# Code of Conduct

This procedure outlines the conduct Mamo requires its staff and sub-contactors to follow in line with the Housing Executives Core Values of *making a difference, fairness, passion, and expertise.*

All personnel must conduct themselves with integrity and honesty, displaying the highest standards of behaviour in all dealings with tenants or other staff members.

Maintaining Integrity by not promising more than can be achieved and honesty in respecting legitimate interests of third parties.

Produce the highest standard of work whilst being mindful of actions and language, thereby not to be verbally or physically abusive.

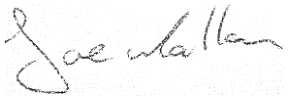
Personal views must not improperly influence the conduct of staff with tenants or other staff members.

Appointments will be arranged with the agreement of the tenant.

Respect human rights and the interests of our employees, customers and third parties.

Works to be conducted in a time efficient manner, using relevant expertise and ensuring a clean and tidy environment.

**All sub-contractors to lead their staff in all the values outlined.**



05/01/2026