



## CODE OF CONDUCT

Members of Homes for Scotland agree to comply with the requirements of this Code of Conduct when they join (and every time they renew their membership).

### Our core values

How we behave is crucial to our success:

- we work collaboratively: we are personable and friendly
- we have integrity: we are honest and consistent
- we are passionate about our work: we are authoritative and confident
- we strive for excellence: we are professional and committed

Members must support the above in all of their activities interacting with the wide-ranging stakeholder audiences involved in delivering more homes for Scotland.

### Member requirements

We specifically ask that you:

- prioritise customer service and satisfaction
- reflect our values in your dealings with politicians, local authority staff, Scottish Government officials, the media, communities and all other interest groups
- actively participate in our calls to action and requests for information
- recognise and respect that the role of the Executive Team includes challenging the industry where appropriate
- respect that other members may have conflicting views
- understand that we cannot promote one member's interests over another
- provide us with early warning of issues with the potential to adversely impact the wider industry

All members are also encouraged to sign up to the Scottish Government's [Scottish Business Pledge](#) which is aimed at promoting sustainable growth and forward-thinking business practice.