

Sustainable Supply Chain Charter



Purpose

We believe that procuring in a responsible and innovative manner delivers better value to customers, improves resilience, reduces risk and ensures compliance. Signatories to this charter have agreed to support us in delivering social, economic and environmental benefits from our supply chain, helping deliver real, long term sustainable value to our customers.

Whilst specifics may vary for individual signatories the fundamental principles of this charter will be consistent and apply across all suppliers. This isn't a 'one size fits all' approach. We expect our partners and strategic suppliers to demonstrate their processes and performance against the contents of this charter. We'll engage with preferred and approved suppliers, many of which are Small and Medium Enterprises (SMEs), to understand which areas are most important to their business and set challenging but realistic and achievable targets. We will monitor this through our Supplier Relationship Management process. We expect all suppliers to promote the principles and standards set out in this charter with their supply chains.

For the purpose of this charter, the term 'supplier' refers to all organisations within our supply chain providing goods, services, works or utilities in return for payment. Where we have used 'we expect' and 'must' these should be seen as a minimum standard for all signatories. When we use 'encourage' these are aspirational requirements where we would like to see progress over the next few years.



Supplier segmentation

Health and safety

All suppliers must have in place effective health and safety management systems, appropriate for the nature and scale of their business and the goods, works or services they provide, ensuring compliance with health and safety law generally, as well as standards and codes specific to their industry.

Suppliers working on our sites must comply with our health and safety standards, and where applicable, we will audit such compliance and look to drive continuous improvement.

We continue to prioritise the purchase of materials that are not harmful to health in manufacture, use or disposal. We expect our suppliers to comply with relevant legislation such as CoSHH, REACH and RoHS where appropriate. All our suppliers must avoid the use of any prohibited materials or substances in the provision of any goods, works or services.

Human rights

We expect all businesses in our supply chain to respect their people and to offer a safe workplace that is free from harm, intimidation, harassment or fear.

Irrespective of the applicable legal obligations we expect all suppliers to adhere to the overriding principles and ethos of the Modern Slavery Act 2015.

We are committed to promoting equal opportunities to all our employees, customers and suppliers. We expect our supply chain to treat all people equally, with respect and dignity. We do not discriminate nor do we tolerate discrimination on the grounds of age, colour, disability, ethnicity, gender, marital status, sexual orientation, religion, faith or on any other unjustifiable or illegal grounds.

Business ethics and governance

We will not tolerate corruption, bribery and unfair anti-competitive actions and expect our suppliers to:

- Comply with applicable legal, regulatory and accounting requirements including but not limited to competition, procurement and finance laws;
- Never offer or accept any undue payment or other consideration, directly or indirectly, for the purpose of inducing any person or entity to act contrary to their prescribed duties;
- Act in a responsible manner in relation to their tax affairs;
- Have controls in place to ensure adequate levels of data protection for clients, employees and the wider supply chain; and
- Support and participate in our auditing of suppliers against the standards and principles contained within this charter.

Fair treatment

As a signatory to the Prompt Payment Code we're committed to paying our suppliers on time. We expect our suppliers to follow this example and commit to the principles of the code and encourage them to publish their performance.

We recognise the value of SMEs to our business and we encourage all our suppliers to engage with SMEs as appropriate to unlock the full potential of their supply chain.

Environment

We recognise that a significant change in business practice is needed to procure and use resources sustainably, mitigate and adapt to climate change, prevent pollution and protect and enhance biodiversity. We set challenging objectives relevant to our business and encourage our suppliers to do the same

Climate change adaptation

We encourage our suppliers to offer solutions that improve the resilience of our operations, whilst also understanding how their own business needs to adapt to a changing climate e.g. how too much or too little water might affect their business.

Climate change mitigation: energy and carbon

Suppliers (including designers and engineers) whose work impacts our energy consumption are expected to offer solutions that reduce energy consumption and offer best whole life cost. We continue to develop, and look to incentivise and drive, whole life cost performance and benefits through our suppliers.

Manufacturers or purchasers of energy-intensive products are expected to demonstrate an increasingly accurate understanding of their embodied carbon footprint and how they plan to continuously reduce this impact.

We expect our suppliers to provide low energy products such as those that qualify for Enhanced Capital Allowances as well as EU energy label and Energy Star rated products.

We expect our suppliers to measure, manage and reduce their carbon footprint and encourage their supply chain to do the same, seeking appropriate accreditation where relevant e.g. Achilles Information Limited's CEMARS (Certified Emissions Measurement and Reduction Scheme).

Suppliers are encouraged to use low or zero emission transport modes, to optimise transport efficiency and minimise transport distances.

Waste

Any supplier producing waste on our sites must be able to demonstrate their compliance with all applicable legal and contractual obligations including the measurement and reporting of waste produced. Suppliers are encouraged to actively improve waste management and reduce packaging, taking the waste hierarchy, circular economy and producer responsibility into account. Unavoidable packaging must follow the waste hierarchy.

Materials

We continue to support the sourcing of products that have responsible production certification such as Forest Stewardship Council (FSC) for timber products and BRE BES 6001 framework standard for Responsible Sourcing of Construction Products, and we encourage our suppliers to follow suit. We expect the use of appropriate recycled materials, such as aggregate, through our supply chain.

Water consumption

We expect our suppliers to provide low water use products, or solutions, that qualify for Enhanced Capital Allowances. We expect our suppliers to measure, manage and reduce their use of water-intensive products, and encourage their supply chain to do the same, seeking appropriate accreditation where relevant.

Pollution to air, land and water

We expect our supply chain to adopt measures to prevent pollution to air, land and water. They must comply with associated pollution prevention licences, or permits, and be able to demonstrate continuous improvement in this area.

Natural environment

We encourage suppliers to understand their dependency on the natural environment and to invest in enhancement schemes. Where activities significantly impact natural habitats suppliers must understand their impacts and demonstrate best practice in the management of the natural environment, preventing loss and moving towards net gain of biodiversity.

Community

We expect suppliers to have an understanding of how their activities impact their local area and wider community. We encourage them to make positive contributions and investments including local employment opportunities, workforce volunteering, and charitable activities as well as minimising disruption to communities. Standards such as the Considerate Constructors Scheme are encouraged where appropriate.

Best practice

We will work towards adopting best practice standards and techniques in sustainable procurement and expect our supply chain to follow suit.

Suppliers are expected to work towards best practice for their sector, implementing innovative solutions for managing environmental and social impacts and seizing opportunities.

Complaints

We want to hear from any individual or organisation with a complaint / concern about any of the issues raised in this charter concerning our supply chain and their premises or operations. We expect suppliers to ensure that any employees and subcontractors making such a complaint shall not be disciplined or discriminated against.

Complaints can be made confidentially via www.safecall.co.uk/report or 0800 9151571.

All legitimate complaints are investigated with appropriate remedial action put in place where required.