

# Supplier and Contractor Code of Conduct

## 1. Meeting Your Responsibilities

We expect our suppliers and contractors and their staff to fulfil their duties and obligations responsibly, acting at all times in good faith and in the best interests of Rooftop and its customers.

### Key Principles:

- Suppliers and contractors must always seek to reflect the [Rooftop Purpose and Values](#)
- Suppliers and contractors must not act in a way that discriminates against, or unjustifiably favours, particular individuals, groups or interests, including based on any protected characteristics<sup>1</sup> they may have.
- Suppliers and contractors must comply with the Health and Safety at Work Act 1974 and ensure they do not negatively affect the safety and wellbeing of themselves, their colleagues and our customers.
- Suppliers and contractors must not ask for, or encourage, the commitment of wrongdoing including any breach of this Code.

## 2. Representing Rooftop

When representing Rooftop in any capacity, including at external events, in dealings with outside bodies and on social media, suppliers and contractors should ensure they are an ambassador for Rooftop and must uphold and promote its values, objectives and policies.

### Key Principles:

- Suppliers and contractors must not make derogatory, false or otherwise damaging comments, in person or through any medium, about Rooftop or any person, service or organisation connected with it
- Suppliers and contractors must not seek to officially represent the views or position of Rooftop without prior authority.
- Suppliers and contractors should make clear in what capacity they are communicating where any personal social media accounts refer to their role with Rooftop. Suppliers and contractors must obtain prior consent if they intend to engage in an activity, including political or campaigning activity, which may reasonably be regarded to affect Rooftop. Such consent will not be unreasonably withheld unless their activity poses a material risk to Rooftop.
- Suppliers and contractors must not conduct themselves in a manner that could reasonably be regarded as bringing Rooftop into disrepute.

## 3. Working with Residents and Other Customers

Suppliers and contractors must be professional, fair and courteous in all their dealings with residents and other customers.

Suppliers and contractors must maintain constructive, professional relationships with Rooftop colleagues and involved residents, based on a sound understanding of their respective roles.

### Key Principles:

- Suppliers and contractors must seek and value views from residents and other customers when making decisions that will affect them.
- Suppliers and contractors must not allow any personal relationship with a resident or other customer to influence how they discharge their roles and responsibilities.

<sup>1</sup> as defined by the Equality Act 2010

- Suppliers and contractors must not give personal gifts or loans of money to, or receive personal loans or gifts of money from, Rooftop colleagues, residents or other customers.
- Suppliers and contractors must not engage in any private work for residents unless explicit, written approval has been sought and granted by Rooftop.
- Suppliers and contractors must ensure that their staff carry identification at all times and make it readily available for customers and Rooftop staff.

## **Behaviour**

### **Our contractors will:**

- always introduce themselves to customers and show official identification.
- be professional, polite, patient and courteous at all times.
- respect customer's homes and belongings
- dress presentably and wear covers on shoes where necessary.
- keep appointments and be on time.
- try to minimise disruption to our customers and their homes and surrounding areas.
- try to keep noise to a minimum.
- tell customers when it is necessary to cut off essential services and give reasonable notice (they will provide temporary services, if necessary, overnight)
- make sure that all bathroom and kitchen fittings are left operational and clean and tidy at the end of the working day.
- cover furniture and floor coverings with dust sheets while the work is going on.
- clean up the rooms after work has taken place (and any areas that workers have to go through to get to the work) at the end of the day.
- keep the outside of the home clear of rubbish.
- drive and park considerately at all times
- make sure customers' homes are kept secure when work is taking place.
- provide additional help and show extra consideration to vulnerable or elderly residents, or anyone with special requirements.

### **Our contractors will not:**

- smoke or swear in customers' homes or within the curtilage of the property.
- use customers' electricity, toilet facilities, vacuum cleaner, phone or any other appliances without permission.
- play radios when working in or around customers' homes without their permission.
- enter customers' homes without permission.
- let anyone else into the customer's home.

## **Clean and tidy**

### **Our contractors will:**

- where practical, keep customers' homes and communal areas secure, clean and tidy and maintain a high professional standard whilst work is carried out in or around customers' homes.
- where practical, protect flooring leading to and within the working area.
- where practical, tidy up at the end of each day and make sure materials are stacked neatly and safely.
- where possible, maintain all services and facilities.

<sup>1</sup> as defined by the Equality Act 2010

- never leave tools overnight in customers' homes without their permission (and at the contractor's own risk)
- clean, clear, remove or recycle all waste materials appropriately.

## **Responsibility**

### **Our contractors will:**

- deal only with the customer or their officially appointed representative.
- make sure all information concerning customers is kept strictly confidential at all times and is only used in performance of the contracted services to Rooftop and in accordance with data protection principles.
- monitor levels of customer satisfaction and aim to resolve any complaints within ten working days.
- listen to customers' feedback (provided by Rooftop) and take the customers' comments on board where possible to improve the overall service.

## **Consultation**

### **Our contractors will:**

- explain the purpose of their visit.
- consult with customers on the scope of works and choices, where applicable
- provide customers with adequate notice and relevant information before work starts and when access is required.
- provide customers with emergency contact telephone numbers.
- keep customers informed about the progress of the work and any delays.
- provide a clear photographic record of the existing condition of the areas in customers' homes that may be affected by the work.
- ensure Rooftop colleagues and contractors' main offices are aware of the work that is taking place in case of emergency calls.

## **4. Behaving with Integrity**

The reputation of Rooftop depends on compliance with this Code and with the laws, policies and procedures it refers to. The integrity of suppliers and contractors involved with Rooftop needs to be beyond doubt and seen to be so.

### **Conflicts of Interest**

Suppliers and contractors must take all reasonable steps to make sure that no conflict arises, or could reasonably be perceived to arise, between their duties to Rooftop and their personal interests, other duties and contractual relationships.

Suppliers and contractors must declare any 'Known Relationship' to a resident or Rooftop colleague involved in decisions relating to their relationship with Rooftop.

Suppliers and contractors must formally declare to Rooftop, at the earliest opportunity, any interests which may, or may be perceived in the future, to conflict with the duties of their role. Suppliers and contractors should not use, or attempt to use, their position to promote personal interests or those of any connected person, business or other organisation for personal gain.

### **Gifts, Hospitality and Bribery**

Suppliers and contractors in their role with Rooftop, must not offer, seek or accept bribes or inducements to act improperly or corruptly. Suppliers and contractors must not seek or accept gifts,

<sup>1</sup> as defined by the Equality Act 2010

hospitality or other benefits from individuals or organisations that might reasonably be seen to compromise their judgement or integrity or place them under an obligation to those individuals or organisations.

### **Use of Funds and Resources**

Suppliers and contractors must ensure that Rooftop's funds and resources are used properly and efficiently.

Suppliers and contractors must take all reasonable measures to protect Rooftop's funds, resources, property and assets from fraud, theft, damage and misuse.

### **Confidentiality**

- Suppliers and contractors must not disclose, without the required permission and authority, any personal data about customers or colleagues.
- Suppliers and contractors must not disclose, without authority, any confidential or sensitive business information.
- This duty continues to apply after suppliers and contractors have left Rooftop and stepped down from their position.
- Suppliers and contractors must not without authority, pass or distribute to the press or media or any other external recipient(s) any unpublished information or materials relating to Rooftop - unless doing so via Rooftop's Whistleblowing Policy
- Suppliers and contractors must not prevent another person from gaining access to information to which they are entitled by law.

## **5. Equality, Diversity and Inclusion**

Professionalism, consideration and respect for others and a commitment to the principles of equality, diversity and inclusion, are fundamental to the delivery of Rooftop's social purpose.

### **Respect for Others**

- We require our suppliers and contractors to treat all others with respect and consideration.
- Suppliers and contractors must treat everyone they meet in the performance of their role with equal respect, care and consideration.
- Suppliers and contractors must show respect for individuals' chosen identities.
- Suppliers and contractors must not harass, bully or attempt to intimidate any person or use threatening or aggressive behaviour or other discriminatory behaviours. Suppliers and contractors must seek to avoid microaggressions in their speech and behaviour.

## **6. Performance Management**

Suppliers and contractors must play an active part in Rooftop's supervision and contract performance processes.

## **7. Protecting yourself, others and the environment**

Suppliers and contractors have a responsibility while on Rooftop business to protect their health, safety, security, wellbeing, and that of others, and to eliminate harmful environmental impacts. Suppliers and contractors' conduct, actions and decision-making must promote the health, safety, security and wellbeing of all customers and colleagues. They must not knowingly put their own or others' health, safety, security or wellbeing unnecessarily at risk.

<sup>1</sup> as defined by the Equality Act 2010

## Health and Safety

### Key Principles:

#### Suppliers and contractors will:

- make sure staff, workers and sub-contractors are suitably skilled with the appropriate industry accreditation and competent in the tasks they've been asked to carry out.
- always follow health and safety procedures and never put anyone at risk.
- use barriers, warning signs and notices to notify residents of work as appropriate.
- make sure that all footpaths and access routes are kept clear and safe.
- take measures to prevent unauthorised access to scaffold and other access equipment.
- ensure any scaffolding does not obstruct an exit door or escape route and allows windows to be opened sufficiently for room ventilation.
- skips which may present a possible fire hazard must not be sited immediately adjacent to any building.
- make sure materials, tools and equipment are stored safely and are kept out of the reach of children and pets.
- make sure details of any accidents, incidents, near misses or acts of aggression are reported to Rooftop.
- provide operatives on larger schemes with welfare facilities and/or storage as required.

## Safeguarding

We expect suppliers and contractors to have completed Rooftop's safeguarding training as part of supplier on-boarding. We expect suppliers and contractors to raise concerns if they identify children and adults suffering from, or likely to suffer from significant harm.

### Key Principles:

#### All suppliers, contractors and their staff must:

- Take action to make sure the person is safe.
- If the child or adult is at immediate risk, contact 999.
- Make sure particular care is given when children are present and never enter a resident's home or continue working where children (under the age of 16) are unaccompanied.

## Modern Slavery

Our Anti-Slavery and Human Trafficking Statement is available to view on our website and is reviewed annually. Suppliers should familiarise themselves with this Statement and review it periodically to stay up to date on how the organisation is working to ensure that slavery is not taking place in any part of our business including our supply chains.

## Protecting and Enhancing the Environment

Rooftop aspires to be a force for good for both people and the planet. We aim to deliver quality, net zero carbon homes that improve access to nature and are built for the future.

In carrying out actions or making decisions in the performance of their role, suppliers and contractors must therefore consider the environmental impact of their work and ensure at all times that they are operating in a way which meets Rooftop's sustainability objectives, targets and policies.

<sup>1</sup> as defined by the Equality Act 2010

Suppliers and contractors must comply with all relevant environmental legislation and must avoid negative impacts in order to deliver positive environmental outcomes.

## 8. Data Protection

Suppliers and contractors must process information in accordance with the General Data Protection Regulation (UK GDPR) and Rooftop's Data Protection and Privacy Policy.

## 9. Information Security

All suppliers and contractors must adhere to Rooftop's ICT and Information Security policies. They sets out how our delivery partners/suppliers and contractors will manage and protect our information. Rooftop is committed to ensuring effective security arrangements are implemented and regularly reviewed to reduce threats, manage risks and to protect:

- The information that Rooftop collects, creates, uses and stores.
- Customers and Colleagues
- Physical assets and resources
- Digital, IT and communication systems

## 10. Prompt Payment

Rooftop Housing Group has committed to promptly pay our suppliers within 30 days, in full accordance with regulation 113 of The Public Contracts Regulations 2015. A further consequence of regulation 113 is that any suppliers to Rooftop must ensure that they promptly pay any sub-contracted suppliers who perform or undertake any element of sub-contracted work relating to goods, services or works supplied to Rooftop, within the mandatory 30-day period. This is not only a legal requirement under The Public Contracts Regulations 2015, but also a mandatory requirement for any supplier working with Rooftop, to support prompt payment of its wider supply chain.

## 11. Contact Us

Suppliers and contractors must not victimise or disadvantage any person who uses or intends to use Rooftop's confidential reporting (Whistleblowing Policy) to report actual or alleged wrongdoing.

### Suppliers and contractors must report:

- Any concerns about possible wrongdoing. This includes becoming aware of potentially dishonest or fraudulent activity, material breaches of this Code or relevant legislation (including health and safety or environmental) or being required to act in a way that conflicts with this Code or legislation.
- Any queries, concerns, or if you wish to escalate a situation that you are uncomfortable with ("whistleblowing")
- Any concerns about the health, safety, security or wellbeing of themselves, other individual or a group of individuals connected with Rooftop.
- For safeguarding concerns immediately contact the Safeguarding Lead Officer – at Rooftop this is the Supported Housing Manager. Email: [Safeguarding@rooftopgroup.org](mailto:Safeguarding@rooftopgroup.org).

<sup>1</sup> as defined by the Equality Act 2010

**CONTACT US:**  
**Procurement**  
**Email: [procurement@rooftopgroup.org](mailto:procurement@rooftopgroup.org)**

## Glossary

<b>Term</b>	<b>Definition</b>
<b>Suppliers/contractors</b>	Includes those other than board members, colleagues and involved residents who are directly involved in delivering Rooftop's business activities. This includes contractors, sub-contractors, consultants, agents and others.
<b>Colleagues</b>	Includes Rooftop's employees and any other persons fulfilling the role of a paid employee, such as those deemed to be workers, interim placements, or those on secondment from another organisation.
<b>Residents and other customers</b>	Includes residents, tenants, leaseholders, shared owners and users of other services provided by Rooftop.
<b>People with whom you are 'closely connected'</b>	In broad terms, this means your family, relatives or business partners as well as people connected with businesses in which you have an interest through ownership or influence. The term includes your spouse or unmarried partner or civil partner, children, siblings, grandchildren, grandparents and any other family members.
<b>Microaggression</b>	Is a term used for brief and commonplace verbal, behavioural or environmental slights that may communicate hostile, derogatory, or negative attitudes towards certain groups of people.
<b>Known Relationship</b>	For this Code means related parties and close connections, it is not envisaged that relationships with acquaintances should be covered by this term.
<b>Rooftop Housing Group</b>	Rooftop Housing Group Limited is a Registered Society (Registration Number 29661R) and is regulated by the Regulator of Social Housing (RSH) (Registration Number L4404). The Registered Office is: 70, High Street, Evesham, Worcs. WR11 4YD This code applies to all the entities associated with Rooftop.

## Related Policies

This Code sets out Rooftop's expectations as set out in the following policies:

- Anti-Bribery
- Anti-Fraud
- Anti-Slavery and Human Trafficking Statement
- Data Protection and Privacy
- Equality, Diversity and Inclusion
- Information Security
- ICT
- Safeguarding Adults and Children
- Whistleblowing
- Environmental Sustainability Strategy

<sup>1</sup> as defined by the Equality Act 2010

