

## ShelterBox Supplier Code of Conduct

### **Introduction**

ShelterBox strives to deliver for the donor and beneficiary on a range of commitments including excellent products and services that: represent best value for money; are supplied ethically; are delivered in a timely manner and in accordance with specifications. In delivering these commitments we must ensure adherence to the highest standards of ethical and professional behaviour throughout our supply chain.

ShelterBox's Supplier Code of Conduct sets out the behaviours that we expect of suppliers who are delivering products and services to, or on behalf of, ShelterBox. We expect our suppliers to communicate this code of conduct to employees, their parent company, subsidiaries, subcontractors and all other parties within their supply chain.

### **Human Resources**

#### *Respectful Treatment*

Everyone has the right to respectful treatment. We will not tolerate discrimination, harassment or victimisation in the workplace, and we expect our suppliers to provide the same commitment, including to their own employees, partners, and suppliers. Suppliers must have policies which protect staff against discrimination, harassment and victimisation.

#### *Professional Behaviour*

We expect suppliers to be prepared to invest in their relationships with ShelterBox and establish trust with our staff and with other suppliers involved in delivery. We also expect suppliers to be able to speak out when staff or other suppliers are not upholding the values embedded in this Supplier Code of Conduct.

#### *Human Rights and Employment Law*

Suppliers must comply with all applicable human rights, health and safety and employment laws in the jurisdictions in which they work and have robust means of ensuring that the subcontractors in their supply chain also comply. This includes complying with the provisions of the Modern Slavery Act 2015.

#### *Child Labour*

ShelterBox will not tolerate the use of child labour. Suppliers must ensure that all goods and services are produced and delivered by organisations that subscribe to the Rights of the Child, where children are protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health and physical, mental, spiritual, moral and social development.

#### *Safeguarding*

ShelterBox is committed to supporting and protecting the rights of beneficiaries, children and vulnerable adults and has a zero tolerance approach to exploitation and abuse. The highest degree of ethical conduct is therefore expected from all employees, volunteers, consultants, partners and suppliers. A Whistleblowing policy is in place to ensure safeguarding issues are sensitively and effectively addressed. Any complaints or concerns can be sent to the following teams:

[safeguarding@shelterbox.org](mailto:safeguarding@shelterbox.org)

[hr@shelterbox.org](mailto:hr@shelterbox.org)

### **Business practices**

#### *Management of Risk*

All parties should be prepared to share intelligence of supply chain risks, so that material, commercial and operational risks can be mitigated.

### *Continuous Improvement*

We expect our suppliers to use recognised industry practices in the delivery of goods and services to, or on behalf of, ShelterBox. We also expect suppliers to continuously improve these goods and services and bring world-class innovation, ideas and expertise to help ShelterBox address its strategic challenges.

### *End-to-end Delivery*

Some of ShelterBox's requirements are complex, and no single supplier will have complete contractual responsibility for every element of what is needed to deliver to the end service user. We expect suppliers to be aware of how they contribute to that overall delivery, and to work with ShelterBox and other suppliers to ensure that their product or service is used effectively in the delivery of a high quality service. We expect suppliers to behave in accordance with required standards and be forthcoming with information required.

### *Value*

Donors expect ShelterBox to obtain value for every pound and to be able to demonstrate that long-term impact of our work. This means that contracts should be priced to offer sustainable value throughout their life, including when changes are needed. Whilst we accept our suppliers make a profit margin in return for the risk they are accepting, we expect suppliers not to exploit an incumbent or monopoly position, an urgent situation or an asymmetry of capability or information to impose opportunistic pricing. We expect suppliers to work in good faith to resolve any disputes promptly and fairly during the life of a contract through good relationship management and, where appropriate, contractual dispute resolution mechanisms, recognising that ShelterBox's and supplier's interests are rarely best served by protracted litigation.

### *Reputation*

We want to work with suppliers who are proud of their reputation for fair dealing and quality delivery. We also want working with ShelterBox to be seen as reputation enhancing for the supplier. We expect suppliers to be protective of ShelterBox's reputation, and ensure that neither they, nor any of their partners or subcontractors, bring ShelterBox into disrepute by engaging in any act or omission which is reasonably likely to diminish trust.

### *Cyber Security*

It is essential that suppliers safeguard the integrity and security of their systems and comply with the relevant government standards and guidance. Suppliers must inform ShelterBox immediately if they become aware of any cyber security incident that affects or has the potential to affect ShelterBox data.

### *Sustainable Procurement*

We expect our suppliers to be aware of, and support ShelterBox in, complying with its social value. We expect our suppliers to proactively assist ShelterBox in the understanding and reduction of supply chain impacts on our environment, and related risks, particularly relating to single use plastics. We expect suppliers to be open and transparent in reporting to ShelterBox on environmental impacts.

### *Confidentiality*

Suppliers are expected to comply with the provisions in their contracts and any legal requirements to protect sensitive information. Suppliers to ShelterBox may also be party to confidential information that is necessary for them to be effective partners. This information, even if it is not covered by contractual provisions, should be handled with the same care as information of similar sensitivity in the supplier's own organisation.

### *Conflicts of Interest*

We expect suppliers to mitigate appropriately against any real or perceived conflict of interest through their work with ShelterBox. A supplier with a position of influence gained through a contract should not use that position to unfairly disadvantage any other supplier or reduce the potential for future competition.

### *No PO, No Pay*

ShelterBox has a policy of not paying for goods or services unless a Purchase Order has been issued in advance, or the supplier has been advised that the nature of the purchase is exempt from requiring a Purchase Order. We expect suppliers to comply with this policy.

## **Standards of Behaviour**

### *Ethical Behaviour*

We expect the highest standards of business ethics from suppliers and their agents in the supply of goods and services funded by our donors. We expect suppliers to be explicit about the standards they demand of executives, employees, partners and subcontractors and to have the governance and audit processes to monitor and enforce these standards.

### *Counter Fraud and Corruption*

We demand that suppliers adhere to anti-corruption laws and anti-money laundering regulations. We expect suppliers to have robust processes to ensure that the subcontractors in their supply chain also comply with these laws. We have zero tolerance of any form of corrupt practices including extortion and fraud that we become aware of and we expect suppliers to be vigilant and proactively look for fraud, and the risk of fraud, in their business. Suppliers should immediately notify ShelterBox where fraudulent practice is suspected or uncovered.

### *Transparency*

We expect suppliers to be open and honest in their dealings with ShelterBox. In addition, where contractually required, we expect full and prompt disclosure of cost, revenue and margin information in line with published guidance and the terms of the contract.

### *Treatment of Subcontractors*

We expect our suppliers to deal fairly with the subcontractors in their supply chain. We expect suppliers to avoid flowing unreasonable levels of risk to subcontractors who cannot reasonably be expected to manage or carry these risks. 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.

### *Corporate Social Responsibility*

We expect our suppliers to be good corporate citizens; by upholding the values of this code and supporting key corporate social responsibility areas, such as diversity and inclusion, sustainability, prompt payment, engagement, and skills development.

## **Compliance**

The overall objective of this Supplier Code of Conduct is to drive improved performance throughout ShelterBox supply chains, by building trusting and open relationships with our supply base. Suppliers who provide goods or services to or on behalf of ShelterBox are expected to comply with all aspects of this code. Suppliers should be open and transparent with ShelterBox in relation to breaches or suspected breaches of this Supplier Code of Conduct and should promptly notify ShelterBox of any such breach. If non-compliance with the requirements of this code is reported or alleged, the first step is for ShelterBox to discuss it with the supplier. If that does not result in a return to compliance, or in cases where the breach is sufficiently grave, ShelterBox may proceed with contract termination as per the terms of the specific contract.