



Ongo's

Contractors Code of Conduct

December 2024

Owner: Procurement and VFM Manager

<u>Version No.</u>	<u>Purpose/Changes</u>	<u>Approval Date</u>	<u>Approved By</u>	<u>Suggested Review Date</u>
3.0	Health check	12/12/2024	HoST	December 2027
2.0	Full review	11/08/2021	Executive Leadership Team	August 2024
1.0	New code of conduct	September 2014	Ongo Partnership Board	October 2016

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1. Our policy is...

- 1.1 Ongo is committed to delivering the best possible service to our tenants and customers, delivering on our three strategies and achieving our corporate objectives, vision and values. We expect our contractors, subcontractors and their operatives to follow the highest standards and use best practice when carrying out work on our behalf in line with this Code of Conduct.
- 1.2 We are committed to maintaining the highest standards of probity, fairness, openness and accountability and all people who work for us have a responsibility to protect and safeguard the organisation's assets and its reputation.
- 1.3 We expect our suppliers and contractors to have their own Equality, Diversity and Inclusion (EDI) and Safeguarding Policies or, if they do not, to adopt our own. At Ongo we are committed to EDI and Safeguarding the welfare of all our tenants and customers.
- 1.4 We believe that everyone has the right to fair and equal treatment and we recognise that people who use our services and those that work for us, come from diverse backgrounds. We will carry out all of our work in line with the Equality Act 2010 and expect our contractors, service providers and suppliers to do the same. We value and respect our diverse colleagues, contractors and suppliers and will take into account cultural dress requirements and ensure everyone is free to observe them and we expect the same behaviours from all of our contractors.

2. It applies to...

- 2.1 This Code of Conduct applies to any external supplier, service provider, contractor, or sub-contractor carrying out work on our behalf. When we contract a person or organisation to carry out work on our behalf we expect that they follow the same ethos as our own colleagues.
- 2.2 A contractor is a service provider, a works contractor, sub-contractor or supplier.
- 2.3 All colleagues and other stakeholders that this Code applies to will always do their best to fulfil the requirements of their role to the best of their ability. If any circumstances arise that limit their ability to meet their responsibilities, this must be raised with their line manager in the first instance or with the People and Culture Team.
- 2.4 This Code of Conduct works in conjunction with the Service Level Agreements (SLA's) and should be read alongside this code. The SLA holds our agreed services and commitments expected from our contractors.

3. What we expect from our contractors working on our behalf...

3.1 Health and Safety

- To comply with the General Duties under the Health and Safety at Work Act 1974 and any relevant health and safety Regulations

- Provide task related risk assessments and safe systems of work appropriate to the contract
- To be aware of and comply with health and safety policies and procedures and safe working practices
- To work in a safe way at all times, including when driving whilst at work
- To ensure that your conduct and actions don't put your own or others' health and safety at risk. This includes ensuring you minimise disruption and inconvenience to customers and their homes by working in a clean and safe way
- Ensure work is subject to regular and proportional health and safety monitoring appropriate to the contract
- To wear the appropriate Personal Protective Equipment (PPE) including protective clothing where necessary

3.2 **Accountability**

- We expect you to adopt and comply with our Smoking, Alcohol and Substance Misuse Policy
- All our contractors and suppliers will comply with the requirements of the Modern Slavery Act 2015
- You are responsible for any loss or damage you cause and all incidents must be reported to Ongo
- It is essential that if you have any safeguarding concerns (including adults, children, terrorism) that these are reported to Ongo immediately in line with our Safeguarding Policy and Procedures
- Declare any issues that may create conflicts of interest and make sure they do not influence judgement
- Take reasonable measures to protect Ongo property and assets from theft, damage or misuse

3.3 **Behaviour**

3.3.1 All contractors and other stakeholders that this Code applies to will demonstrate the behaviours detailed in our Ongo Values Framework and conduct themselves in line with this Code and associated policies and procedures in all the work that they do. All contractors must:

- Be honest & trustworthy
- Treat everyone with respect and courtesy, avoiding confrontation and not being drawn into arguments
- Declare any issues that may create conflicts of interest and make sure they do not influence judgement
- Communicate clearly in a courteous and straightforward way
- Honour work commitments, arrangements and agreements and, when this is not possible, explain why to those people affected
- Take reasonable measures to protect Ongo property and assets from theft, damage or misuse
- Ensure Ongo's funds and resources are used properly and efficiently
- Not ask or encourage the commitment of wrongdoing, including any breach of this code

- When meeting customers or other visitors, always introduce yourself using your full name and showing your ID badge as identification where appropriate
- When parking your vehicle please take into account the needs of pedestrians and the local community. Ensure that enough room is left on pavements for wheelchair and prams. Contractors must refrain from parking on grassed and communal areas and not to cause obstruction
- Do not enter a home if there are unsupervised children under the age of 18
- It is not permitted to smoke, drink alcohol or use illegal substances in or around the workplace. You must make sure you are aware of and understand our Smoking, Alcohol and Substance Misuse Policy and Procedure.

3.4 **Customer Service**

- Before attending customers' homes, check to see if there are any special requirements or circumstances. This could be in respect of the customers' needs or to safeguard you (i.e. visit in pairs). Wherever possible contractors should make every effort to contact customers prior to attending
- Thoroughly explain the nature of the work you will be carrying out and explain any safety issues
- Always ask permission before using customer's facilities including utilities
- You must seek and value views from residents and other customers when making decisions that will affect them.
- At Ongo, we recognise and value the diversity of our people and will take account of ethnic and religious dress requirements and other cultural considerations with sensitivity, ensuring colleagues are free to observe them.

4. **What we do not accept from contractor working on our behalf ...**

- Behaving inappropriately or unprofessionally at any time (this includes at social events and on social media)
- You must not act in a way that discriminates against, or unjustifiably favours particular individuals, groups or interests, including on the basis of any protected characteristics they may have
- You must show respect for individuals' chosen identities
- You must not make or attempt to make any covert recordings or take any covert photographs of customers or other employees
- You must not conduct yourself in a manner that could reasonably be regarded as bringing Ongo into disrepute. You must conduct yourself in a professional way when representing Ongo whether that be in or out of the workplace
- Consideration must be given to others when using language in the performance of your role that others might reasonably find offensive
- You must not harass, bully or attempt to intimidate any person, or use threatening or aggressive behaviour or other discriminatory behaviours. You must seek to avoid microaggressions in your speech and behaviour
- You must consider the impact of your actions on the safety and wellbeing of tenants and customers

- You must not make derogatory, false or otherwise damaging comments, in person or through any medium, about the Group or any person, service or organisation connected with it
- At times, you may be contacted or approached in your work to give a comment to a journalist or contribute to a news story. You should look at the Media Policy for guidance on this or speak to the PR and Marketing team
- You must not handle customers' money or valuables or a customer's keys to their property unless specific key holding services form part of your contract agreement
- You must not give or receive loans and/or personal money to or from customers. You must not Giving financial advice, for example about savings, investments, debt or benefits unless specified within the duties of the role
- You must not handle or administer a customer's medication, including over the counter medication such as aspirin or paracetamol

5. Conduct outside of Work

- 5.1 It is not the intention of the Group to interfere with individuals' freedom to do as they wish in their own time. However, there could be circumstances when your external interests or conduct impacts on the reputation or integrity of the Group.
- 5.2 Making or supporting derogatory, false or otherwise damaging comments about the Group, customers, employees, board members, suppliers, or anyone else associated with the Group, in person or through any medium, including on social or professional networking websites is inappropriate and will be a breach of this Code of Conduct.
- 5.3 **Social Media**
- 5.3.1 Contractors should ensure that their social media presence is reflective of the ethos of Ongo, regardless of whether there is an obvious connection to Ongo or not. At Ongo we have a zero tolerance on hateful comments, remarks or references and any involvement in such behaviour or incidents will be a breach of this Code of Conduct.
- 5.4 **Political Activity**
- 5.4.1 Ongo's work may take it into the political arena but, as an organisation, we must ensure that we demonstrate the organisation's non-political nature and must keep personal activities totally separate from the company's work. When making any political representation, Ongo must be clearly seen as presenting a balanced case in support of the organisation's key objective – creating and sustaining truly vibrant communities.
- 5.4.2 If you intend to engage in an activity, including political or campaigning activity, which may reasonably be regarded to affect Ongo, you must obtain prior consent. Such consent must not be unreasonably withheld unless your activity poses a material risk to Ongo.

- 5.4.3 If you participate in any political activity in your personal or private time, you must ensure that Ongo cannot be brought into the political arena or have its reputation or status damaged by your involvement in personal political activities.

6. Conflicts of Interest

- 6.1 Conflicts of interest arise when personal or private interests may impair your ability to make an objective or unbiased decision on behalf of the organisation.

7. Bribery, Gifts & Hospitality

- You must not solicit or seek gifts, hospitality or other benefits
- You must declare or decline any gifts or hospitality - please refer to our Probity Policy for our stance on the receipt and giving of gifts and hospitality
- You must decline any offer of a bribe, hospitality or gift that is, or may be, offered in return for expected preferential treatment – refer to the Anti-Bribery and Corruption Policy for further guidance

8. Confidentiality

- You must process information in accordance with the law and Ongo's policies and procedures
- You must not disclose, without authority, any personal data about tenants, customers, or colleagues
- You must not disclose, without authority, any confidential or sensitive business information. This duty continues to apply after you have left Ongo
- You must not prevent another person from gaining access to information which they are entitled to by law

9. Protecting the environment

- Within your role, you must strive to avoid or reduce possible negative environmental impacts
- In carrying out actions or making decisions in the performance of your role, you must consider the environmental impact of your decisions and where able, should seek to achieve positive environmental outcomes
- You should consider the long-term environmental impact of their decisions

10. Other things to bear in mind

- 10.1 This should be read in conjunction to the service level agreement you have already signed up to.

11. We'll look at this again...

- 11.1 This Code of Conduct will be reviewed every three years. We will review earlier if any regulatory or legislative changes occur and have an impact on this.