythenshawe Homes) exists to provide good quality homes and services to our residents and customers and to play a leading role in creating safer, healthier communities. Everyone has a part to play in making this happen.

1.2 Our Code of Conduct & Professionalism sets out the conduct and behaviour we expect from everyone: our employees, contractors who work on our behalf, agency workers, volunteers and work experience placements. We refer to these groups as 'colleagues' throughout this policy. Our goal is simple, every interaction and every decision should build trust, and confidence, demonstrate the highest level of integrity and professionalism and reflect the values that define who we are. (There is a separate NHF code for Board Members and Committee Members).

1.3 As someone working for or on behalf of Southway Wythenshawe Homes you play an important role in upholding the highest standards of conduct and professionalism. The decisions you make, how you work and the way you treat others all influence the trust our residents and customers place in us, support the wellbeing of your colleagues and the reputation of the organisation. We expect everyone to understand our purpose and values and bring these to life in their day-to-day work by acting with professionalism, integrity, fairness and respect, and by applying their skills, knowledge and judgement consistently.

1.4 This Code sets out the standards, skills and behaviours expected of everyone working for or on behalf of Southway Wythenshawe Homes. By following it, you demonstrate your commitment to delivering high-quality services to our customers, residents, communities and colleagues, while helping to build trust, protect our reputation and meet our regulatory responsibilities.

1.5 We recognise that some groups who work with us, or on our behalf, including involved residents, volunteers, suppliers, contractors and consultants have their own specific codes and agreements in place. These provide more tailored guidance reflecting the nature of the role or contract; however, they are all underpinned by the same principles in that we expect everyone to uphold consistent standards of professionalism, integrity and respect.

1.6 Each section of this Code sets out the principles and expectations of professional behaviour which are supported by policies and procedures that

explain how these are applied and the processes to follow. While the code provides clear guidance for many situations, it can't cover everything, so you need to apply good judgement and act in line with our values even when a situation isn't specifically addressed in the code.

1.7 Maintaining professional boundaries is an important part of acting with professionalism, integrity and respect. This means keeping relationships and interactions with customers, residents, colleagues, contractors, suppliers and partners appropriate to your role, using good judgement, and avoiding situations where your actions could be misunderstood, create unfairness, cause harm, or affect trust in Southway Wythenshawe Homes. If you are unsure whether a situation could cross a professional boundary, you should speak to your manager, the People Team or the relevant safeguarding lead before taking action.

1.8 If you are unsure how this Code applies to you or whether a different code, policy or agreement is more relevant (for example as a contractor, consultant or volunteer), you should speak to your manager or a Southway Wythenshawe Homes contact in the first instance.

1.9 This code has been shaped with input from involved residents ensuring it reflects the expectations, experiences and voices of the communities and customers we serve.

2. Who this policy applies to

Colleagues, Managers, Leaders	Sets out the professional standards, behaviours, expectations required and is intended to ensure services are delivered in line with organisational values, regulatory requirements and commitments to customers, residents and communities.
Those working on behalf of Southway Wythenshawe Homes	

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following regulations and legal requirements:

- The Competence and Conduct Standard (October 2026)
- The National Housing Federation Code of Conduct (2026)
- The CIH Professional Standards for Housing Professionals
- The Equality Act 2010 through its commitment to inclusion, equality, and non-discriminatory practices

Section 1: General Conduct

4. Build Trust with our Colleagues

Building trust with our colleagues by working effectively with others, celebrating diversity and helping create a safe, healthy and supportive working environment.

4.1 Equality, Diversity & Inclusion

4.1.1 We're committed to creating an inclusive environment where everyone feels valued, respected and supported. We encourage everyone to actively support and promote the Southway Wythenshawe Homes's Inclusion Strategy by embedding its principles into everyday work and interactions.

4.1.2 This means treating all members of our community including customers, residents, colleagues and anyone connected with Southway Wythenshawe Homes with fairness and equality. We ask that you recognise, value and respect the diversity of our communities and the people you work with.

4.1.3 Discrimination has no place at Southway Wythenshawe Homes. Everyone should be treated with dignity and respect. The Equality Act 2010 protects everyone in Britain against discrimination. This is because of the protected characteristics that we all have. Under the Equality Act, there are nine protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race, including colour, nationality, ethnic or national origin
- Religion or belief
- Sex
- Sexual orientation.

4.1.4 If you have any concerns, you must raise these with your line manager.

4.2 Dignity at Work

4.2.1 We expect you to treat everyone you meet at work with care, courtesy, dignity and respect. You must contribute to a working environment that is inclusive, professional and free from bullying, harassment, discrimination, victimization or other inappropriate behaviour.

4.2.2 You must not use language (written or verbal), display material, or engage in behaviour that could be reasonably considered offensive, intimidating, degrading, hostile or disrespectful towards colleagues, residents, customers, contractors or suppliers.

4.2.3 This expectation applies across all work-related interactions and environments. Behaviour or language intended as humour, banter or personal opinion does not excuse conduct that undermines the dignity, wellbeing or inclusion of others.

What is Bullying and Harassment?

4.2.4 Southway Wythenshawe Homes does not tolerate bullying, harassment, discrimination or any form of disrespectful behaviour from anyone, including colleagues, residents, managers, customers, service users, contractors,

suppliers or other third parties. We are committed to creating and maintaining a working environment that is safe, inclusive and free from bullying and harassment. Southway Wythenshawe Homes will take reasonable and proportionate steps to prevent bullying and harassment, will regularly review risks and working practices and will respond appropriately when concerns are raised. Any incidents of this nature may be treated as gross misconduct in line with the Disciplinary Policy and Procedure.

Bullying

4.2.5 Bullying is unwanted behaviour that is offensive, intimidating, malicious or abusive, and which undermines, humiliates or causes physical or emotional harm.

4.2.6 Examples of bullying may include, but are not limited to:

- Shouting or displaying aggressive behaviour
- Misusing authority or position
- Deliberately excluding someone
- Persistent criticism or belittling behaviour
- Setting unrealistic deadlines
- Denying someone promotional opportunities without justification

4.2.5 Bullying may:

- be a one-off incident, although it is more commonly repeated behaviour
- happen face to face, online, via social media, email or telephone
- take place at work or in other work-related situations
- not always be obvious or noticed by others
- be unintentional
- be carried out by a colleague, including towards someone more senior

Harassment

4.2.6 Harassment refers to unwanted behaviour that is intended to, or has the effect of, violating a person's dignity or creating an intimidating, hostile, degrading,

humiliating or offensive environment. A single incident can amount to harassment, and the impact on the individual is what matters, not just the intention.

Examples may include:

- Offensive jokes
- Spreading malicious rumours
- Comments about someone's appearance
- Unfair treatment
- Picking on or regularly undermining someone
- Derogatory or inappropriate language
- Mocking someone's customs or culture
- Dismissive or demeaning comments about someone's beliefs or sexual orientation
- Denying someone's training or promotion opportunities

4.2.7 Unlawful harassment is conduct related to a protected characteristic as defined by the Equality Act. However, all forms of harassment are unacceptable, whether or not they relate to a protected characteristic.

4.2.8 Sexual harassment is a specific form of unlawful harassment involving unwanted conduct of a sexual nature. Unlawful harassment also includes treating someone less favourably because they have either rejected or gone along with sexual harassment.

Raising a concern

4.2.9 If at any point you feel you are being bullied or harassed by anyone, you should raise this using the Grievance Policy and Procedure. Depending on the circumstances, Southway Wythenshawe Homes may initially follow the Grievance process and, where appropriate, move to the Disciplinary Policy and Procedure. The decision on how to proceed will be made by the People team, taking account of all relevant circumstances, including your views.

4.3 Health & Safety

4.3.1 You must always follow “Southway Wythenshawe Homes’s’” Health and Safety Policy and Procedure. You are expected to complete all required compliance training within specified timeframes as this ensures you remain up to date with regulatory requirements and are fully competent in keeping yourself, our customers, residents and our buildings safe.

4.3.2 You are responsible for ensuring that your conduct does not put your own health and safety or that of colleagues, customers, residents or visitors at risk. You must report any situation, condition or concern that may have safety implications to your line manager immediately.

4.4 Wellbeing

4.4.1 You are expected to support Southway Wythenshawe Homes in developing a culture that promotes and supports positive health and wellbeing. The Southway Wythenshawe Homes Health & Wellbeing Strategy outlines how colleagues can support positive health and wellbeing on an individual and organisational level.

4.5 Drugs, Alcohol & Smoking at Work

4.5.1 We are committed to maintaining a safe working environment for colleagues, customers and residents. Drug and alcohol misuse is strictly prohibited, including reporting for work under the influence of drugs or alcohol, as this presents a risk to health, wellbeing and safety.

4.5.2 You are required to comply with the Alcohol & Drugs Policy and should ensure you are aware of its requirements.

4.5.3 Smoking (including e-cigarettes and vaping products) during working time is not allowed. You may only smoke at break times and outside Southway Wythenshawe Homes premises. You must not smoke in resident properties or in company vehicles. Any incidents of this nature may be treated as gross misconduct under the Disciplinary Policy & Procedure.

4.6 Public Interest Disclosure (Whistleblowing)

4.6.1 Southway Wythenshawe Homes is governed by the highest standards of openness, probity (integrity and honesty) and accountability and will not tolerate malpractice or wrongdoing. Our Whistle Blowing Policy enables you to raise concerns in a safe and responsible way without fear of reprisal or victimisation. In the first instance, concerns should be reported to your line manager. If this is not appropriate, you should raise it with an Assistant Director or Head of service. If neither option is suitable, you can contact the independent whistleblowing service (Safecall) on 0800 9151571.

4.6.2 Everyone has a responsibility to challenge, or report conduct that falls below expected standards and must not disadvantage or victimise anyone who raises concerns in good faith.

4.6.3 All concerns raised under this policy will be taken seriously, investigated appropriately and treated in confidence. While disclosures may be made anonymously, we encourage individuals to provide their details wherever possible, as this helps us to investigate concerns more effectively. Anonymous disclosures will still be considered; however, the absence of contact details or supporting information may limit our ability to investigate fully, take appropriate action, or provide feedback on the outcome. No action will be taken against anyone who raises a concern in good faith, even if it is subsequently found to be unfounded

4.7 Safeguarding Children, Young People and Vulnerable Adults

4.7.1 Southway Wythenshawe Homes is committed to creating and maintaining the safest possible environment for children, young people and vulnerable adults to access our services and take part in activities. Our Safeguarding Policy applies to all colleagues and volunteers who work with, or come into contact with children, young people and vulnerable adults.

4.7.2 You are expected to maintain clear professional boundaries at all times, particularly when working with children, young people, vulnerable adults or customers who may need additional support. Professional boundaries help keep relationships safe, transparent and appropriate. They protect customers, residents and colleagues, and help avoid confusion, dependency, favouritism, or concerns about intentions. Any concern that a professional boundary has been crossed, or may be at risk of being crossed, should be raised promptly through the appropriate safeguarding route or with your manager.

4.7.3 You have a personal duty to report any safeguarding concerns or allegations including those that involve yourself directly or indirectly. This applies whether the concern arises inside or outside of work. If you have concerns about the welfare of a child, young person or vulnerable adult you must report this to a Safeguarding Coordinator via the 'If in Doubt Shout' process (accessible via the intranet or mobile app). You should familiarise yourself with Safeguarding procedures which are available on the intranet and carry out any Safeguarding training when required.

5. Build Trust in our Business and Services

Build trust in our business and services by acting with integrity and impartiality, making fair, unbiased decisions that meet all legal and regulatory requirements.

5.1 Matters of Probity (Acting with Integrity and Honesty)

5.1.1 There may be situations where a close relationship or friendship may cast doubt on your ability to remain objective in making decisions. Southway Wythenshawe Homes's Matters of Probity procedure is in place to protect both you and the organisation from allegations of bias, favouritism or improper influence, for example in decisions relating to offering someone a job or allocating a home.

5.1.2 You must always provide impartial and appropriate advice to Board Members local Councillors, colleagues and other bodies. You should never use informal channels to influence board decisions.

5.1.3 We remain neutral in the delivery of our services and business activities. You must never canvass Board members or other colleagues to support applicants for employment or a tenancy. Although some Board members may hold public office, including as elected councillors, they are subject to separate governance and declarations of interest requirements. Colleagues must not seek to use political relationships, influence or affiliations to secure an advantage, influence decisions or circumvent established processes.

5.1.4 If you are involved in recruitment, you must ensure decisions are based solely on merit. You should not take part in any recruitment activity where a potential candidate is known to you in any personal capacity outside of work or where there could be a potential conflict of interest. Similarly, you should not be involved in decisions relating to disciplinary procedures, promotion or pay adjustments in respect of anyone who is a relative, with whom you have a personal relationship outside of work or where a potential conflict of interest could arise.

5.1.5 If your role involves allocating a property or offering a contract of employment to a relative of a colleague, you should ensure that the Matters of Probity process has been correctly followed. If in any doubt, contact a member of the People team before making any decisions.

5.2 Declaration of Interests

5.2.1 You are required to complete an annual Declaration of Interests form confirming any personal connections or relationships you may have with external organisations or bodies, contractors or suppliers, customers, residents, or any personal relationships that could create or be perceived to create a conflict between your own interests and those of Southway Wythenshawe Homes. The purpose of the Declaration of Interests is to

enable us to deal with any potential conflicts of interest, ensuring we maintain the highest standard of probity and conduct and maintain our reputation, in accordance with the National Housing Federation Code of Conduct.

5.2.2 You must update the Declaration of Interests as and when your circumstances change so any new or emerging conflicts can be addressed promptly and transparently.

5.3 Personal relationships

5.3.1 Colleagues in a managerial position (i.e. Supervisors, Team Leaders, managers, Assistant Directors, Directors and CEO, this is not an exhaustive list) have a particular duty to ensure they declare any personal relationship with another colleague. Relationships between managers and their team members could bring into question a colleague's integrity, have an impact on the working environment and ultimately could place Southway Wythenshawe Homes at unnecessary risk

5.3.2 If information is requested about a personal relationship, it will be kept confidential and only used for the purposes of ensuring that there is no actual conflict of interest, detrimental impact or perceived, preferential treatment.

5.3.3 In the event of a personal relationship being declared with another colleague, Southway Wythenshawe Homes will fully consider any potential conflicts of interest and reserve the right to transfer either colleague to another job in another department, if practicable. This transfer may be on a temporary or permanent basis.

5.4 Anti-Bribery & Corruption

5.4.1 It is Southway Wythenshawe Homes's policy to conduct our business in an honest and ethical manner. We take a zero-tolerance approach to potential bribery and corruption, and we are committed to acting professionally, fairly and with integrity in all our business dealings and relationships and implementing and enforcing effective systems to counter bribery and

corruption. We operate a zero-tolerance approach to bribery and corruption and expect you to act professionally, fairly and transparently in all business dealings and relationships. Southway Wythenshawe Homes has effective systems and controls in place to prevent, identify and address bribery and corruption, and you are required to always comply fully with these.

5.4.2 You must be aware that it is both a criminal and disciplinary offence to give or receive any gift loan, fee, reward or other advantage in a way that it is intended to influence or could be perceived to influence your decisions or actions, this includes offering favour or disfavour to any person or organisation in return for doing or not doing something in your role. Southway Wythenshawe Homes's Anti-Bribery & Corruption Policy can be found on the intranet and provides further guidance.

5.5 Financial conduct

5.5.1 You must always comply with all relevant Financial Regulations and policies. Details of these can be found on the intranet.

5.5.2 You should only use Southway Wythenshawe Homes's monies and assets for their intended and lawful purpose. Any failure to do so may be treated as gross misconduct under the Disciplinary Policy & Procedure.

5.5.3 You should consider environmental impact in the decisions you make and take reasonable steps to minimise waste, reduce resource use and support Southway Wythenshawe Homes's sustainability objectives.

5.6 Suppliers, Contractors and Service Providers

5.6.1 You must disclose any current or previous relationships of a business or private nature with an external contractor, supplier or potential contractor or supplier. Where a current or previous relationship exists with an external contractor, supplier or potential contractor or supplier you should not be involved in the procurement or ongoing maintenance of this contract.

5.6.2 You should not enter into private business arrangements with any of Southway Wythenshawe Homes's contractors or suppliers. NB. The reference to 'suppliers' in this instance does not extend to the use of high street retailers which are open to the public (i.e. Tesco, B&Q, Jewson, Travis Perkins etc) where you are purchasing goods and services on the same terms as the supplier would offer to other members of the general public, and where no conflict could arise between the individual's arrangements and the use of such suppliers by Southway Wythenshawe Homes.

5.6.3 If you are unsure whether a conflict could arise, please speak to your manager and seek clarification before entering into any business arrangement.

5.6.4 It is the responsibility of all colleagues to ensure that Southway Wythenshawe Homes's Procurement Policy is followed, ensuring that all procurement activity is undertaken in a fair, open and transparent manner that complies with internal governance rules and our statutory obligations.

5.6.5 Managers responsible for procuring, commissioning or managing contracts with contractors, suppliers, consultants or external service providers must ensure those arrangements are managed in line with Southway Wythenshawe Homes's Procurement Policy, this Code of Conduct and Professionalism, and any relevant supplier or contractor code of conduct.

5.6.6 Managers must set clear expectations through contracts and ongoing contract management, ensuring that anyone delivering services on behalf of Southway Wythenshawe Homes acts with integrity, professionalism and respect, and has the appropriate skills, knowledge, experience and behaviours to deliver safe, high-quality and customer-focused services. Where concerns are identified, managers must take appropriate action, which may include seeking assurance, escalating concerns, requesting customer feedback, or requiring individuals to be removed from Southway Wythenshawe Homes contracts where standards are not met.

5.7 Receipt of Gifts and Hospitality

5.7.1 If you receive a gift, favour or offer of hospitality, you must record it with the Executive Support Team for audit purposes. A decision will then be made about whether you are permitted to accept it for personal use or consumption. If you are unsure whether you should accept a gift or hospitality, you must seek guidance from your line manager, senior manager or a member of the People Team before taking any action.

5.7.2 Hospitality such as a working meal of a modest standard, provided for example, to enable further business discussion to take place is acceptable. Invitations to attend functions or events as a representative of Southway Wythenshawe Homes or by virtue of their professional position (e.g. institute events, meeting, dinners, seminars, civic functions, etc.) where there is quite clearly no attempt made to exercise inappropriate influence is also acceptable.

5.7.3 Gifts/hospitality which are unacceptable should be politely declined and the reason why explained to the person offering the gifts/hospitality unless more serious action is warranted, for example, where a deliberate attempt is being made to influence your conduct.

5.7.4 If you do receive an inappropriate gift or an offer of inappropriate hospitality you should immediately report the matter to your line manager, senior manager or a member of the People Team and record it with the Executive Support Team, providing details of who offered or presented the gift, who received it, the date, a brief description of the gift, and details of whether the gift was accepted, returned or disposed of in some other way.

5.7.5 Should it be impossible or impractical to return a gift, which is considered unacceptable, then it is recommended that the gift be donated to an appropriate charity. Again, the person or organisation sending the gift should be politely informed of the action that has been taken and a central record kept.

5.8 Provision of Gifts/Hospitality by Colleagues

5.8.1 The distribution of small promotional corporate items is acceptable providing that the items are generally available to all residents and customers. You should not issue gifts to outside contractors, suppliers or would-be customers unless previously authorised by your line manager and a record of the transaction is made.

5.8.2 Modest hospitality is an accepted courtesy of business relationships and is an important aspect of customer care. However, you must ensure that the level of hospitality offered is reasonable, appropriate and can be fully justified.

5.9 Sponsorship

5.9.1 Where an outside organisation wishes to sponsor or is seeking to sponsor any activity of Southway Wythenshawe Homes, the basic rules concerning acceptance of gifts or hospitality apply. Care must be taken when dealing with contractors or potential contractors.

5.9.2 In circumstances where Southway Wythenshawe Homes sponsors an event or service, it is not expected that any colleague or their relative or partner will benefit from the sponsorship in a direct way. If this happens you should immediately inform your line manager.

5.10 Activities outside of work

5.10.1 You are required to obtain written consent to take on a second job or other employment outside Southway Wythenshawe Homes. Such consent will not be unreasonably withheld. You should be clear about your contractual obligations and should not take outside employment which could conflict with Southway Wythenshawe Homes's interests or could risk weakening public confidence in the conduct of Southway Wythenshawe Homes's business. The requirements of the Working Time Regulations must also be observed.

5.10.2 Although everyone's off-duty activities are their own personal concern, you should not place your private interests above your duty, such as to put yourself in a position where duty and private interest conflict; or where your activities bring Southway Wythenshawe Homes into serious disrepute.

5.11 Political activities

5.11.1 It is important that Southway Wythenshawe Homes is seen to be politically neutral and must not be linked, directly or indirectly to any political organisation. You are free to join political groups and work and campaign on their behalf. However, if you intend to stand for political office, you should discuss this with your line manager. There may be circumstances in which holding public office may conflict with Southway Wythenshawe Homes's interests and these will be fully explored with you, in the event such a conflict arises. You must ensure that any political activities are kept separate from your role at Southway Wythenshawe Homes and do not influence, or appear to influence, decisions made on behalf of the organisation.

5.12 Complaint handling

5.12.1 Our customers have the right to express dissatisfaction to any Southway Wythenshawe Homes colleague, and this will be recorded centrally. All colleagues must recognise when a customer is expressing dissatisfaction and ensure this is taken seriously and raised appropriately to the Customer Service Team.

5.12.2 If you handle customer complaints as part of your role, you must:

- Deal with complaints on their merits, act independently and with an open mind.
- Give customers a fair opportunity to set out their concerns and feel heard.
- Communicate clearly, transparently and respectfully at all stages of the complaint.

- Keep customers regularly informed of progress, providing reassurance that their complaint will be handled correctly, sensitively and fairly.
- Listen carefully, respond appropriately and follow up to ensure issues are addressed.
- Take steps to manage any actual or perceived conflicts of interest.
- Consider all relevant information and evidence carefully before reaching a conclusion.

5.12.3 This includes:

- Taking a collaborative and joined up approach to resolving complaints, working effectively with colleagues across teams and departments to provide a seamless experience for the customer.
- Taking collective responsibility for any service shortfalls identified through complaints, rather than attributing blame.
- Acting in line with Southway Wythenshawe Homes's Complaint policy, professional standards and any requirements set by relevant professional and regulatory bodies.

6. Build Trust in how we use Information

Build trust in how we use information by respecting privacy and confidentiality and protecting the information and assets which we have access to.

6.1 Data Protection

6.1.1 In the course of your duties, you may have knowledge or access to confidential information about Southway Wythenshawe Homes, its customers, residents and colleagues. It is implicit in the acceptance of your appointment that you will access and use the information only for the purposes it was designed and take all measures to safeguard such information as required under the UK General Data Protection Regulation (UK GDPR). Colleagues who intentionally use personal data for purposes which have not been approved under these roles and responsibilities could be investigated and

charged for criminal offences under the data protection laws. Additional information and guidance on handling specific forms of data is provided in Southway Wythenshawe Homes's Data Protection Policy.

6.1.2 You must not use information regarding residents, customers, colleagues, community & voluntary groups, contractors or partners for personal gain. This will apply to information held electronically on paper or verbal information that maybe confidential.

6.1.3 You should not disclose any information about residents to third parties, including neighbours, unless authorised to do so, or with the resident's consent.

6.1.4 You must not disclose personal information about another colleague to third parties except when obliged to by statutory authorities. In the first instance advice should be sought from the People Team.

6.1.5 Confidential business information should not be disclosed to external parties unless it is appropriate to do so. This would include matters relating to Southway Wythenshawe Homes's finances, future development programmes, and discussions with potential partners and contract proposals. Some information in these areas is already in the public domain, however if you have any doubts, you should seek clarification from a member of the Group Leadership Team, before disclosing any information, which might be commercially sensitive.

6.1.6 You must not copy, keep or remove anyone else's personal data when you leave Southway Wythenshawe Homes. This includes customer, colleague or commercial business information. This protects everyone's privacy and is a legal requirement under the UK GDPR.

6.1.7 Deliberately taking or misusing personal data can carry personal consequences such as fines and being investigated by the Information Commissioner's Office (ICO).

6.2 Digital Conduct, Cyber Security and Emerging Technology

6.2.1 We all have a responsibility to use technology safely, ethically and responsibly. Digital systems, data and emerging technologies play an important role in how we deliver services, but poor use can place customers, residents, colleagues and Southway Wythenshawe Homes at risk. You are expected to:

- Protect information, systems and equipment from loss, misuse, cyber threats and unauthorised access.
- Report suspected cyber security incidents, data breaches or phishing attempts immediately.
- Use approved Southway Wythenshawe Homes systems and seek advice if unsure.
- Only access and share information for legitimate business purposes and in line with Southway Wythenshawe Homes policies.
- Never upload or enter personal, sensitive, confidential or commercially sensitive information into AI tools unless this is authorised and compliant with Southway Wythenshawe Homes's policies.
- Use digital systems and technology responsibly, professionally and securely.
- Apply professional judgement when using AI or emerging technologies, checking outputs for accuracy, fairness and bias before use.

6.2.2 Technology and AI may enable research and evaluation, but it does not replace professional judgement. Decisions affecting customers, residents, colleagues or services must always include human oversight. Colleagues remain accountable for decisions, actions and outcomes.

If you are unsure about Cyber Security, the use of AI or any other technology related matter, please seek advice before proceeding.

6.3 Photo ID Card

6.3.1 It is mandatory for all colleagues to wear a Photo ID Card during working time. You must remain vigilant about who you allow into Southway Wythenshawe Homes buildings ensuring that only authorised individuals are granted access and report anyone you do not recognise or does not have an appropriate ID. All colleagues visiting resident's homes must always wear and display their Photo ID Card.

6.4 Information Technology

6.4.1 The security and confidentiality of all data and information is critical to Southway Wythenshawe Homes.

6.4.2 Southway Wythenshawe Homes provides colleagues with electronic means of communication and access to the internet. Access to these facilities requires you to use these facilities for business communication and to follow strictly the protocol in ensuring no inappropriate communications/materials are sent or accessed on these facilities.

6.4.3 You must understand and follow Southway Wythenshawe Homes's ICT policies and procedures when accessing computer equipment.

6.4.4 You must comply with the UK GDPR and ensure that you use personal and sensitive information fairly and lawfully. Any breach of confidentiality or breach of the UK GDPR will be taken seriously and may lead to disciplinary action.

6.4.5 Southway Wythenshawe Homes regularly audits compliance and this and other policies through routine processes. It reserves the right to monitor activity where breach of policy is suspected.

6.4.6 Southway Wythenshawe Homes's telephones, both mobile and direct dial, are for the exclusive use of colleagues in connection with Southway Wythenshawe Homes's Business. Reasonable personal use of your Southway Wythenshawe Homes telephone is permitted as long as it does not

interfere with your job or responsiveness and does not incur a charge to Southway Wythenshawe Homes. Inappropriate use of Southway Wythenshawe Homes's telephones is prohibited; this includes, but is not restricted to, calling premium rate numbers, using premium text services for the subscription to digital content services, voting on television programmes and competitions, subscriptions to services that are charged for, and any calls which could be considered to be harassment or abuse.

6.5 Media Guidelines

6.5.1 Unless properly and expressly authorised to do so by the Group Chief Executive, you must not deal directly with the press or the media. All enquiries must be directed to the Communications team.

6.5.2 If appropriate and with permission from the Department Lead, you may be able to liaise and broadcast on WFM or other local radio stations for the benefit of Southway Wythenshawe Homes and its customers and residents. You must be aware that your comments on issues which are subject to debate must be limited to professional advice and factual information only. This does not circumscribe your duties and responsibilities but is to prevent you from being considered to be participants, or biased, in campaigns or politics, which directly affect Southway Wythenshawe Homes. Guidance must be sought from the Communications team before any broadcast.

6.5.3 More information can be found in the "Southway Wythenshawe Homes Media Guidelines on the intranet.

6.6 Social Media

6.6.1 Southway Wythenshawe Homes recognises and accepts that social networking sites are a useful way of interacting socially with colleagues and friends. Whilst Southway Wythenshawe Homes does not wish to discourage colleagues from accessing such sites, it expects certain standards of conduct to be observed to protect both its legitimate business interests and its colleagues from dangers of inappropriate use.

6.6.2 Inappropriate use includes any content that may contravene any of Southway Wythenshawe Homes's policies, including any postings which may damage Southway Wythenshawe Homes's reputation. Please be aware, publications on social media which are derogatory towards Southway Wythenshawe Homes or Southway Wythenshawe Homes residents, colleagues or any stakeholder may constitute gross misconduct as stated in the Disciplinary Policy & Procedure.

6.6.3 Additional information and guidance are provided in the Social Media Policy. This policy applies both inside and outside the workplace.

Section 2: Professionalism

7. Living our Values and Behaviours

This section of the Code refers to how we behave, how we interact with others and how we build relationships. It's not just about what we do, or what we deliver but the respect, care and integrity we bring to how we do things. By demonstrating the required behaviours, we believe we will create positive experiences for everyone and strengthen trust across everything we do.

7.1 Living Our Values Framework

7.1.1 The framework sets out the required behaviours that guide how we should conduct ourselves at Southway Wythenshawe Homes. It can be used in all parts of work, from recruiting new people to checking how well we're doing in our job. These behaviours shape our culture, influence the customer experience, guide our decision making, and ultimately drive our success. The framework has been developed taking into account the Chartered Institute of Housing (CIH) professional standards, Southway Wythenshawe Homes behaviours, and behaviours that reflect sector best practice. By consistently demonstrating these behaviours, you are helping to create the right culture and deliver the best outcomes for our customers, residents, our communities and our colleagues.

7.1.2 The Living Our Values framework outlines our purpose, how your role contributes to that purpose, the behaviours that bring our values to life, and the key skills and knowledge required in your role.

7.1.3 As a housing professional, you are expected to understand and act in line with our organisational values and behaviours. This means doing the right thing for the right reasons, based on evidence and without bias.

7.1.4 By living these values, we can ensure that every interaction is welcoming, inclusive, respectful, and focused on making a positive difference. Our behaviours guide how we work together, how we treat each other, and how we make decisions to create positive outcomes for our customers and communities.

7.1.5 Living Our Values helps embed consistent behaviours, reduce misunderstanding, and set clear standards for professional conduct that support a psychologically safe environment. It reflects what matters most to our customers and residents and is directly aligned to what they have told us is important. By building trust both internally and externally, it supports a high performing culture and enables consistent feedback, accountability and development. It also encourages reflection on our own behaviour and the impact it has on others.

7.1.6 A clear behavioural framework brings professionalism to life through observable actions and behaviours. It supports our inclusive and supportive culture and helps everyone to learn, grow and develop.

7.2 Performance Management

7.2.1 If you are directly employed by Southway Wythenshawe Homes your manager will meet with you on a regular basis to continuously discuss your performance. This formal performance check-in provides an opportunity to ensure that required standards of competence and conduct are met, including the skills, knowledge and behaviours needed to deliver services effectively, it also helps identify any training needs. If you do not have the required skills or

knowledge when you join Southway Wythenshawe Homes, we will provide you with appropriate training and development. You are expected to engage fully with this support and continue developing your skills as your role evolves.

7.2.2 Once you are fully competent in your role, you are expected to maintain up to date knowledge and skills, both within your specialist area and in relation to wider developments across the housing sector.

7.2.3 Where roles require professional membership, accreditation or continuing professional development, colleagues are responsible for maintaining this and keeping relevant records up to date.

7.3 Professional Conduct and Accountability

7.3.1 As an ambassador for Southway Wythenshawe Homes you are expected to role model professional and ethical behaviour at all times. This includes recognising the impact your behaviour has on others, and maintaining professional boundaries at all times. Colleagues must avoid behaviour that could compromise trust, impartiality or professional judgement, including inappropriate personal relationships, favouritism, excessive familiarity or inappropriate communication.

7.3.2 Where your role involves authority, influence or decision-making, you should exercise this responsibly and fairly, recognising the impact your actions may have on customers, residents and colleagues.

7.3.3 As a housing professional, you are expected to respond positively to feedback and take ownership of mistakes. You should actively listen to, seek out and consider customer and resident feedback when making decisions, designing services and delivering support. By learning from experience and making improvements where needed, you demonstrate personal accountability and uphold the standards set out in our Values.

7.3.4 We are all working toward the same goal of providing customer centred, accessible services, supporting a culture of inclusion for colleagues and

customers, and contributing to a respectful and positive working environment. By living our values, we are all playing a part in this.

8. Equality, Diversity and Inclusion

8.1 An Equality Impact Assessment (EIA) was completed 07.08.2026. The assessment identified no adverse impacts on any protected characteristics and no additional mitigating actions were required. The policy is expected to have a positive impact by promoting consistent standards of professionalism, inclusion, dignity ,respect and accountability across Southway Wythenshawe Homes.

9. Who is responsible

9.1 The people responsible for overseeing this policy are listed below

Officer	**Responsibility**
Exec Director	Exec Director of People and Governance (Southway Wythenshawe Homes)
AD	Assistant Director of People & Culture (SHT)
Head of	Head of People (WCHG)

10. Monitoring and Reporting

10.1 The Code of Conduct Policy will be reviewed by our People & Governance Committee every three years. The Parent Board will receive an annual update on how the policy is being delivered.

10.2 The next review date for this policy is shown on the cover sheet.

11. Glossary

Term	Definition
Artificial Intelligence (AI)	Technology that can generate content, analyse information or support decision-making, but which must be used responsibly with human oversight.
Bribery	Offering, giving, requesting or accepting an advantage intended to influence a decision or action improperly.
Bullying	Offensive, intimidating, malicious or abusive behaviour that undermines, humiliates or causes harm to another person.
Competence	Having and maintaining the skills, knowledge, behaviours and experience required to perform a role effectively.
Conflict of Interest	A situation where personal interests, relationships or outside activities could influence, or appear to influence, professional judgement or decision-making.
Declaration of Interests	The process by which colleagues disclose relationships, interests or external connections that could create an actual or perceived conflict of interest.
Harassment	Unwanted behaviour that violates someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
Living Our Values	Southway Wythenshawe Homes's behavioural framework describing the values, behaviours, skills and standards expected of colleagues.
Probity	Acting with integrity, honesty, fairness and impartiality, particularly when making decisions or handling resources.
Professional Boundaries	Appropriate limits and behaviours that maintain professional relationships and protect customers, residents, colleagues and the organisation from conflicts of interest, dependency, favouritism or harm.
Professional Judgement	Applying knowledge, experience, evidence and organisational values when making decisions.

Safeguarding	Protecting children, young people and vulnerable adults from harm, abuse or neglect.
Sexual Harassment	Unwanted conduct of a sexual nature that violates dignity or creates an offensive environment.
UK GDPR	The UK General Data Protection Regulation, governing how personal information is collected, used, stored and shared.
Whistleblowing	Reporting concerns about wrongdoing, malpractice or unethical behaviour through the organisation's Public Interest Disclosure process.