
Service Partner Code of Conduct

Introduction

This Service Partner Code of Conduct (the Code) is applicable to Warwick Estates Property Management Limited (Warwick Estates) operations and to any service partner that delivers goods, services, work or other business activities to Warwick Estates or their clients.

Warwick Estates' service partners are obliged to implement the principles of this Code in all their business activities. They are expected to have appropriate systems in place to ensure compliance with this Code, proportionate to the size, complexity, and risk environment of their business.

Service partners are also responsible for ensuring and monitoring their sub-suppliers' compliance with the principles of this Code.

Warwick Estates' service partners shall confirm compliance with this Code by continuously documenting compliance and providing information to Warwick Estates on request. Failure to comply with the Code on may lead to the termination of cooperation with Warwick Estates.

Standards

Business Conduct

Code of Conduct

Service partners should operate under a code of conduct or a similar policy that adheres to industry best practice standards. All laws, rules and regulations in the UK must be complied with and business should be carried out in a transparent, responsible, and respectful manner and in a way which adheres to the highest standards of ethical conduct.

Service partners must avoid any situations where there is a conflict of interest between them and Warwick Estates and shall disclose any potential or existing conflict of interest to Warwick Estates.

Accuracy of Information, Privacy and Fair Competition

Service partners agree to safeguard the security of Warwick Estates' information and confidentiality of confidential information, and to handle personal and other data appropriately, in accordance with applicable laws and regulations. Service partners shall issue accurate and relevant financial and other information about their business operations, conduct responsible marketing, and compete fairly and ethically in all other respects.

Anti-Corruption, Anti-Bribery and Anti-Money Laundering

All anti-bribery and anti-corruption laws applicable must be complied with including the Bribery Act 2010. Service partners shall establish and maintain policies and procedures designed to prevent bribery and corruption.

The highest standards of integrity are to be expected from Warwick Estates' service partners, including its sub-suppliers, and other entities acting on behalf of the service partner, in all business interactions. Any form of extortion, bribery or corruption, including improper offers of payments to or from employees or organisations, is prohibited.

Service partners shall not provide Warwick Estates representatives with any gifts or hospitality in any situation in which it might influence, or appear to influence, a representative's decision in relation to the service partner.

Service partners shall implement protective measures and refrain from any activities which may be considered part of the money laundering process.

Labour Standards and Human Rights

Human Rights

Service partners should have in place a policy recognising, respecting, and protecting the human rights of their employees, those of their suppliers and business partners.

All slavery and human trafficking laws must be complied with including, but not limited to, the Modern Slavery Act 2015.

Service partners must have in place robust and adequate internal procedures (including but not limited to appropriate policies, approval processes, training and monitoring) to ensure that human trafficking, child and forced labour are not taking part in any part of their business or supply chain, whether in the UK or elsewhere,

Employees

Service partners must ensure that working conditions, hours, wages and benefits for those in our supply chain comply with applicable laws.

All employees must be provided with a clear contract of employment, which complies with legislation. Employees should be free to choose to work for their employer and to leave the company upon reasonable notice.

All employees must be treated in a fair and equal manner and with dignity and respect. Any form of discrimination, victimisation, or harassment should be prohibited.

Diversity

To deliver an effective and sustainable supply chain, Warwick Estates seeks to engage diverse and inclusive service partners within the local communities where we operate.

We expect our service partners to demonstrate a diverse workforce composition actively embracing workforce age, gender, race, national or ethnic origin, religion, language, political beliefs, sexual orientation, physical ability and promoting supply chain inclusion throughout their own supply chains.

Health and Safety

A healthy and safe working environment should be provided for all employees in accordance with international standards and national laws. Necessary precautions should be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of the service partners' business activities.

Adequate policies and procedures relating to health and safety should be in place, which are either provided to, or accessible by, employees. Appropriate training on health and safety should be provided to employees.

Environmental Management

Applicable local and national laws and regulations relating to the protection of the environment should be complied with. Business operations should be managed in line with industry best practice standards and in a responsible and sustainable manner.

Any negative impact on the environment should be continuously reduced, including aiming to reduce the consumption of water, energy (gas, electricity and solid fuels) and other materials and, where possible, encouraging recycling and the use of recycled materials.

Employees should be educated about and encouraged to reduce their impact on the environment. Our service partners should strive to improve the communities within which they operate.

Reporting

For general queries relating to this Code, service partners should contact the Contractor Accreditation Team.

In the event that a service partner has a genuine concern of non-compliance with this Code, or other danger, fraud or other illegal or unethical conduct in the workplace they may report it to our dedicated Complaints and Compliance Manager or our HR team.

We aim for high ethical standards and expect all our employees to operate in an ethical, legally compliant and professional manner. We expect all our suppliers and potential suppliers to work to the same standards by adhering to this Service Partner Code of Conduct and promoting similar standards in their own supply chain.

Contact

Contractor Accreditation Team

Complaints and Compliance Manager

HR Team

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