

Squared Code of Conduct Statement

At Squared, how our team members conduct themselves is of great importance to enable us to deliver our mission of putting customers at the heart of everything we do to provide homes, support and opportunity.

Squared already has well-established arrangements in place that define the standards of behaviour, values and conduct expected of all team members and managers. These are set in our "Navigator", which articulates the organisation's values and behavioural expectations, and our Managers Competencies Booklet, which sets out the behavioural and leadership standards expected of managers.

The Navigator provides a clear values-led framework that defines how team members are expected to behave and interact with customers, colleagues and stakeholders, while the Managers Competencies document translates these expectations into specific leadership behaviours and management practices.

Together, these documents establish the organisation's existing Code of Conduct framework by outlining expectations relating to integrity, professionalism, accountability, respect, fairness, inclusion, customer focus and ethical behaviour.

Squared ensure that their values, behaviours also align with the National Housing Federation "Code of Conduct 2026".

These arrangements provide a strong foundation for compliance with the Competence and Conduct Standard and will continue to be reviewed and enhanced to ensure full alignment with regulatory requirements.

What we believe in

Our values framework



Understand

Treating people fairly

- Being ethically and socially responsible
- Enhancing performance
- Showing empathy



Grow

Always aim to improve

- Taking responsibility
- Welcoming change and improvement
- Learning and sharing ideas



Recognise

Treat everyone with respect

- Being valued for our integrity
- Understanding others' needs
- Building trust



Deliver

Aim to exceed expectations

- Being committed to the values and goals of Squared
- Working together to achieve what is required
- Offering quality and excellence in our services



Play

Enjoy what we do

- Encouraging curiosity
- Collaborating with purpose
- Taking fun seriously



Innovate

Be ahead of the game

- Adventurous thinking
- Confidently questioning
- Championing progression