

2026/27

Code of conduct



L&Q

Our code for board members,
staff and involved residents

An introduction by L&Q's Chief Executive



The National Housing Federation (NHF) requires that members adopt and ensure compliance with a code of conduct for board members, staff and involved residents to uphold the highest standards of probity and conduct.

It is vital for the reputation of social housing that everyone who works for, or represents, a housing association is held to the highest standards of conduct. This code sets standards appropriate for housing associations, such as London & Quadrant Housing Trust (L&Q), that are members of the National Housing Federation.

We welcome the new, refreshed code, and take this opportunity to restate our commitment to our three values. These values underpin who we are and what we do, wherever we are. This L&Q code of conduct represents a summary of the principles and standards of conduct we expect of all employees, board members and our involved residents. By complying with the code and demonstrating our values in our everyday work, we will ensure that we work to the highest standards, work co-operatively as a team, and we will lay the foundations that will enable us to achieve our purpose: to provide social homes and landlord services that everyone can be proud of.

Fiona Fletcher-Smith
Group Chief Executive

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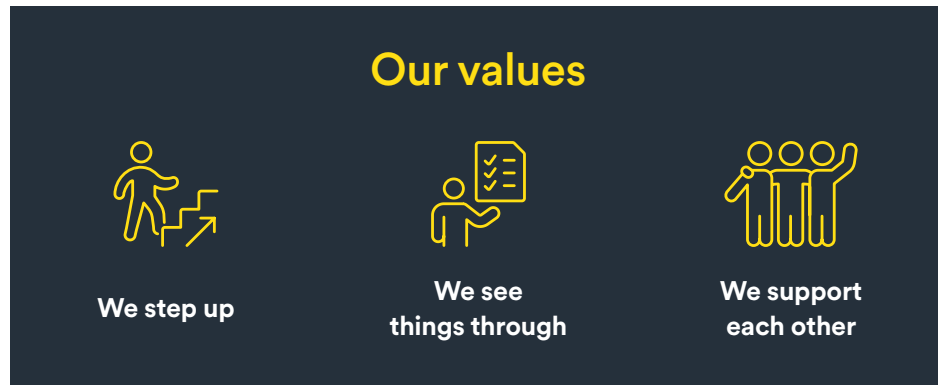
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Introduction

Our values

Our three core values underpin all that we do:



Code of conduct

While your conduct is expected to reflect L&Q's values, this code goes further by setting out agreed, effective, specific conduct required of all individuals directly involved in delivering L&Q's business activities. It will ensure that we engage with each other in a professional manner, with dignity and respect, showing integrity and avoiding any suggestion of influence by biased or improper motives.

Except where otherwise indicated, the code applies equally to board members, staff and involved residents within the L&Q Group (referred collectively as L&Q) – This includes members of the Group Board and Board Committees.

A copy of the code will be provided to all staff, board and committee members and involved residents. You must familiarise yourself with the contents and act in accordance with its principles and provisions at all times. Breaches of the code are always taken seriously. Failure to comply with the code may be an employment or governance disciplinary matter.

The code cannot cover every situation you may face in your everyday role at L&Q. You may find yourself faced with difficult situations or faced with an unexpected dilemma. If board members or involved residents have any doubts or questions regarding the application of the code, or in relation to a specific issue, they should seek advice and guidance from the Company Secretary. Members of staff should seek advice and guidance, where appropriate, from:

- Their line manager
- The Human Resources Department, or
- The Company Secretary.

The code is consistent with the seven Principles of Public Life (see appendix 1). Although housing associations such as L&Q are not public bodies, the provision of social housing is a public function and L&Q recognises the need to uphold the same principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

Associated policies and procedures

The code of conduct should be read in conjunction with the L&Q Group's policies and procedures which are relevant to your role, and in force in your organisation including:

- The staff handbook
- Health, Safety and Wellbeing policy
- Standing orders
- Financial regulations
- HR policies
- Equality, Diversity and Inclusion policy
- Use of IT policies
- The whistle-blowing policy
- The anti-fraud, bribery and corruption policy
- L&Q code of conduct for maintenance contractors
- Safeguarding Adults At Risk policy
- Safeguarding Children policy, and
- Conflicts of Interest policy
- Gifts and Hospitality policy.

Breach of code

If you believe there has been a breach of the code, you should report the breach to the appropriate party above. Alternatively, you can report a breach under the L&Q whistleblowing policy to any of the contacts listed in the Whistleblowing Policy. Where you are in doubt about a possible breach of the code, you are encouraged to report your concerns or to seek advice at the level that you feel is important. Anyone who has concerns about misconduct, and reports this in good faith, will have nothing to fear and will be supported by L&Q.



The main principles of the code

The code is split into five main parts, each embodying a key theme arising from the mission and values of housing associations. The five parts of the code are:

Part 1: Acting in the best interests of residents and the housing association

You have a responsibility to carry out your role in line with the social purposes of the L&Q.

Part 2: Behaving with integrity

The reputation and good name of L&Q depends in part on compliance with this code, and the laws, policies and procedures that it refers to. The integrity of those involved needs to be beyond doubt, and seen so to be.

Part 3: Treating others fairly, with respect and empathy

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

Part 4: Taking responsibility for the impact of your actions

You have a responsibility while on the L&Q's business to consider the immediate and long-term impact of your actions and to be accountable for them.

Part 5: Acting with diligence and care

You have a responsibility to carry out your role in line with relevant professional standards.



Part 1: Acting in the best interests of residents and the housing association

You have a responsibility to carry out your role in a way that supports the long-term interests of current and future residents and is in line with the purposes and values of the housing association.

A Meeting your responsibilities

The principle:

You must act in good faith, putting aside personal gain and making decisions that support the long-term interests of residents as a whole and are in the best interests of the housing association.

Expected of all

- A1.** You must always try to fulfil the requirements of your role to the best of your ability. You must comply with the law, your terms of appointment and L&Q's policies and procedures relating to your role. If any circumstances arise that limit your ability to meet your responsibilities, you must raise this through the appropriate channels.
- A2.** In carrying out your role, you must always seek to further the L&Q's strategic objectives, reflecting our desired culture.
- A3.** 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.
- A4.** You must consider the impact of your actions on the safety and wellbeing of residents.

Expected of board members and involved residents

- A5.** You must respect and take responsibility for decisions that are made by the group(s) of which you are a member, even if you do not personally agree with them.

Expected of staff members

- A6.** You must consult your manager before taking any other paid or voluntary work that may interfere with your ability to act in line with L&Q's purpose, or conflict with the terms set out in your contract of employment. Any such work or position must not interfere with your existing job or conflict with the interests of your job or L&Q.
- A7.** You must respect the appropriate channels for handling tenancy and service provision issues. You must not act outside L&Q's established procedures in any matter concerning any resident or other service user.



B Representing the housing association

The principle:

In representing the housing association in any capacity, including at external events, in dealings with outside bodies and on social media, you are an ambassador for the housing association and must uphold and promote its values, objectives and policies.

Expected of all

- B1.** In representing L&Q, you must act in accordance with its values, policies and goals.
- B2.** You must not conduct yourself in a manner that could reasonably be regarded as bringing L&Q into disrepute through dishonest, misleading or inappropriate behavior. This includes membership of, or participation in, activities organised by groups or organisations whose values are inconsistent with L&Q's (for instance, racist organisations), which could create reasonable doubt in your ability to comply with L&Q's values and this code.
- B3.** You must not make knowingly false, malicious or misleading statements about L&Q or those connected with it.
- B4.** You must not seek to officially represent the views or position of L&Q unless authorised to do so.
- B5.** When representing L&Q through any medium, including social media, you must at all times act with professionalism.
- B6.** Where any personal social media accounts refer to your role with L&Q, you must make it clear in what capacity you are communicating.

Expected of board members and staff

- B7.** If you intend to engage in an activity, including political or campaigning activity, which may reasonably be regarded to affect L&Q, you must obtain appropriate prior consent from the L&Q. Such consent must not be unreasonably withheld unless your activity poses a material risk to the association.

Part 2: Behaving with integrity

By integrity, we mean that you must act honestly, transparently and in line with the highest standards of ethical conduct. The reputation and good name of the housing association depends on compliance with this code, and with the laws, policies and procedures that it refers to.

C Conflicts of interests

The principle:

You must take all reasonable steps to make sure that no conflict arises, or could reasonably be perceived to arise, between your duties to the association and your personal interests, other duties and relationships.

Expected of all

- C1.** You must formally declare to L&Q, at the earliest opportunity, any interests, roles and relationships that could - or could reasonably be perceived to - affect your ability to act in the best interests of residents as a whole and of L&Q; you must make sure that these interests do not interfere with your ability to carry out your role effectively.
- C2.** You must declare any known relationship to a resident, potential resident or other customer of the association where this could reasonably be perceived to influence your role. You must not be involved in decisions relating to their relationship with the housing association or seek or accept preferential treatment for them.
- C3.** You must declare any known relationship to a member of staff or board member where this could reasonably be perceived to influence your role. You must not be involved in decisions relating to their relationship with L&Q or seek or accept preferential treatment for them.
- C4.** You must declare any known relationship to a person or organisation seeking appointment as a contractor or supplier to L&Q and must not be involved in their appointment, performance management or reward.

- C5.** Except where specifically permitted, as set out in any relevant policy, you must avoid using its contractors and suppliers for private purposes. Where this is unavoidable, you must not receive a more favourable service than would be received by other customers as a result of your connection with L&Q. Except in the case of for example large utility companies, prior approval must be sought before using the supplier or contractor and a written declaration made confirming that no financial or other advantage has been secured as a result of the relationship with L&Q.
- C6.** You must not use, or attempt to use, your position to secure personal benefit or advantage for yourself or any connected person, business or organisation.
- C7.** You must not seek to influence decisions improperly, including by applying pressure, offering inducements, or using personal relationships to secure preferential outcomes.

Expected of board members and staff

- C8.** You must declare any known relationship to a person applying for or performing a role within the organisation and must not be involved in their appointment, performance management or reward.

Expected of board members and involved residents

- C9.** You must be clear about the role you are acting in and must not use your position to influence individual service decisions or treatment for yourself or others.
- C10.** You must act independently and fairly, avoiding involvement in individual operational matters unless this is part of an agreed role.
- C11.** Individuals with a conflict should not take part in discussions and decisions relating to that conflict and should be prepared to take all reasonable steps to address the conflict. These should include being willing to resign if the conflict is material or long-standing and, in the opinion of the relevant board, committee or other group, cannot be managed appropriately. For residents, a conflict could include a matter being discussed that relates specifically to the individual's home. It should not prevent residents taking part in discussions about matters that affect larger groups of residents.

Expected of involved residents

- C12.** You must not be involved in any recruitment or selection process where you have a close connection with a person applying for the role.



Bribery, gifts and hospitality

The principle

In your role with the housing association, you must not allow gifts, hospitality or other benefits to influence, or be perceived to influence, your judgement or behaviour.

Expected of all

- D1.** You must not seek or accept preferential treatment in the provision of benefits such as employment or housing accommodation
- D2.** You must not solicit or seek gifts or hospitality or other benefits in connection with your role.
- D3.** Any gifts or hospitality offered to or by you must be either declared or declined according to L&Q's policies.
- D4.** If you are offered a bribe, hospitality or a gift, which is or may be in return for expected preferential treatment, you must decline and declare this immediately to the appropriate person.

Expected of involved residents

- D5.** You must not seek or accept preferential treatment in the provision of housing or related services.

E Funds, resources and personal benefit

The principle:

You must use the housing association's funds, resources and assets responsibly, transparently and only for proper purposes.

Expected of all

- E1.** You must ensure that L&Q's funds and resources are used properly and efficiently. Resources include staff, information, telephone, computer and other IT facilities, equipment, stationery and transport.
- E2.** Your procurement decisions must be guided by L&Q's policies and fairness in decision-making and in line with relevant law.
- E3.** You must take all reasonable measures to protect L&Q's funds, resources, property and assets from fraud, theft, damage and misuse.
- E4.** If you claim reimbursement for any expenses you must do so in line with the L&Q's policies and procedures.

Expected of board members

- E5.** If you are making decisions about litigation, you must ensure that funds and resources are used properly and efficiently with consideration of financial, operational and reputational risk.

F Confidentiality

The principle:

You must handle information that is provided to you in your role responsibly and lawfully, balancing confidentiality, commercial sensitivity and legal obligations with openness, transparency and accountability.

Expected of all

- F1.** You must not disclose, without the required permission and authority, any personal data about tenants, staff or colleagues. This duty continues to apply after you have left L&Q or stepped down from your position.
- F2.** You must not disclose, without authority, any confidential or sensitive business information. This duty continues to apply after you have left L&Q or stepped down from your position.
- F3.** You 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 the L&Q, unless you are doing so in accordance with its whistleblowing policy and procedure.
- F4.** You must not prevent another person from gaining access to information to which they are entitled to by law and should support transparency where appropriate.

G Working with residents

The principle:

You must act fairly and properly in your dealings with residents, including listening to their views and being accountable for your actions.

Expected of all

- G1.** You must seek and value views from residents when making decisions that will affect them.
- G2.** You must not allow any personal relationship with a resident to influence how you discharge your role and responsibilities.
- G3.** You must not give personal gifts or loans of money to, or receive personal loans or gifts of money (including will bequests) from, residents.
- G4.** You must handle residents' money only where absolutely necessary and ensure that a receipt is completed for every transaction. In any event, you must operate in accordance with L&Q's financial policies, procedures and controls to ensure appropriate handling of any and all funds.
- G5.** You must not invite or influence a resident to make a will or trust under which you are named as executor, trustee or beneficiary.

Expected of Board members and staff

- G6.** You must maintain appropriate boundaries with staff and residents and must not allow personal relationships to influence how you carry out your role.

Expected of involved residents

- G7.** When you advocate for issues, concerns or experiences raised by residents or communities, you must do so honestly and without seeking unfair advantage or preferential treatment.

H Reporting concerns

The principle:

You must report to the appropriate person within the association any reasonable suspicions you have about possible wrongdoing in line with L&Q's relevant policies and procedures.

Expected of all

- H1.** If you have a concern about possible wrongdoing, you must immediately report it via the appropriate internal channel or external body. This includes becoming aware of potentially dishonest or fraudulent activity, and material breaches of this Code or relevant legislation including health and safety.
- H2.** If you believe that you are being required to act in a way which conflicts with this Code or legislation, you must immediately report it via the appropriate channel.
- H3.** You must not victimise, disadvantage or treat unfairly anyone who raises a concern, makes a complaint, or uses whistleblowing or reporting procedures in good faith.



Part 3: Treating others fairly, with respect and empathy

The way in which people behave towards each other is fundamentally important to the experience of residents and staff of the housing association. Respectful, fair and empathetic behaviour is essential to building trust, maintaining effective relationships and supporting a healthy organisational culture

I Fairness, respect and empathy

The principle:

You must treat all others with fairness, respect and empathy, regardless of role, status or circumstances. You must recognise where you have power and authority in your role and use this in a way that is responsible and, where possible, empowers other people.

Expected of all

11. You must treat everyone you engage with through your role with respect, politeness, consideration and empathy.
12. You must respect individuals' chosen identities, backgrounds, protected characteristics and lived experiences, and avoid making assumptions about others.
13. You must act in ways that contribute to an inclusive environment, where people feel fairly treated, respected and listened to and where they feel able to raise concerns.
14. You must not harass, bully, intimidate or discriminate against others, or engage in behaviour, including subtle or repeated behaviours, that could reasonably make others feel marginalised, threatened, patronised or dismissed.
15. You must not display materials in L&Q workplace or use language in the performance of your role which other people might reasonably find offensive.

16. You must report through appropriate channels any instances of unfair or unequal treatment associated with the housing association and, where it is your role to do so, you must investigate any such reports thoroughly, with compassion and respecting confidentiality.

Expected of staff

17. If your role includes working in residents' homes, you must behave respectfully and with care, recognising that you are entering someone's home. This includes respect for people's privacy, preferences and personal property.



J Professional relationships

The principle:

Board members, staff and involved residents must maintain constructive, professional relationships with each other, based on a sound understanding of their respective roles.

Expected of all

- J1.** You must not ask or encourage the commitment of wrongdoing, including any breach of this Code.
- J2.** You must behave in a professional manner appropriate to your role, maintaining independence and integrity at all times. You must conduct relationships with other people who hold roles at L&Q (whether involved residents, board members or staff) on an appropriately professional footing.
- J3.** You must challenge language or behaviours that reinforce stigma about residents or social housing.
- J4.** You must welcome constructive challenge and respectful disagreement from others, and offer challenge to others in a constructive and respectful way.

Expected of board members

- J5.** Your relationships with staff and tenants must be constructive and professional.
- J6.** You must set an example by demonstrating the highest standards of honesty and ethics and your alignment with the values, policies and objectives of L&Q.

Expected of board members and involved residents

- J7.** Where it is necessary to raise issues of staff, board or contractor performance, these must be raised constructively and through the appropriate channels.

- J8.** Unless you have specific and, where practicable, written delegated authority to do so, you must not individually give instruction or direction to any member of staff or contractor.

Expected of staff

- J9.** You must avoid, in a professional setting, inappropriate personal familiarity with board members and involved residents.
- J10.** You must not use informal channels to lobby or influence board members or involved residents on matters of the housing association's business.
- J11.** You must not knowingly mislead the board or any of L&Q's committees or panels. In presenting information, you must set out the facts and relevant issues and risks truthfully.

Part 4: Taking responsibility for the impact of your actions

You have a responsibility while on the housing association's business to consider the immediate and longer-term impact of your actions and to be accountable for them.

k Resident experience

The principle:

You must anticipate and take responsibility for the impact that your conduct, actions and decisions may have on residents.

Expected of staff

- K1.** You must consider how your conduct, actions and decisions may impact on residents.
- K2.** You must be prepared and able to offer residents a clear explanation for actions or decisions you take, especially where these directly affect them.
- K3.** You must respond constructively to feedback about your actions, decisions and performance, by whoever this is provided.

L Health, safety and wellbeing

The principle:

Your conduct, actions and decision-making must promote the health, safety, security and wellbeing of yourself or others.

Expected of all

- L1.** You must not knowingly put your own or others' health, safety, security or wellbeing unnecessarily at risk. When you take actions and make decisions, you must consider the impact your action or decision may have on the safety and wellbeing of others.
- L2.** If you have any concerns about the health, safety, security or wellbeing of yourself, another individual or a group of individuals connected with the association, you must report this immediately through the appropriate channels.



M Environment and sustainability

The principle:

Within your role at the association, you must consider, and try to avoid or reduce possible negative impacts on the environment and sustainability.

Expected of all

- M1.** In carrying out actions or making decisions in the performance of your role, you must consider the environmental impact of your decisions and where you are able, seek to achieve positive environmental outcomes.
- M2.** You must take reasonable steps to reduce unnecessary waste and resource use.

N Digital and data

The principle:

You must ensure that your use of digital systems, data and emerging technologies is responsible and protects residents, staff and the housing association itself from harm.

Expected of all

- N1.** You must take reasonable steps to protect sensitive information from loss, misuse or unauthorised access.
- N2.** In carrying out your duties, you must use digital systems, devices and tools only in ways which are formally permitted by L&Q. You must report any suspected data breach, cyber security breach or concern, and any other digital threat or vulnerability immediately through the appropriate channels.

- N3.** In using digital systems, data and emerging technologies within your role, you must take care to avoid use that may be misleading, discriminatory or otherwise inconsistent with L&Q's values and responsibilities.
- N4.** You should be transparent and proportionate in any permitted use of artificial intelligence and must take care to maintain human judgement and accountability in such use.



Part 5: Acting with diligence and care

The diligence and care with which roles are performed has a significant impact upon the quality of decision-making and services and the experience of residents and staff. This includes taking responsibility for your own performance and for meeting relevant professional standards.

Learning and development

The principle:

In partnership with the housing association, you must take responsibility for your own learning and development, regularly updating and refreshing your skills and knowledge.

Expected of all

- O1.** You must play an active part in L&Q's supervision and performance appraisal processes as they apply to your role.
- O2.** You must make personal training and development needs relevant to your role known to the organisation and must undertake all mandatory training for your role.
- O3.** Unless there are exceptional reasons, you must attend learning and development events as required and apply learning to your role.

Expected of board members

- O4.** You must keep your knowledge up-to-date in those areas in which you are a specialist, as well as keeping abreast of matters relating to your organisation and the wider sector(s) within which it operates.

Expected of staff

- O5.** You must take responsibility for your own professional development. Where your role requires continuing professional development (CPD), you must keep this up-to date and maintain any required records.

Acting with care and diligence

The principle:

You must act with care and diligence in making sure that you understand your role and its requirements, and that you are equipped to carry out your duties.

Expected of all

- P1.** You must take care to understand the responsibilities of your role, including relevant legal, regulatory and policy requirements.
- P2.** You should prepare properly for any meetings, decisions and activities where you will be required to contribute views, to scrutinise or to make decisions.
- P3.** If you become aware of a problem where action is required, you must not ignore, conceal or minimise the issue.
- P4.** In carrying out your role, you should recognise the boundaries of your responsibilities and must escalate issues or risks as needed, particularly where these may impact residents, services, safety or the reputation of the organisation.

Continuous improvement

The principle:

You must support a culture of learning and continuous improvement through acting in an open and accountable manner, recognising mistakes and learning from feedback to help the housing association to continue to improve outcomes.

Expected of all

- Q1.** You must demonstrate openness to learning from a range of opportunities, including resident scrutiny, complaints and other feedback.
- Q2.** You should offer open and constructive feedback to others and invite feedback about your own performance.

Appendices

Appendix A – terminology used in the code

Board

Includes any board of management, management committee, board of trustees, and all similar governing bodies however named.

Board member

Includes all members of governing bodies whether they are formally known as non-executive directors, trustees, board members, management committee members, etc. It includes co-optees and any other nominees, whether or not they enjoy voting rights, and all members of sub-committees who are not also members of the main governing body.

Close connections

In broad terms, means your family, relatives, close friends or business partners, as well as businesses in which you have an interest through ownership or influence. The term includes (but is not limited to) your spouse, unmarried partner or civil partner, children, siblings, grandchildren and grandparents. If you are unsure, it is best to err on the side of caution by acknowledging that there may be a close connection and acting accordingly.

Contractors

Includes those other than board members, staff and involved residents who are directly involved in delivering the housing association's business activities. This includes contractors, sub-contractors, consultants and agents.

Culture

Includes those other than board members, staff and involved residents who are directly involved in delivering the housing association's business activities. This includes contractors, sub-contractors, consultants and agents.

Housing association

Housing associations are independent, non-profit making, social landlords, who we expect to be the main adopters of the code. However, we recognise that other types of housing organisation may also adopt this code, including charities, co-operatives, local authorities and companies. Where this is the case, such organisations should consider all references to a housing association to apply also to their organisation.

Impact on the environment and sustainability

This means the effect your actions or decisions may have on the natural environment. This includes climate change, carbon emissions, energy and water use, waste, pollution, biodiversity and the responsible use of resources.

Involved resident

Includes residents and other customers (as defined below) who are formally involved in delivering, or scrutinising, the housing association's business activities. Involved residents in this code only applies to members of the Resident Experience Committee (REC).

Known relationship

For the purposes of this code means related parties and close connections (see definition above Relationships with acquaintances i.e. people you know, but not very well, are not covered by this term.

Personal familiarity

For the purposes of this code, this refers to forming relationships that compromise, or could reasonably be perceived to compromise, professional boundaries, objectivity, independence of judgment or proper governance arrangements.

Appendices

Professionalism

A set of behaviours which reflects the standards, skills, competencies and ethics associated with a role.

Protected characteristics

Distinguishing features or traits of groups and individuals which are protected under the law from discrimination and unfair treatment. The protected characteristics under the Equality Act 2010 are age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion or belief, sex and sexual orientation.

Residents

Throughout the code, we use the term 'residents' to include residents, tenants, leaseholders, shared owners and users of other services provided by the housing association. Organisations with customers who are not residents (eg recipients of other services) may wish to amend the term to read 'residents and other customers'.

Staff member and staff

Includes the housing association'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. This includes directly employed operatives working in areas including repairs and maintenance, grounds maintenance, communal cleaning and safety compliance. For housing associations with volunteers in place, it may be appropriate to extend the code to these individuals, depending on the volunteering agreement that is in place.

Strategic objectives

Specific goals an organisation sets itself in order to achieve its strategy. These are the things the organisation plans to do to get from where it is now to where it would like to be in the future.



Appendices

Appendix B – Principles of Public Life

Staff, board members and involved residents will inevitably face situations not directly addressed by the code. In such situations they should be guided by the seven principles of public life established by the Committee on Standards in Public Life.

Although housing associations are not public bodies, there is a general acceptance that those holding positions of leadership in associations which are recipients of public funds should uphold the same values of selflessness, integrity, objectivity, accountability, openness, honesty and leadership. These are defined below.

Selflessness: Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or friends.

Integrity: Holders of public office should not place themselves under any financial or other obligation to outside individual or organisations that might seek to influence them in the performance of their official duties.

Objectivity: In carrying out public business, including making public appointments, awarding contracts or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability: Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness: Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty: Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership: Holders of public office should support and promote these principles by leadership and example.





For more information

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