

Ethical Governance Protocol for Tower Hamlets Homes Contracts

1. Introduction

Ethical governance arrangements are essential to the operation and reputation of the company; therefore Tower Hamlets Homes (THH) is committed to maintaining the highest standards of ethical conduct.

This protocol has been developed as part of the company's integrated approach to ethical governance and to ensure that external providers meet THH' requirements in relation to ethical standards.

The protocol forms part of THH' pre-tender evaluation procedure and compliance with the protocol is mandatory for all external providers seeking to contract with the company. The protocol applies to the public, private and voluntary sector, including grant funded organisations.

2. Requirements

External providers must demonstrate that they have in place a written policy for regulating:

- The conduct of their employees and directors.
- The working relationships between their employees/directors and THH staff and Board members.
- Whistle blowing.

The policies must as a minimum specify systems and procedures to regulate standards of behaviour in the areas specified in section 3 below.

3. Standards

Employee and Director Conduct

External providers should have a written policy which governs standards of behaviour in at least the following areas:

- Delivering services in accordance with the THH' equalities statement and to meet the customer promise.
- Declaring interests which conflict with the impartial delivery of services for THH or may place an employee under suspicion of improper behaviour.

- Handling and Dealing with confidential information and information which affects THH' business interests.
- Registering, declaring and accepting gifts and hospitality offered in connection with the delivery of services for THH.
- Dealing with the media in connection with the delivery of services for THH.

Personal relationships with THH external partners, Staff and Board Members

External providers should have a written policy which governs standards of behaviour for their employees and directors in at least the following areas:

- Declaring and registering any personal relationships with THH external partners, staff and Board Members.
- Dealing with allegations about misconduct by THH staff and Board Members in connection with the delivery of services for THH and any other circumstances.
- Responding to THH staff and Board Members in relation to requests for information in connection with the delivery of services for THH.

Whistle Blowing

External providers should have a written policy for dealing with protected disclosures as defined by the Employment Rights Act 1996. The policy should cover at least the following areas:

- Guidance on what amounts to a protected disclosure, including regulatory and wider disclosures.
- An internal process for making a protected disclosure within the provider's organisation.
- An internal process for investigations.