



Supplier
Code of
Conduct

About Sanctuary >>>

One of the UK's leading providers of housing, care and commercial services, Sanctuary employs over 13,000 people and manages more than 100,000 homes throughout England and Scotland. This includes general rented, retirement living, supported housing, student and key worker accommodation and care homes. We also provide a range of other services including maintenance and telecare.

As a registered provider and exempt charity, we reinvest our surplus income into our services and business growth rather than distributing it to shareholders. This enables us to maintain high standards, develop our services and invest in people and communities.

What we do >>>

Affordable housing

We believe everyone should be able to live in a decent home, where they feel safe and secure. We provide a range of high quality affordable homes and support services across England and Scotland, reflecting the needs and aspirations of our customers. We also provide in-house maintenance services across our portfolio of properties.

Supported living

We deliver personalised care and support to a wide range of vulnerable people. We specialise in services for young people, homeless families and individuals, and people with physical disabilities, learning disabilities or mental health needs. We also provide care in people's homes in our retirement living schemes and telecare services to people in their own homes.

Care

We are a leading provider of care for older people. We have over 100 welcoming homes operated by highly trained staff. We are committed to enriching the lives of our residents, their families and our staff. We help our residents live dignified and fulfilling lives in places where they can explore their passions, learn new things and build lasting friendships. Our well-equipped care homes provide a range of long and short-term care and support, including residential, nursing, intermediate, respite, end of life and specialist dementia care.

Student and market rented

We provide a range of commercial services. These include working with universities and NHS trusts to provide accommodation and facilities management services for students and key workers, managing a portfolio of direct-let student accommodation, as well as overseeing a diverse portfolio of commercial and market rent properties.

Development

We take our role in meeting the UK's housing shortage seriously. Our significant development programme will include homes built by our own in-house construction team. This will comprise a range of tenures to help tackle the housing crisis.

Our mission and values >>>

Our mission is to build affordable homes and sustainable communities where people choose to live.

We believe no-one should be homeless. Everyone should have a decent home that they can afford and that meets their needs and circumstances.

We believe care should be accessible to all who need it and should be delivered with dignity, respect and, above all, kindness.

At the core of our business are Sanctuary's values: ambition, diversity, integrity, quality and sustainability. These set the way we conduct ourselves and how we do business.

We also have a behaviours framework that shows how we are all living our values. When we recruit new staff, we look for people who share our values and can demonstrate them through their behaviour.



Sanctuary procures goods, services and works contracts to support our operational areas.

This Supplier Code of Conduct has been established to set out the ethical principles we expect all suppliers to commit to when they are engaged to work with us.

Suppliers are responsible for ensuring that they, their staff and any sub-contractors (who are supplying Sanctuary) comply with the principles set out in this document in order to provide a quality service to us and our customers.

This Code of Conduct shall form part of any contract entered into by Sanctuary and compliance with it shall be a binding obligation on each supplier.

Legal, regulatory and ethical standards >>>

Sanctuary requires all of its suppliers to comply with all applicable laws, regulations and standards.

Contacting Sanctuary >>>

Prior to visiting any of our premises, please phone and make an appointment.

Equality, diversity and inclusion >>>

Our goal is to be a diverse, inclusive organisation where our people thrive and respond to the needs of our customers with fairness and empathy. We want to work with organisations who have the same passion as we do and who are willing to share their successes and learning:

<https://www.sanctuary-group.co.uk/about-us/equality-diversity-and-inclusion>

Equality and diversity

As a provider of a range of diverse services, we ask that you do not make assumptions about what people want, but actively seek to understand and respond to their individual needs. We are a disability confident employer and expect our suppliers also to have the appropriate level of disability confidence.

Respect and inclusion

We expect that you and your employees will value and respect the identities and cultures of our employees, customers and communities, using this diversity to improve your culture and performance.

Anti-discrimination

We expect your organisation to have a strong anti-discriminatory attitude that is promoted throughout your workforce. You must have clear disciplinary processes should there be an issue in regard to discrimination, harassment, victimisation or bullying and be monitoring their effectiveness.

Compensation and working hours

We expect you to be working towards eliminating any gender pay gap, support equal pay for work of equal value and comply with national laws and regulations regarding working hours, minimum wages and benefits.

Communication >>>

We expect honest and transparent communications allowing for people's needs, language and literacy.

Modern Slavery Act 2015 >>>

You will comply with the obligations set out in this Act. All suppliers are expected to commit to having a slavery-free supply chain, with all endeavours being made to ensure this. Those with a turnover of £36 million or above are obliged to produce and publish a slavery and human trafficking statement each financial year.

Health, safety and well-being >>>

All of Sanctuary's suppliers and contractors must comply with health and safety legislation relevant to the extent of the works or goods supplied. We expect suppliers and contractors to provide all their employees and others under their control with appropriate training, instruction, information, personal protective equipment, and a safe working environment. Any contractor working on behalf of Sanctuary must also meet all specific requirements detailed in their contract.

Resident safety

We take our responsibilities to ensure the safety of our residents seriously. In all cases when suppliers and contractors are carrying out works that may impact on resident safety they will be expected to communicate with local staff, put measures in place to enhance safety, and be considerate of residents' needs.

Fire safety

Sanctuary is committed to ensuring that its supply chain positively impacts on standards of fire safety in its premises. All of Sanctuary's suppliers and contractors must comply with applicable legislation in relation to premises and product fire safety standards and provide evidence of compliance on request. Any contractor working on behalf of Sanctuary must also meet specific fire safety requirements detailed in their contract.

Business continuity planning >>>

As our supply chain is integral to the service we provide it is essential that our suppliers have robust business continuity plans in place to protect their operations as far as possible, should any disruption to their business occur (for example natural disasters, terrorism, software viruses, illness and infectious diseases).

Community benefits >>>

Sanctuary is committed to creating vibrant and sustainable communities. We take a long-term view of our involvement in an area or community and want to maximise the opportunities for our suppliers to work with us and support these goals.

We actively encourage our suppliers to create employment and training opportunities through apprenticeships and work experience, and to consider broader social value contributions that include financial charitable contributions, materials and resources.

Honesty and integrity >>>

Honesty and integrity are core to Sanctuary's values. We expect our suppliers to operate with honesty, integrity and transparency in all business activities, complying with relevant legislation such as the Bribery Act 2010 and Money Laundering Regulations 2017. Suppliers may not offer services, gifts or benefits to Sanctuary employees or their families.

Whistleblowing >>>

Sanctuary respects the right of our staff, residents, contractors and other stakeholders to raise concerns about possible wrongdoing within the organisation. We encourage individuals to raise concerns through responsible whistleblowing to either your local contact or HR Services. We will act to investigate the concerns without discriminating against the whistle-blower.

Open and fair competition >>>

Sanctuary complies with competition legislation. We believe in open and fair competition and expect our suppliers to do the same. Suppliers must not engage in anti-competitive practices including price fixing, bid rigging or blacklisting.

Data Protection Act 2018 >>>

Sanctuary expects its supply chain to protect all data that we provide to them in the course of business, to an appropriate standard as not to cause Sanctuary to lose compliance or regulation through a deliberate act, negligence or ignorance. Personal, sensitive or confidential information must not be disclosed to a third party (either by accident or deliberately) without our prior agreement and must be handled according to current, relevant legislation, for example PCI DSS, DPA 2018, Caldicott Principles and so forth.

Cyber security >>>

We expect all our suppliers to obtain a minimum of Cyber Essentials accreditation or higher to ensure that their own systems and supply chain are as secure as possible.

Prompt payment >>>

Sanctuary strives to pay all invoices within 30 days of acceptance of a correct and valid invoice and expects its suppliers to do the same.

Environmental >>>

Sanctuary is committed to reducing its carbon footprint and other negative environmental impacts in line with our Environmental Strategy. We expect our suppliers to support us on this journey, by proactively engaging with us to reduce any damage caused by either party's operations wherever possible.

If you have any serious concerns that something is not consistent with this Code, please let us know. We encourage you to raise any concerns or questions you have with the Head of Procurement at group.procurement@sanctuary-housing.co.uk.

Supplier's authorised representative signature:

----- Date: ___/___/___

Print name: -----

Position: -----

Company name: -----

Registered company number: -----

If you have any queries, or for further information, please contact:

Group Procurement Team

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