

Code of Conduct for those working on GLA Building Safety Programme funding applications

1. Introduction

- 1.1. The GLA's Building Safety Team is committed to delivering the Department for Levelling Up, Housing and Communities (DLUHC) Building Safety Programme funds¹ in London to the highest standards, including developing and maintaining productive and professional relationships with all applicants and their teams.
- 1.2. The GLA's expectation is that its staff maintain these standards at all times. The high-profile, fast-moving and high-pressure nature of working on these funds can result in relationships sometimes becoming strained. Despite this, the GLA expects these same standards of behaviour from all those working on funding applications, including applicants, applicant teams and DLUHC's and the GLA's professional advisers.
- 1.3. The purpose of this Code of Conduct is to outline the standards expected from GLA staff, applicants, applicant teams, and DLUHC's and the GLA's professional advisers when working on Building Safety Programme funding applications.

2. Standards of Conduct

- 2.1. The GLA's Dignity at Work Policy sets out its zero-tolerance approach to all forms of bullying, harassment (discrimination) and victimisation. The policy is intended to promote a working environment that is open, inclusive and in which everyone is treated with respect.
- 2.2. All GLA staff, applicants, applicant teams and DLUHC's and the GLA's professional advisers are expected to maintain the highest standards of professionalism, courtesy and respect when working together. While constructive feedback and robust conversations can (and should) take place when needed to maintain the pace and quality of funding applications, all communications (whether via email, telephone, in-person or online meetings), should be conducted in a professional manner that is suitable for the workplace and recognises the importance of maintaining positive working relationships.
- 2.3. For the avoidance of doubt, the following is considered unacceptable behaviour (this list is not exhaustive):
 - all forms of bullying, harassment and victimisation
 - any kind of discriminatory or derogatory words or behaviour
 - overly persistent or unprofessional contact
 - threatening, aggressive or intimidating words or behaviour, including swearing or shouting
 - comments or criticisms aimed at individuals on a personal level
 - refusing to listen, talking over people or belittling their contribution

¹ This includes the Building Safety Fund (BSF), Private Sector ACM Cladding Remediation Fund (PSCRF), Social Sector ACM Cladding Remediation Fund (SSCRF) and the Waking Watch Relief Fund (WWRF).

- recording meetings/conversations, particularly without consent
- making threats about the consequences – particularly for the safety of residents – of perceived delays in processing applications.

3. Routes to resolution: for GLA staff

3.1. All GLA staff, applicants, applicant teams and DLUHC's and the GLA's professional advisers have the right to be treated with respect and feel safe at work. If a GLA staff member feels unsafe or targeted during a meeting (or in any form of communication) as a result of unacceptable behaviour, they should take the following steps:

- Issue a first and final warning to the person displaying the unacceptable behaviour, clearly stating that a reoccurrence of the behaviour will result in the end of communications or termination of the meeting.
- If there is a reoccurrence of the behaviour (or the person does not feel comfortable issuing a first and final warning), they should confirm that they are terminating the meeting (or form of communication) due to unacceptable behaviour.
- If they do not feel comfortable or safe stating the reasons for terminating the meeting (or form of communication) due to the unacceptable behaviour, they should terminate it without explanation.

The GLA expects all those involved in GLA Building Safety Programme funding applications to work together to ensure that everyone feels safe and respected. All colleagues are encouraged to challenge unacceptable behaviour, as outlined at 2.3 (if they feel safe to do so), even if the unacceptable behaviour is not directed at them.

3.2. If a meeting is terminated as outlined at 3.1, the GLA case officer (or other GLA staff member present) should inform the GLA Programme Manager, Senior Manager or Head of Building Safety as soon as practicably possible.

3.3. The GLA Programme Manager (or other manager) should review the situation and arrange to discuss the issue with the party displaying the unacceptable behaviour. This discussion should aim to clarify the standard of conduct required of all parties working on the funds. The GLA Programme Manager should then attend the next business-as-usual application meeting with the applicant/applicant team (either with or without the GLA case officer, depending on the circumstances and following consultation with the case officer). If the unacceptable behaviour has ceased, then the GLA Programme Manager can agree with the GLA case officer to return to the usual meeting arrangements as soon as is appropriate. If the unacceptable behaviour continues, the GLA Programme Manager should refer the issue to the relevant GLA Senior Manager.

3.4. The GLA Senior Manager should review the situation and make arrangements to write to and/or meet with the party displaying the unacceptable behaviour, again setting out expectations of conduct and outlining how their conduct so far has fallen short of expectations. The GLA Senior Manager will work with the GLA Programme Manager (and others as relevant) to set out next steps for taking

forward the application, while ensuring that all parties are able to feel safe and treated with respect while undertaking their work on the fund application concerned. This may include (but is not limited to) working with the following parties to identify a way forward:

- the GLA's Head of Building Safety
- senior contacts from DLUHC
- senior contacts from DLUHC's and/or the GLA's professional advisers
- senior contacts from the applicant and/or the applicant team.

3.5. The GLA reserves the right to take all steps necessary to ensure its staff feel safe while working.

4. Routes to resolution: for others working on GLA Building Safety Programme funding applications

4.1. If an applicant, applicant team or one of DLUHC's or the GLA's professional advisers is subject to unacceptable behaviour from a member of GLA staff, they should take the steps outlined at 3.1 in the first instance and then raise their concerns with a GLA Programme Manager, Senior Manager or Head of Building Safety as appropriate.