

Code of Conduct

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Service area: Governance
Owner: Head of Governance

Scope		Entity		Business Stream	
Customers	✓	Progress Housing Group Limited (Parent)	✓	Progress Homes	✓
Colleagues	✓	Progress Housing Association Limited (PHA)	✓	RWP	✓
Non-Executive Directors / Trustees	✓	Reside Housing Association Limited (RHA)	✓	Progress Lifeline	✓
Third parties*	<input type="checkbox"/>	Key Unlocking Futures Limited (Key)	✓	Progress Living	✓
*Other: Involved customers, temporary staff					
Exclusions:					

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Section 1: Purpose and Policy Statement

1. Purpose

- 1.1 This Code of Conduct (the Code) sets out the standards that must be maintained to minimise reputational damage to the Group and the sectors that it operates in.

2. Policy statement

- 2.1 The Code is based on four principles:

Principle 1 – Acting in the best interests of the Group and its customers

- 2.2 Individuals have a responsibility to discharge their role in line with the purposes and values of the Group.
- 2.3 Individuals must fulfil their duties and obligations responsibly, acting at all times in good faith and in the best interests of the Group and for the delivery of its strategic objectives.
- 2.4 In representing the Group in any capacity, including at external events, in dealings with outside bodies and on social media, individuals are an ambassador for the Group and must uphold and promote its values, objectives and policies.

Principle 2 – Behaving with integrity

- 2.5 The reputation and good name of the Group depends on compliance with this Code and with the laws, policies and procedures that it refers to. Individuals referenced within the scope need to act with integrity and this must be visible to all.
- 2.6 Individuals must take all reasonable steps to make sure that no conflict arises, or could reasonably be perceived to arise, between their duties to the Group and their personal interests, other duties and relationships.

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- 2.7 In an individual's role with the Group, they must not offer, seek or accept bribes or inducements to act improperly or corruptly. Individuals must not seek or accept gifts, hospitality or other benefits from any company or person that might reasonably be seen to compromise their judgement or integrity or place an individual under an obligation to the third party. Individuals must not seek or accept preferential treatment in the provision of benefits such as accommodation or employment.
- 2.8 Individuals must not misuse the Group's funds or resources or seek preferential treatment for their own personal benefit.
- 2.9 Individuals must process information in accordance with the law and the Group's policies and procedures.
- 2.10 Individuals must report to the appropriate person within the association any reasonable suspicions they have about possible wrongdoing in line with the Group's relevant policies and procedures.

Principle 3 – Conducting an individual self professionally and treating others well

- 2.11 Professionalism, consideration and respect for others, as well as a commitment to the principles of equality, diversity and inclusion are fundamental to the delivery of the Group's social purpose.
- 2.12 Individuals must treat all others with respect and consideration and in line with the Group's values.
- 2.13 Individuals must be professional, fair, and courteous in all dealings with residents and other customers.
- 2.14 Board members, colleagues and involved customers must maintain constructive, professional relationships with each other based on a sound understanding of their respective roles.
- 2.15 In partnership with the Group, individuals must take responsibility for their own learning and development, regularly updating and refreshing skills and knowledge.

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Principle 4 – Protecting an individual self, other people and the environment

- 2.16 Individuals have a responsibility while on the Group's business to protect their own health, safety, security, and wellbeing and that of others, and to minimise harmful environmental impacts.
- 2.17 An individual's conduct, actions and decision-making must promote the health, safety, security and wellbeing of an individual self or others.
- 2.18 Within an individual's role at the association, they must strive to avoid or reduce possible negative environmental impacts in line with the Group's Environmental Sustainability Policy and mandatory training.