

# SUPPLIER CODE OF CONDUCT

## Introduction

Our suppliers play a vital role in helping the Council to deliver important services to Croydon residents and communities, so our relationships with them are critical. We have a responsibility towards our residents, the communities' with which we work and our employees, so we have set ourselves a strict set of ethical values to inform the way we do business. We operate in full compliance with the law, keeping abreast of current changes in regulations and expect all those who do business with Croydon Council to do the same.

Our supply chain is an extension of us and therefore we expect our suppliers to act in a manner that is compatible with our values, upholds the reputation of the Council, promotes innovation and expertise, opens up the market to the small and medium-sized enterprises, local businesses and voluntary and community sector organisations, and contributes to the growth and prosperity of Croydon.

To support our suppliers we will work with them to build trusting, collaborative and constructive working relationships. We will keep this code of conduct up-to-date and publish this on our [Value Croydon](#) website. We will also publish our commercial pipeline opportunities, contracts and endeavour to create the right conditions to support innovation in our supply chain.

This code outlines the standards and behaviours expected from suppliers and grant recipients and reiterates Croydon Council's approach to working with suppliers. It is not intended to create any legal obligations or rights or to undermine our contracts with suppliers or the rules we set out when we procure our goods and services, which at all times shall take precedence.

## Our Values

### One Team:

- Crossing boundaries to work together towards shared goals with colleagues, partners and communities.

### Proud to Serve:

- Striving to always do our best for the community. Getting the most from limited resources and using taxpayers money wisely.

### Open and Honest

- Working hard to build trust by treating everyone with honesty and integrity.

### Taking Responsibility

- Encouraging and supporting each other to take responsibility and show what we can do, learning together and recognising all of our contributions.

### Valuing Diversity

- Embracing equality and inclusivity and making the most of the many perspectives that make Croydon distinctive.

## Our Principles

Professional Behaviour	<ul style="list-style-type: none"> <li>• We will work collaboratively and constructively with our suppliers.</li> <li>• We expect suppliers to be prepared to invest in their relationships with the Council and establish trust with our staff and with other suppliers involved in delivery.</li> </ul>
Equalities and Inclusion	<ul style="list-style-type: none"> <li>• We expect our suppliers to comply with the councils Equality Policy when discharging their services and to promote greater equality and inclusion across Croydon.</li> <li>• We expect suppliers to be responsible regardless of age, disability, race (including ethnic origin, colour and national origin), sexual orientation including LGBT, sex/gender, gender reassignment, religion or belief (including philosophical belief), marriage and civil partnership and pregnancy and maternity.</li> <li>• Suppliers should record equalities information and be prepared to share this with the Council when requested.</li> <li>• Staff should receive equalities training and records should be kept.</li> </ul>

Vulnerable Users	<ul style="list-style-type: none"> <li>• We expect service users and employees with physical or mental disabilities, medical conditions or other factors that place them in a vulnerable position to be treated with courtesy and that their dignity, safety, security and well-being is always treated as a priority concern.</li> <li>• The Council is a dementia friendly borough. We expect our suppliers to be inclusive of people living with dementia when they are delivering goods and services.</li> <li>• Where appropriate, we expect our suppliers to signpost vulnerable users to support services available within the Council.</li> <li>• We are a Disability Confident Employer, currently working towards becoming a Disability Confident Leader. Disability Confident is a national scheme which supports suppliers like you to make the most of the talents disabled people can bring to your workplace. There are 3 levels to being Disability Confident and we request that in order to work with the Council, you should be a minimum of Disability Confident Committed, which is the first level. You can find more information <a href="#">here</a></li> </ul>
Protecting the Rights of Employees	<ul style="list-style-type: none"> <li>• We expect our suppliers to comply with the Modern Slavery Act 2015 and have a robust means of ensuring that the subcontractors in their supply chain also comply.</li> <li>• We expect our suppliers to pay the London Living Wage.</li> <li>• We expect all employers in our supply chain to adhere to the Equality Act 2010, which protects employees against discrimination, harassment and victimisation.</li> <li>• We expect all employees to speak out without fear of consequence. Please refer to our <a href="#">whistle blowing policy</a></li> <li>• We believe that no one should be subject to physical or verbal abuse in the workplace. This is why we have signed up to the Unison End Violence at Work Charter.</li> <li>• We will work with our suppliers and grantees to introduce the ten point plan to improve safety at work, including training, assessment, monitoring and ongoing support so that staff can perform their duties free from the threat of violence.</li> </ul>
Safeguarding of all Persons	<ul style="list-style-type: none"> <li>• Safeguarding policies and procedures should be in place which are relevant and proportionate to the work carried out.</li> <li>• Free online training and guidance is available on the <a href="#">Croydon Safeguarding Children Board</a> website. Regardless of whether suppliers work with children or vulnerable adults we consider it good practice for all staff to have completed the online training module: Basic Safeguarding Awareness (Children &amp; Adults).</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• All our suppliers should adhere to and have up to date relevant business health and safety standards and policies.</li> <li>• Safe working environments should be provided taking into account any prevailing industry knowledge.</li> <li>• Staff should receive health and safety training with records being kept.</li> <li>• The supplier should assign health and safety responsibility to a senior manager.</li> <li>• The Council is committed to securing ethical construction practice. This is achieved through our contract arrangements that ensure that</li> </ul>

	our construction projects meet the highest standards for workers and residents.
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## Our Business Practices

Management of risk	<ul style="list-style-type: none"> <li>All parties should be prepared to share intelligence of supply chain risks so that material commercial and operational risks can be mitigated (e.g. the impact of losing a key supplier).</li> <li>We require suppliers of critical services to develop contingency plans, deployable in the event of corporate insolvency to ensure that critical services continue.</li> </ul>
Value	<ul style="list-style-type: none"> <li>Contracts should be priced to offer sustainable value throughout their life.</li> <li>We will seek to award contracts based on value for money that includes price and quality including social value criteria.</li> <li>We will measure supplier performance on relevant and proportionate indicators and apply proportional contractual remedies for non-compliance.</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>We expect our suppliers to use industry standards and practices in the delivery of goods and services.</li> <li>We also expect suppliers to continuously improve these goods and services bringing innovation, ideas and expertise to support growth.</li> </ul>
Collaboratively working	<ul style="list-style-type: none"> <li>We will endeavour to create a culture that facilitates collaboration between all suppliers and ourselves to ensure the right service outcomes are achieved.</li> <li>We expect suppliers to be aware of how they contribute to the overall delivery and to work collaboratively with ourselves and other suppliers to manage mutual dependencies to ensure high quality products or services are delivered.</li> </ul>
Sustainable and Ethical procurement	<ul style="list-style-type: none"> <li>We expect our suppliers to be aware of and support us in complying with legal and contractual obligations under social value legislation in the delivery of the wider policy that sits behind the contract and in the delivery of targets as defined within the <a href="#">Greening Government Commitments</a> supplemented the <a href="#">25 year environmental plan</a>.</li> <li>We expect our suppliers to be open and transparent in reporting publicly on product or service utilisation and supporting to reduce any environmental impacts by supporting our <a href="#">Air Quality Action Plan</a></li> </ul>
Confidentiality	<ul style="list-style-type: none"> <li>We expect our suppliers to comply with the provisions in our contracts and any legal requirements to protect commercial and sensitive information.</li> </ul>

## Standards of behaviour

Ethical behaviour	<ul style="list-style-type: none"><li>• We expect the highest standards of business from suppliers and their agents in the supply of goods and services funded by the taxpayers of Croydon, as referenced in <a href="#">the Ethical standards for providers of public services</a>.</li><li>• We expect our suppliers to have explicit governance and processes to monitor adherence to these standards.</li></ul>
Treatment of supply chain	<ul style="list-style-type: none"><li>• We expect suppliers to deal fairly with subcontractors and suppliers in their supply chain.</li><li>• We expect suppliers to avoid passing down unreasonable levels of risk to subcontractors who cannot reasonably be expected to manage or carry these risks.</li><li>• We expect suppliers not to create barriers to the use of small and medium-sized enterprises who are qualified to provide goods or services, and to encourage innovation in their supply chains to increase the value or quality of supply.</li></ul>
Transparency	<ul style="list-style-type: none"><li>• We seek to be transparent in our transactions with suppliers and expect suppliers to be open and honest in their transactions with us.</li></ul>

We expect our suppliers to be good corporate citizens upholding the values in this supplier code of conduct, taking into account social value legislation in delivering goods and services.