

# **Our partner code of conduct**

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained homes and deliver customer focused, equitable and efficient services.

Tenant satisfaction is at the foundation of our strategy. We focus on providing excellent services that are easy to access, equitable and efficient.

We want our partners to share our tenant focused, inclusive culture of commitment to excellent customer service, supported by our values. We hope this Code of Conduct supports you to meet our expectations. If you have any questions, please contact [procurement@forhousing.co.uk](mailto:procurement@forhousing.co.uk)

## Our values

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**Respect**



**Trust**



**Openness**



**Passion**

## Respectful treatment of our tenants and colleagues

### In our service standards, we promise that we will:

- Be polite and helpful
- Respect our tenants' right to privacy
- Take responsibility
- Respect our tenants and their homes
- Give direct information
- Get things done on time
- Understand and respond to the different needs of individuals

### We expect our partners to provide the same standards to our tenants.

- **Equality and fairness:** We expect all partners to adhere to equality laws and to prevent discrimination, harassment, sexual harassment and retaliation.
- **Strong relationships:** We want you to build positive relationships with us and other stakeholders in the supply chain.
- **Open communication:** If you notice any issues that don't align with our standards, you should inform us.

### Understand and respond to the different needs of individuals.

We know that one size does not fit all, and our aim is to understand the diverse needs of our tenants, so we can deliver people-centred services. This includes making changes, often called reasonable adjustments, to the services we provide where these do not meet their needs – for example, a different need related to a disability. This helps ensure that none of our tenants are disadvantaged by how we do things and that our services are delivered equally and fairly to everyone. As our partner, you should ensure that you can also provide reasonable adjustments and accommodations, or if you aren't able to for some reason, to let us know.

**We ask all our suppliers to complete an EDI e-learning module as part of their learning and to understand the inclusive culture here.**

## Human rights, employment law and Health & Safety

- **Human rights and employment laws:** All partners must follow all relevant human rights and employment laws in the countries where you operate. You must also ensure that your subcontractors do the same.
- **Modern slavery:** Partners must comply with the Modern Slavery Act 2015 and any future similar laws. You may be asked to complete an annual questionnaire on this topic.
- **Health and Safety:** Partners with more than five employees must have a Health & Safety policy and system in place. Failure to demonstrate commitment to health and safety could mean we can't work with you.

**Essentially, we require our partners to uphold high ethical and legal standards in their operations and supply chains.**

## Real living wage

**We are committed to fair pay and are accredited by the Living Wage Foundation.**

This means we pay, as a minimum, the real living wage as promoted by the Living Wage Foundation. We expect the same from all new UK contracts and this is embedded into our contract terms and conditions.

These apply to all contractors aged over 18 who work on behalf of us for two or more hours a week for eight or more consecutive weeks. We may ask you to provide evidence that the real living wage is being paid.

We ask partners with existing contracts for voluntary participation as we believe that the real living wage helps support our colleagues and yours.

**Find out more about the [Living Wage Foundation](#).**

# Safeguarding

ForHousing is committed to promoting the welfare of children, young people and adults at risk. This protection is also known as safeguarding.

We expect all colleagues and contractors to share this commitment and to raise any concerns for tenant or customer welfare in line with our Safeguarding Policy. To view the policy, [click here](#).

## What do we mean by safeguarding?

Safeguarding describes the protection of anyone in terms of health, wellbeing and their human rights.

**For adults (18+):** Safeguarding measures may be needed if an adult:

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or is at risk of abuse and neglect, and
- As a result of their needs they are unable to protect themselves against abuse or neglect

**For children (under 18):** Safeguarding children involves protecting them from harm, ensuring their well-being, and creating conditions that promote their best interests. This includes preventing abuse, neglect, and any factors that could hinder their healthy development.

## What can I do if I have any concerns about safeguarding whilst working on a ForHousing contract?

Report it to us at **0300 123 5522**

How to contact us [ForHousing](#)

## Sustainable and ethical procurement

- **Legal and ethical compliance:** Partners must adhere to all applicable social value legislation. This involves ensuring fair employment practices, ethical sourcing, and respect for human rights throughout your supply chain.
- **Environmental responsibility:** Partners should actively contribute to reducing our environmental footprint. This includes minimising waste, conserving energy, and promoting sustainable practices where possible.
- **Transparency and reporting:** Partners must be transparent about their operations.

### Counter fraud and corruption:

- **Zero tolerance:** We have a strict zero-tolerance policy for corruption and fraud. You must adhere to anti-corruption laws such as the Bribery Act 2010 and anti-money laundering legislation.
- **Due diligence:** Partners must conduct thorough due diligence on your suppliers and subcontractors to mitigate the risk of corruption and fraud.
- **Whistleblower protection:** Partners should have a clear whistleblower policy to encourage the reporting of wrongdoing without fear of retaliation.
- **Transparency and disclosure:** Partners must disclose any potential conflicts of interest or financial incentives that could influence their decision-making.

### Fair treatment of subcontractors:

- **Fair dealing:** Partners should treat your subcontractors fairly and ethically, ensuring timely payments, fair contract terms, and reasonable risk allocation.
- **Prompt payment:** Partners must observe the principles of the Prompt Payment Code.
- **Inclusive supply chains:** Partners should encourage the use of small and medium-sized enterprises (SMEs) and promote innovation by fostering a collaborative supply chain environment.
- **Risk management:** Partners should avoid shifting unreasonable risks to subcontractors, particularly SMEs, and ensure that they have the capacity to manage the risks associated with the contract.

