

Supplier Code of Conduct

About Sanctuary Group

One of the UK's leading providers of housing, care and commercial services, Sanctuary Group ("the Group") employs over 13,000 people and manages more than 100,000 units of accommodation throughout England and Scotland. This includes general rented, retirement living, supported housing, student and key worker accommodation and care homes. The Group also provides 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 the Group 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 keeping kindness at the heart of our care. 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 and we are building more homes than ever before. 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 remain a market leader in the provision of high quality housing, nursing and residential care, and community services.

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.



The Group 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 Sanctuary Group expects all suppliers to commit to when they are engaged to work with the Group.

Suppliers are responsible for ensuring that they, their staff and any sub-contractors (who are supplying the Group) 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 the Group and compliance with it shall be a binding obligation on each supplier.

Legal, regulatory and ethical standards

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

Contacting the Group

Prior to visiting any of the Group's premises, please phone and make an appointment.

Equality and diversity

We expect your organisation to be as passionate about equality and diversity in the workplace as us.

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

Diversity

As a provider of a range of diverse services, we ask that you do not make assumptions about what people want, but recognise and respond to their individual needs.

Respect

We expect that you and your employees will respect the identities and cultures of our employees, customers and communities.

Non-discrimination

We expect your organisation to have a strong anti-discriminatory attitude with clear disciplinary processes should there be an issue in regards to harassment or bullying. Any serious allegations of this behaviour will result in the immediate removal of your employee(s) from working with the Group.

Compensation and working hours

We expect you to 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 the Group 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 the Group 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 the Group'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 Group employees or their families.

Whistleblowing

The Group 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

The Group 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 the Group 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

The Group 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

The Group will work with its suppliers to protect the natural environment and reduce the amount of damage its operations cause 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:

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