

## Foreword to Policy Centre

### Background

This Policy Centre contains Tilia Homes' core, mandatory policies, which are designed to provide the minimum standards of conduct and behaviour expected of all employees. Please ensure that you read each of these policies and, if you have any questions, please ask either your line manager, or the Companies Head of Legal (contact details below).

### Who do our policies apply to?

Our policies apply to everyone at Tilia Homes – full or part-time employees and temporary staff wherever based. We also rely on the services of contractors, sub-contractors and consultants; we only want to do business with those who have similar rules to us.

### What are the consequences if I do not comply with a policy?

All employees should be aware that any infringements of the policies, or the procedures or guidelines referred to in any of them, will be viewed seriously. We reserve the right to take disciplinary action in the event of non-compliance (up to and including summary dismissal). In some cases, non-compliance may mean that a criminal offence has been committed by Tilia Homes and/or by an individual.

Non-compliance may cause significant reputational damage to Tilia Homes. In addition, we may also face significant fines; loss of contracts; and exclusion from future opportunities.

### Who can I contact with any questions?

If you have a question about any of the policies in this Policy Centre, please either speak to your line manager or contact the following:

Compliance mailbox: [compliance@tiliahomes.co.uk](mailto:compliance@tiliahomes.co.uk)

Company Secretary and Legal Director – Danny Wilson: [danny.wilson@tiliahomes.co.uk](mailto:danny.wilson@tiliahomes.co.uk)

### How do I speak up?

Some concerns can be addressed by speaking to the person whose conduct is the cause for concern. We understand that this is not always possible; if it is not, please speak to your line manager. If, for whatever reason, you do not feel comfortable doing this, you can contact those noted above. Alternatively, you may prefer to use the Speak-Up helpline, which is run by an independent, external company (Safecall).

Speaking up can be a difficult thing to do, so please be assured that all information received will be treated seriously and investigated appropriately. If you act in good faith, believing your information is accurate, we will protect you even if you are mistaken.

The relevant contact information is:

Speak-up mailbox: [speakup@tiliahomes.co.uk](mailto:speakup@tiliahomes.co.uk)

Telephone number: 0800 915 1571

The line is available 24 hours a day. Calls are free of charge and can be made in complete confidence. You can also make a report via the website: [www.safecall.co.uk/report](http://www.safecall.co.uk/report) or email [tiliahomes@safecall.co.uk](mailto:tiliahomes@safecall.co.uk).

**Andrew Hammond**



**Group Managing  
Director  
Tilia Homes Limited**