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# OUR SUPPLIER CHARTER

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## Introduction – a message from our CEO

*“We strive to work with suppliers who share our commitment to comply with applicable laws and regulations, behave ethically, sustainably and with integrity.*

*Our aim is to work together to achieve the highest standards in our supply chain, whilst achieving wider social, economic, and environmental benefits aligned to the Social Value Act.*

*Our partners are essential contributors to our success and our Supplier Charter outlines the standards that we hold ourselves to and our expectations of our supply chain.*

*We understand that, depending on the nature and scale of supply, different aspects of our Charter will be more relevant to some suppliers than others. This enables us to agree suitable targets with suppliers that are appropriate to their product or service offer.*

*As a minimum, we expect ourselves and our suppliers to comply with all applicable laws and regulations. This includes the provision of safe working conditions, treating workers with dignity and respect, acting ethically and being environmentally responsible.*

*This Charter will evolve over time to reflect changing standards in society, the environment, and the digital economy.*

*We look forward to welcoming you into our growing network of key partners.”*

### **Simon Williams - CEO**

Our Supplier Charter is formally incorporated into our contracts with all our suppliers. To the extent that our contractual arrangements contain more detailed requirements in respect of principles covered in this Charter, this Charter is intended to supplement (and not override) those contractual obligations.

If a supplier, or another party in its supply chain, is unable to, or fails to, comply with this Charter, we will discuss this issue with the supplier and may require the supplier to take such steps as we consider necessary to address the impact of, and remediate, the non-compliance.

We reserve the right to amend the Charter from time to time.

## The Purpose of this charter

- This Charter aims to establish a clear understanding of what Trustmarque expects of its suppliers and what our suppliers should expect when engaging within Trustmarque.
- Trustmarque works to build long-standing relationships with our suppliers and to ensure our business is conducted ethically, sustainably and within the law, we expect our suppliers and their supply chain to meet the principles set out within this charter.
- As a minimum we expect our suppliers to comply with all local laws and regulations and to respect internationally recognised human and labour rights.
- This charter applies to arrangements with existing suppliers as well as setting expectations for how we want to work with new suppliers.

## HEALTH, SAFETY AND ENVIRONMENT

Trustmarque's [Health and Safety](#) and [Environmental](#) Policies detail how we care for our people and environment wherever we work and whatever hazards may exist. We are committed to always conducting our business activities a manner that prevents the injury and ill health of our employees and others. Our decision making seeks to prevent pollution, reduce carbon emissions and all other environmental impacts.

### We Will

- Not compromise on health and safety. We all have a responsibility for ensuring the health, safety and welfare of our employees, contractors, and visitors and all our locations and those working from home.
- Work with our suppliers to provide a safe supply chain.
- Reduce our carbon footprint, use resources wisely and deliver our service to clients in an environmentally sustainable manner.
- Implement processes to manage the risks and opportunities of climate change on our business.
- Procure goods and services in a way that minimises environmental impact, whilst still achieving value for money
- Use sustainability criteria in the assessment and selection process for our suppliers.

### What this means for our suppliers

- Make proper provision for the health, safety, and wellbeing of all your employees, contractors, and visitors, and those in the community who may be affected by your activities.
- Providing training at the appropriate level to ensure your employees are capable and competent.
- Carry out your business activities with respect to the environment, setting challenging carbon reduction targets, and reporting on your environmental performance.
- Ensure a process is in place to assess the impacts of climate change on your company.
- Purchase products and services that are ethically sourced.
- Where practical, work with us to provide alternative products that are low carbon and more sustainable.

### What we will achieve together

- Provide a safe and healthy workplace.
- Act to positively impact our employees' health and wellbeing.
- Comply with all applicable health, safety and environmental laws and aim to create a safe working environment for employees and anyone else affected by our businesses.
- Collaborate to ensure that we lessen the impact of our operations on the environment and adapt to a lower-carbon economy

## BUSINESS ETHICS

Trustmarque expects the highest standards of ethical conduct in all its endeavours, complying with the law and not engaging in corruption, extortion, embezzlement, or bribery to obtain an unfair or improper advantage.

Our [Anti-bribery and Corruption policy](#) details how we operate transparently and with vigilance to deter and support the detection and investigation of bribery and corruption and how we protect our business, our people, and our clients from being victims of financial crime. Our [Speak Up policy](#) provides anyone who works with Trustmarque with a secure, confidential way to report genuine concerns.

### We Will

- Provide a clear and fair procurement process and seek to build lasting relationships with our suppliers.
- Have a zero-tolerance policy with regards to bribery
- Operate our business affairs to the highest ethical standards.
- Not accept any form of gift, payment or hospitality which may incentivise or reward a business decision.
- Identify and manage any situations that could cause a conflict of interest.
- Audit our suppliers to an appropriate level to verify compliance to our standards.

### What this means for our suppliers

- Flow down the principles and policies of this charter into your supply chain
- Respond to any due diligence requests from us in a timely manner.
- Will not offer, give, or accept anything that may be viewed as, or has the effect of influencing a business decision improperly.
- Inform Trustmarque of any potential conflicts of interest as soon as they are known.
- Make use of our Speak Up policy to raise genuine concerns about potential misconduct.

### What we will achieve together

- Ensure that we adhere to all applicable laws relating to the prevention of bribery, corruption, fraud, tax evasion of similar related activities.
- Comply with competition laws in the countries where we operate.
- Protect our business, employees, and customers from being victims of financial crime.

## DIVERSITY, EQUITY AND INCLUSION

As a supplier, our commitment to Diversity, Equity, and Inclusion (DEI) is an integral part of our operations. We understand the importance of fostering a diverse and inclusive environment and aim to promote these principles in all aspects of our business. Here is what we will do when it comes to DEI:

### We will

- **Embrace Diversity:** We recognise that diversity encompasses various dimensions, such as race, ethnicity, gender, sexual orientation, age, ability, religion, and socioeconomic background. We will actively seek to engage with diverse suppliers and strive to create an inclusive supplier base.
- **Equal Opportunity:** We believe in providing equal opportunities to all suppliers, regardless of their background or characteristics. Our procurement processes will be fair, transparent, and non-discriminatory. We will evaluate suppliers based on their capabilities, quality, and competitiveness.
- **Supplier Diversity Program:** We will establish and maintain a Supplier Diversity Program aimed at increasing opportunities for underrepresented suppliers. This program will actively seek out diverse suppliers and provide support and resources to help them grow their businesses.
- **Collaboration and Partnerships:** We will collaborate with diverse suppliers, industry organizations, and community groups to foster an inclusive supplier ecosystem. By forging partnerships and sharing best practices, we can collectively work towards advancing DEI in our supply chain.
- **Training and Education:** We will provide training and education programs for our employees and suppliers to enhance their understanding of DEI issues and promote inclusive practices. This may include workshops, seminars, or online resources to create awareness and facilitate continuous learning.
- **Performance Evaluation:** We will incorporate DEI metrics into our supplier performance evaluations. This will help us assess the progress and impact of our DEI initiatives and encourage suppliers to prioritize diversity and inclusion in their own operations.
- **Continuous Improvement:** We are committed to continuously improving our DEI efforts. We will regularly review and assess our policies, practices, and supplier relationships to identify areas for enhancement. Feedback from suppliers and other stakeholders will be valued and considered in our ongoing efforts.

### What this means for our suppliers.

- **Equal Opportunity:** We will provide equal opportunities for all suppliers to participate in our procurement processes. We will evaluate suppliers based on their capabilities, quality, and competitiveness, without any discrimination based on factors such as race, ethnicity, gender, sexual orientation, age, ability, religion, or socioeconomic background.
- **Supplier Diversity Program:** We will actively seek out and engage with diverse suppliers. Our Supplier Diversity Program aims to increase opportunities for underrepresented suppliers and provide them with support and resources to help grow their businesses. By participating in this program, suppliers from diverse backgrounds can access new markets, networking opportunities, and potential partnerships.
- **Collaboration and Partnerships:** We encourage collaboration and partnerships with diverse suppliers. By working together, we can create a more inclusive supply chain ecosystem. We may engage with diverse supplier organisations, industry groups, or community associations to foster connections and share best practices. These collaborations can lead to mutual growth, increased business opportunities, and shared success.
- **Training and Education:** We may provide training and education programs to suppliers to enhance their understanding of DEI issues and promote inclusive practices. These programs may include workshops, seminars, or online resources that provide insights into DEI best practices, cultural sensitivity, or unconscious bias. By investing in supplier education, we can collectively foster an inclusive environment throughout the supply chain.
- **Performance Evaluation:** As part of our commitment to DEI, we may include DEI metrics in our supplier performance evaluations. These metrics can help us assess the progress and impact of our DEI initiatives and provide feedback to suppliers on their own diversity and inclusion efforts. By aligning supplier performance evaluations with DEI goals, we can incentivize suppliers to prioritize and improve their diversity practices.
- **Continuous Improvement:** We expect suppliers to join us in our commitment to continuous improvement in DEI. We encourage suppliers to regularly review and assess their own policies, practices, and supplier relationships to identify opportunities for enhancement. We value feedback from suppliers and other stakeholders and appreciate their input as we collectively work towards creating a more inclusive supply chain.

### What we will achieve together

By implementing these actions, we aim to foster a more inclusive supply chain that embraces diversity, provides equal opportunities, and contributes to positive societal change. We believe that DEI is not only the right thing to do but also vital for driving innovation, resilience, and long-term success in business.

By embracing DEI principles and partnering with us in our initiatives, suppliers can enhance their competitiveness, access new opportunities, and contribute to positive social impact. Together, we can build a more diverse, equitable, and inclusive business environment.

## HUMAN RIGHTS AND MODERN SLAVERY

We believe human rights are basic rights and that every individual should have the freedom to lead a dignified life, free from fear or want, and free to express independent beliefs. We have a zero-tolerance of modern-slavery in all its forms of slavery and servitude.

Our [Modern Slavery Statement](#) sets out what we are doing, and our future-plans to identify and eradicate modern slavery within our operations and supply chain.

### We Will

- Uphold ourselves to the highest standards of human and labour rights as detailed in the UN Guiding Principles on Business and Human Rights and the International Labour Organisation (ILO) fundamental conventions on labour rights.
- Not accept any form of child labour, or any practice that inhibits the development of children.
- Ensure that any and all employment is freely chosen.
- Work to prevent all forms of modern slavery within our supply chain.
- Work to assess to risk of modern slavery within our supply chain and engage with our suppliers to understand their approaches and policies.

### What this means for our suppliers

- Never use or support practices that inhibit the development of children.
- Not hold an individual or group in slavery or servitude. This includes any form of physical or mental coercion.
- Not use any form of involuntary labour including forced, compulsory, prison, or debt-bonded labour
- Not traffic individuals or groups for the purpose of labour exploitation

### What we will achieve together

- Uphold the highest standards of human and labour rights as detailed in the United Nations' Universal Declaration of Human Rights (UNUDHR) and the International Labour Organisation (ILO) fundamental conventions on labour rights.

## RESPONSIBLE BUSINESS

Our responsible business strategy sets out our approach to addressing the most material challenges that our business and society face, youth unemployment, digital inclusion, gender equality, climate change and business ethics. Our approach corresponds to the UK Government's Social Value Act 2012 which ensures that through procurement, additional social and environmental value is sought.

We want to work with our suppliers to tackle these issues together and promote and maintain high standards of social, environmental, and ethical conduct.

### We will

- We will work with our suppliers to tackle socio-economic issues relevant to both of us, prioritising the themes of our Responsible Business Strategy
- Promote training and awareness of social value and our Responsible Business Strategy
- We are committed to paying our suppliers according to our payment terms in line with the Government prompt payment code, ensuring full compliance on payment terms for our Micro and SMEs
- Commit to being an accredited living wage employer and pay everyone working in the Trustmarque Group the real living wage.

### What this means for our suppliers

- Demonstrate your approach to tackling global challenges of importance to your business.
- Demonstrate the additional environmental and social value of the goods and services you provide to Trustmarque.
- Encouraged to work with Trustmarque supporting the delivery of our community programmes.
- Agree to adhere to meeting the Government prompt payment code where goods and services you provide to Trustmarque are sub-contracted to Micro and SMEs
- Ensure that any contracted or sub-contracted staff that you provide are also paid the real living wage.

### What we will achieve together

- We will recognise the value that responsible business activities bring to our respective organisations, thereby mutually reinforcing the need for a strong social and environmental purpose.
- We will seek to promote greater use of Micro and SMEs.

## INFORMATION AND CYBER SECURITY

We expect the highest standards of information and cyber security, regardless of whether information is ours, our clients, or people outside Trustmarque. Everyone has a shared responsibility to keep Trustmarque and our client's information safe, and all IT systems which process digital information secure.

### We will

- Identify and manage information risk throughout each stage of our supplier relationships.
- Embed information security requirements in formal contracts and obtain assurance that they are met.

### What this means for our suppliers

- Have established information security policies and procedures in place.
- Provide regular information security and data protection training for all staff.
- Have implemented IT security controls, e.g., AV, patching, network security.
- Have implemented physical security controls, e.g., barriers, CCTV, access control, monitoring.
- Conduct pre-employment background checks/ vetting on new employees.
- Have implemented risk management protocols e.g., internal audits, risk audits

### What we will achieve together

- Maintain integrity and confidentiality of our business relationship.
- Retain secure and accurate records of all communication and transactions.

## PRIVACY

Privacy is very important to us as an organisation. We respect the privacy of individuals and process data in a way which reflects that. When we process personal data (including sensitive or special category personal data), we ensure that we comply with all applicable laws and the instructions of our clients. Such processing includes the collection, storage, use, retention, transfer, and deletion of personal data.

### We will

- Process personal data fairly and lawfully and only to the extent necessary for the purpose
- Only process client's data in accordance with their express written instructions
- Ensure all our staff have completed mandatory Data Protection training.
- Keep up to date records of processing.
- Ensure Privacy by Design and Default is embedded in solutions that process personal data and carry out Data Protection Impact Assessments (DPIA) as necessary.
- Investigate any incidents involving personal data without delay.

### What this means for our suppliers

- Only process the data in accordance with our express written instructions
- Have appropriate technical and organisational security measures in place to protect personal data.
- Seek authorisation before engaging sub processors.
- Notify Trustmarque immediately of any data incidents.
- Assist Trustmarque in the investigation of incidents.
- Ensure all staff and sub-processors have received suitable and regular Data Protection training.
- Ensure records of processing data are accurate and up to date.

### What we will achieve together

- Protect privacy and comply with relevant data protection and privacy laws in the countries in which we operate.



## RESILIENCE

Business resilience involves the ability to foresee, detect, manage, and withstand disruptive events that may prevent the business from functioning. For Trustmarque this means:

- Identifying the elements that are critical to the running of the business; and having measures in place to detect incidents, mitigate their impact and minimise failure.
- When unforeseen or unpreventable disruptive events do occur, ensure that arrangements are in place to enable a timely recovery to agreed service levels. Such arrangements need to be viable, proven, tested annually and assurance provided to Trustmarque that services are recoverable within the agreed timeframe.

### We will

- Ask key suppliers to demonstrate their capability to provide operational resilience, where relevant, as part of supplier selection and adjudication activities
- Assure the ongoing maintenance of business resilience activities with our key suppliers via annual assessments

### What this means for our suppliers.

- Where relevant, suppliers need to demonstrate their ability to meet Recovery Time Objectives (RTO) and maintain agreed service levels as stated in the contract.
- Provide assurance that their 'business as usual' operations provide Trustmarque with continuity of product or service delivery.

### What we will achieve together

- Provide assurance over our collective ability to remain resilient through periods of disruption.

## REPORTING ON BREACHES

We require suppliers to report any issues of compliance with this charter to us within five working days, or any shorter period required by regulation or your contract with us. We also expect that the supplier will adhere to any contractual or regulatory timelines where relevant to communicate corrective actions on reported breaches. Where this is not applicable, we expect that within one working month of the reported breach the supplier will provide to us what corrective actions they will take with appropriate timelines. Failure to comply with these timelines will be a breach of this charter

### We will

- Respect a culture of staff/contractors speaking up without fear of retaliation against those that report actual breaches.
- Carry out appropriate audits of our suppliers as is necessary to verify compliance.
- Ensure reports will be treated confidentially and anonymously, where permitted by law.
- Investigate any issue raised and discuss findings with the supplier.

### What this means for our suppliers

- Employees or contractors may report actual or suspected breaches of this charter directly to Trustmarque.
- They will assist in any investigation and provide access to any information that is reasonably requested.

### What we will achieve together

- An open and transparent supply chain that is world leading, setting standards in the workplace, environment, and data protection.

## Contact

For further information or if you have any queries, please contact our Procurement Team:

[Procurement@trustmarque.com](mailto:Procurement@trustmarque.com)