

Supplier Code of Conduct



London & Quadrant Housing Trust (L&Q) is one of the UK's leading housing associations and developers. We own and manage more than 110,000 homes nationally, and we are actively involved in the communities we help build, staying locally based and responsive.

We take the responsibility we bear towards our residents, employees and the communities in which we work very seriously. Thus, we have given ourselves a set of ethical values to guide us in our business dealings.

L&Q has established this Supplier Code of Conduct to set out those ethical principles, and it expects all suppliers to comply with it when they are engaged by L&Q. Suppliers are responsible for ensuring that they, their staff and any sub-contractors comply with the principles set out in this document.

This Code of Conduct shall form a part of any contract entered in to by L&Q with Suppliers and compliance with the Code of Conduct shall be a binding obligation of each Supplier.

Laws and Ethical Standards

L&Q will always require that our Suppliers comply with all applicable laws, regulations and standards.

Outlawing Child Labour

L&Q is opposed to the use of any form of Child Labour or practices that inhibit the development of children. Suppliers and their supply chain must comply with all child labour laws and should not employ anyone under the age of 15, or where it is higher, the mandatory school leaving age in the local country.

Modern Slavery

L&Q expects its supply chain to comply with obligations under the Modern Slavery Act 2015 including refraining from using forced, involuntary or debt bonded labour. All suppliers must make sure their own supply chains are slavery free.

General Data Protection Regulations (GDPR) and Confidentiality

L&Q is committed to safeguarding the rights of individuals to confidentiality and privacy. L&Q expects its supply chain to fully comply with the GDPR and associated privacy legislation. Any suppliers who process personal information and data on behalf of L&Q, must process the information in accordance with our instructions, and only for the purpose it is provided. Any personal information will not be shared with sub-contractors without express written permission from L&Q. All supplier employees will be trained to understand their obligations under Information Security.

Tax Evasion

L&Q will not be party to tax evasion or the facilitation of tax evasion of any form. L&Q takes a zero-tolerance approach to the criminal facilitation of tax evasion by our people and our suppliers. We expect our suppliers to comply with the requirements of the Criminal Finances Act 2017. L&Q expects its suppliers to have reasonable procedures in place to prevent the criminal facilitation of tax evasion, and to use reasonable endeavours to ensure the supplier's own associated persons so comply.

Compensation and Working Hours

Suppliers shall comply with the respective national laws and regulations regarding working hours, wages and benefits.

Equality and Diversity

L&Q is committed to upholding the values of equality and inclusion and aims to carry these out in all our work. Our employees, those of our suppliers, and our residents have the right to respectful treatment. We will not tolerate discrimination, harassment or victimisation in the workplace or in connection with any L&Q services. We expect our suppliers to adhere to the same commitment, including to their own employees. The Equality Act 2010 protects against discrimination, harassment and victimisation.

Environmental Commitments

L&Q is committed to safeguarding the environment by minimising our physical impacts on land, air, water and biodiversity, through better management of energy, water, waste and material resources. As well as complying with all relevant environmental legislation, we expect our suppliers to share this commitment with us, and to proactively support us in ensuring that it is embedded throughout our supply chain.

Health and Safety

Our suppliers must comply with all relevant health and safety laws and regulations, both in letter and in spirit, in all the countries in which they operate. We expect our suppliers to provide all their employees with adequate information and instruction on health and safety matters and to enable their employees to meet their responsibilities for the maintenance of a safe and healthy workplace.

Business Continuity Planning

Suppliers, where appropriate, should be prepared for any disruptions to their business (e.g. natural disasters, terrorism, software viruses, illness, infectious diseases) with disaster plans in place to protect their employees and the environment, as far as possible, and to ensure a continuity plan is in place to minimise disruption to ongoing trading and delivery of goods or services to L&Q.

Honesty and Integrity

L&Q is committed to operating with honesty and integrity in all its business activities and promotes a culture of anti-bribery and anti-corruption across the organisation. We expect our suppliers to operate with honesty, integrity and transparency in all business activities, and comply with bribery laws including The Bribery Act 2010. The supplier may not offer services, gifts or benefits to L&Q employees in order to influence the employee's conduct in representing L&Q.

Whistleblowing

We respect the right of our staff, residents, contractors and other stakeholders to raise concerns about possible wrongdoing within the organisation. We promote responsible whistleblowing and will act to address concerns without discriminating against the whistle-blower.

Supply Chain

A principal supplier is expected to share these key principles with its subcontractors and other business partners who are involved in supplying the products and services described in the main contract.

Living the L&Q Values

Our philosophy has always been to do more than just housing and to help people improve their neighbourhoods and lives. This ethos extends to our own business, where we want to be a great place to work.

Our values, which were developed with our staff, are important to us. These are:

- People - We care about the happiness and wellbeing of our customers and employees.
- Passion - We approach everything with energy, drive, determination and enthusiasm.
- Inclusion - We draw strength from our differences and work collaboratively.
- Responsibility - We own problems and deliver effective, lasting solutions.
- Impact - We measure what we do by the difference we make.

We encourage our Suppliers to ensure that all their employees and sub-contractors who interact with L&Q personnel, residents and customers on L&Q's behalf, demonstrate these Values.

The Social Value Act 2012

The Social Value Act 2012 places a requirement on L&Q to consider the economic, environmental and social benefits of approaches to procurement before the process starts. When the Act applies, suppliers will be informed of the requirements in the procurement documents during a tender process.

Community Benefit

L&Q is committed to community benefit and encourages its supply chain partners to contribute to this by partaking when required in the following activities:

- Recruitment & training of economically inactive and local people.
- Promoting equality in the workplace.
- Opening up opportunities for small organisations in contract delivery areas, such as SME, Third Sector Organisations and Supported Factories & Businesses.
- Ensuring that disadvantaged groups are represented in the supply chain through working with these smaller organisations.
- Making a positive impact on the environment.
- Contributing to local community in terms of education, regeneration & community engagement.

Behaviour and Conduct

Suppliers' staff shall always act in a professional and courteous manner in all their dealing with colleagues, staff, residents and stakeholders. In addition to this Code of Conduct, L&Q has developed additional guidance 'Expected Standards of Behaviours for L&Q Suppliers' which is for those who work in and around our homes like our Contractors or Professional Advisors.

The L&Q logo is displayed in a bold, black, sans-serif font. It is centered within a bright yellow rectangular background that occupies the bottom right corner of the page.