



Original thinking... applied

# Our Supplier Charter

## Supplier Charter Domains

### 1. Environment

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Reduce our carbon footprint, use resources wisely and deliver our services to clients in an environmentally sustainable manner.</li><li>• Implement a process to manage the risks and opportunities of climate change on our business.</li><li>• Procure goods and services in a way that achieves value for money while minimising environmental impact.</li><li>• Use sustainability criteria in the assessment and selection of our suppliers.</li><li>• Where possible we will engage with local businesses to support contract delivery.</li><li>• Maintain compliance to ISO14001.</li></ul>	<ul style="list-style-type: none"><li>• Carry out your business activities with respect for the environment, setting science-based targets for greenhouse gas reduction, monitoring environmental performance, and working to protect and preserve natural resources and biodiversity.</li><li>• Ensure a process is in place to assess the impacts of climate change on your company.</li><li>• Purchase products and services that are responsibly and ethically sourced.</li><li>• Train staff and contractors on climate change and environmental accountability.</li></ul>

What we will achieve together
<ul style="list-style-type: none"><li>• Address the impact of our operations on the environment and nature, and excel in low carbon solution design for our customers.</li></ul>



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## 2. Health

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Not compromise on health and safety. We all have a responsibility for ensuring the health, safety and wellbeing of our employees, contractors, and visitors at all our locations and those working from home.</li><li>• Abide by our duty of care to any adult at risk or child that we interact with. We take this duty incredibly seriously to ensure adults at risk and children are protected.</li><li>• Prioritise the wellbeing of our employees and manage factors that may cause negative emotional, psychological, physical, or social impacts.</li><li>• Create a culture and working environment that actively supports and promotes wellbeing, with appropriate training, awareness, initiatives, and events.</li><li>• Collaborate with our suppliers to provide a safe supply chain.</li></ul>	<ul style="list-style-type: none"><li>• Make proper provision for the wellbeing, safety and health of all your employees, contractors, visitors and those in the community who may be affected by your activities.</li><li>• Provide appropriate training to ensure capable and competent employees.</li><li>• Work with stakeholders to promote continuous improvement of HSE practices in the workplace.</li></ul>

What we will achieve together
<ul style="list-style-type: none"><li>• Provide a safe and healthy workplace.</li><li>• Act to positively impact our employees' wellbeing, safety and health.</li><li>• Comply with all applicable wellbeing, safety and health laws and aim to create a safe working environment for employees and anyone else affected by our businesses.</li></ul>



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### 3. Business Ethics

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Provide a clear and fair procurement process and seek to build lasting relationships with our Suppliers.</li><li>• Not tolerate bribery of any kind.</li><li>• Collaborate with our supply chain to maintain the highest level of ethical standards in the conduct of our business affairs.</li><li>• Never offer or accept a gift, payment or hospitality to encourage or reward a business decision.</li><li>• Identify and manage situations where there could be potential conflicts of interest.</li><li>• Promote relevant training and awareness around business ethics.</li><li>• Carry out appropriate audits of our suppliers as is necessary to verify compliance.</li></ul>	<ul style="list-style-type: none"><li>• Apply the principles of this Charter across your supply chain.</li><li>• Provide appropriate training to your employees, to ensure compliance with relevant law, policies and procedures.</li><li>• Respond to any due diligence requests from us in a timely manner.</li><li>• Do not offer, give or accept anything of value that may be viewed as, or has the effect of, improperly influencing business decisions.</li><li>• Make Fera aware of any potential conflicts of interest as soon as they are known.</li><li>• Speak up to raise any genuine concerns about potential misconduct while doing business without fear of repercussion.</li></ul>

What we will achieve together
<ul style="list-style-type: none"><li>• Comply with all applicable laws relating to the prevention of bribery, corruption, fraud tax evasion or similar or related activities.</li><li>• Comply with competition (antitrust) laws in the countries where we operate or sell products or services.</li><li>• Protect our businesses, people, clients and customers from being victims of financial crime.</li></ul>



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#### 4. Human Rights

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Uphold the highest standards of human and labour rights as detailed in our Human Rights policy and Modern Slavery statement.</li><li>• Not accept child labour and any practice that inhibits the development of children.</li><li>• Ensure that all employment is freely chosen.</li><li>• Prevent modern slavery in all its forms in our business and our supply chain.</li><li>• Assess the risk of modern slavery in our supply chain and use a third-party partner to gain insight into our suppliers' labour and human rights adherence and company policies.</li><li>• Promote appropriate training, policies and processes related to Human Rights and Modern Slavery.</li></ul>	<ul style="list-style-type: none"><li>• Never use or support practices that inhibit the development of children.</li><li>• Not hold an individual or group in slavery or servitude. This includes any form of physical or mental coercion.</li><li>• Not use any form of involuntary labour including forced, compulsory, prison or debt-bonded labour.</li><li>• Not traffic individuals or groups for the purpose of labour exploitation in line with the Modern Slavery Act.</li><li>• Your employees or contractors to report any breaches through their own grievance mechanism, or directly to Fera.</li><li>• Provide appropriate training to all your employees, to ensure compliance with relevant law, policies, and procedures.</li></ul>

What we will achieve together
<ul style="list-style-type: none"><li>• 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.</li></ul>



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5. Responsible Business

We will	What this means for our suppliers
<ul style="list-style-type: none"> <li>• Work with our suppliers to tackle socio-economic issues relevant to both of us, prioritising the themes of our Responsible Business Strategy: youth unemployment and social mobility, including skills development and apprenticeships; digital exclusion; workplace inequalities and climate change.</li> <li>• Promote relevant training and awareness of social value and our Responsible Business Strategy and encourage community investment activities.</li> <li>• Support the Government’s aspiration that a third of its external supplier spend goes to Micro and small medium-sized businesses (SMEs) by 2022. As well as maximising local spend and employment with Voluntary, Community &amp; Social Enterprises (VCSEs).</li> <li>• Commit to paying our suppliers according to our payment terms in line with the Government Prompt Payment Code, ensuring full compliance on payment terms for Micro and SME suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate your approach to tackling global challenges of importance to your business creating better outcomes for your clients, suppliers, people, communities and the environment.</li> <li>• Demonstrate the additional environmental and social value of the goods and services you provide to Fera – this will be part of supplier adjudication and selection where it is relevant to a procurement.</li> <li>• Agree to adhere to meeting the Government Prompt Payment Code where goods and services you provide to Fera are sub-contracted to Micro and SMEs.</li> <li>• Ensure that any contracted or sub-contracted staff that you provide are also paid the Real Living Wage rates at the first opportunity.</li> <li>• Provide appropriate training to all your employees, to ensure compliance with relevant law, policies and procedures.</li> </ul>

<p>What we will achieve together</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• We will seek to promote greater use of Micro and SMEs, as well as VCSEs.</li> <li>• Thriving communities where we made a positive contribution to society through continued community investment.</li> </ul>
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## 6. Diversity & Inclusion

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Treat people fairly and with respect</li><li>• Have a workforce that reflects the diversity of our communities and is inclusive, so that all employees can bring their 'whole selves' to work.</li><li>• Prevent bullying, harassment or unlawful discrimination of any kind.</li><li>• Seek diverse suppliers that bring innovation and disruptive technologies and those that positively impact local communities and the environment.</li><li>• Actively look to work with all types of business, including those owned or led by under-represented groups including but not limited to women, black and minority ethnic and people with disabilities.</li><li>• Promote relevant training and general awareness around equality, diversity and inclusion.</li></ul>	<ul style="list-style-type: none"><li>• Encourage diversity and promote an inclusive workplace which respects and observes the individual human rights of all your employees.</li><li>• Prevent harassment or discrimination towards employees, including all forms of physical, verbal or psychological abuse.</li><li>• Commit to tackling racism, remove bias and provide equal opportunities.</li><li>• Work to support the growth and development of innovation and disruptive technologies throughout the supply chain.</li><li>• Provide appropriate training to all of your employees, to ensure compliance with relevant law, policies and procedures.</li><li>• Encourage the completion and disclosure of ethnicity pay gap reporting.</li></ul>

### What we will achieve together

- Inclusive workplaces where diversity is valued
- Diverse supply chains



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## 7. Information & Cyber Security

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Identify and manage information risk throughout each stage of our supplier relationships.</li><li>• Embed information security requirements in formal contracts and obtain assurance that they are met.</li></ul>	<ul style="list-style-type: none"><li>• Have established information security policies and procedures in place.</li><li>• Provide regular information security and data protection training for all staff.</li><li>• Have implemented IT security controls, e.g. AV, patching, network security.</li><li>• Have implemented physical security controls, e.g. barriers, CCTV, access control, monitoring.</li><li>• Conduct pre-employment background checks/vetting on new employees.</li><li>• Have implemented risk management protocols, e.g. internal audits, risk audits.</li></ul>

### What we will achieve together

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





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## 8. Privacy

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Process personal data fairly and lawfully and only to the extent necessary for the purpose.</li><li>• Only process client's data in accordance with their express written instructions.</li><li>• Ensure all our staff have completed mandatory Data Protection training.</li><li>• Keep up to date records of processing.</li><li>• Ensure Privacy by Design and Default is embedded in solutions that process personal data.</li><li>• Investigate any incidents involving personal data without delay.</li></ul>	<ul style="list-style-type: none"><li>• Only process the data in accordance with our express written instructions.</li><li>• Have appropriate technical and organisational security measures in place to protect personal data.</li><li>• Seek authorisation before engaging sub-Processors.</li><li>• Notify Fera immediately of any data incidents.</li><li>• Assist Fera in the investigation of incidents.</li><li>• Ensure all staff and sub-processors have received suitable and regular Data Protection training.</li><li>• Ensure records of processing data are accurate and up to date.</li><li>• Be able to demonstrate Privacy by Design and Default has been considered and incorporated in your solution/product/service</li></ul>

### What we will achieve together

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

## 9. Intellectual Property & Confidential Information

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Respect our suppliers' intellectual property and use appropriate non-disclosure or confidentiality agreements to protect this.</li><li>• Minimise the use of open-source software licensed on restrictive or copyleft terms.</li></ul>	<ul style="list-style-type: none"><li>• Respect Fera's intellectual property rights and use appropriate non-disclosure or confidentiality agreements to protect this.</li><li>• Seek permission from Fera before communicating anything externally, including on social media channels, regarding its relationship with Fera and our subsidiaries that is not in the public domain.</li><li>• Ensure that any third-party IP provided to Fera is appropriately licenced.</li><li>• Where the provision of software is involved, avoid including open-source components unless specifically agreed, and permit the use of code indicator tools by Fera if requested.</li></ul>

What we will achieve together
<ul style="list-style-type: none"><li>• Comply with any agreements with partners, customers and others about the use of their name and IP.</li></ul>



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## 10. Business and Technology Resilience

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Ask suppliers to demonstrate their capability to provide operational resilience, where relevant, as part of supplier selection and adjudication activities.</li><li>• Assure the ongoing maintenance of business resilience activities with our key suppliers via annual assessments where relevant.</li></ul>	<ul style="list-style-type: none"><li>• Where relevant, a fit for purpose Business and Technology Resilience solution is in place to allow suppliers to meet Recovery Time Objectives (RTO) and maintain agreed service levels as stated in the contract.</li><li>• Provide assurance through evidence of tested, proven and documented arrangements that their 'business as usual' operations and the IT services that support them provide Fera with continuity of product or service delivery.</li><li>• Provide notification of any material Business and Technology Resilience risks to delivery of services provided that have been identified and assessed.</li></ul>

What we will achieve together
<ul style="list-style-type: none"><li>• Provide assurance over our collective ability to remain resilient through periods of disruption</li></ul>

## Reporting on Breaches

We require suppliers to report any issues of non-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 the corrective actions they will take with appropriate timelines. Failure to comply with these timelines will be a breach of this Charter.

We will	What this means for our suppliers
<ul style="list-style-type: none"><li>• Respect a culture of staff/contractors speaking up without fear of retaliation against those that report actual breaches.</li><li>• Carry out appropriate audits of our suppliers as is necessary to verify compliance.</li><li>• Ensure reports will be treated confidentially and anonymously, where permitted by law.</li><li>• Investigate any issue raised and discuss findings with the supplier.</li></ul>	<ul style="list-style-type: none"><li>• Employees or contractors may report actual or suspected breaches of this Charter directly to Fera.</li><li>• They will assist in any investigation and provide access to any information that is reasonably requested.</li></ul>

### 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 Manager:

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