



ShelterBox

SUPPLIER CODE OF CONDUCT

LITE - 2024

INTRODUCTION:

ShelterBox strives to deliver for the donors and the people we work with on a range of commitments including excellent, services and works that: represent best value for money; are supplied ethically; are delivered promptly 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.

Values & vision:

ShelterBox's vision is simple:

"No one is without shelter after disaster."

Our values - *Flexibility, Integrity, Learning & Participation* - guide our actions and extend to our suppliers and partners. We expect our suppliers to embrace and communicate these values throughout their supply chain.

Reference:

Our Code of Conduct is rooted in international standards like the UN Declaration on Human Rights, focusing on principles of fairness, human rights, labour standards, and environmental sustainability.



Scope of application:

These serve as overarching values to which suppliers of goods, services and works to ShelterBox are expected to adhere. We expect our suppliers to communicate this or an equivalent code of conduct to employees, their parent company, subsidiaries, subcontractors, and all other parties within their supply chain. Suppliers will be required to sign this agreement.

Continuous improvement:

Suppliers must meet the minimum standards outlined here and strive to surpass international best practices. Continuous improvement is essential.

Management, monitoring, and evaluation:

Suppliers must comply with all local and international laws and set clear goals for improvement. Active monitoring and reporting are crucial.

Key principles and supplier standards:

Suppliers **Must** abide by all applicable laws and elevate sustainability in their decision-making. Supplier must where possible promote diversity, fair labour practices, ethical conduct, and zero-tolerance for fraud and abuse.

SUSTAINABILITY:

We expect suppliers to commit to sustainability, including environmental protection, ethical labour and sourcing practices, and community engagement. Climate change aggravates vulnerabilities, emphasising the importance of sustainable practices for disaster response and recovery. Suppliers must take proactive steps to mitigate environmental harm and build resilience. Together, through sustainability and climate resilience, we can shape a more equitable future.

1 - KEY PRINCIPLES

1.1	Obey all applicable international and local laws, legislation, and regulations	<i>All Standards</i>
1.2	Elevate Social, Economic and Environmental Sustainability to the core of your decision making and ways of working	
1.3	Promote diversity, inclusion, and equality in ways of working, decision-making and treatment of staff	<i>Standard 2 - Labour</i>
1.4	Employ staff of an appropriate age	
1.5	Pay all staff fairly and reasonably	
1.6	Employ staff on freely agreed documented terms of employment and ensure there is no forced labour	
1.7	Be a responsible employer, treat staff fairly and protect their health and safety	
1.8	Ensure that workers and employees have a voice and are given the freedom of association	
1.9	Grant staff the rights afforded under national and international Human Rights acts	<i>Standard 3 – Human Rights</i>
1.10	Ensure all staff are treated with dignity and respect	
1.11	Minimise environmental impact by implementing practices aiming to reduce waste, optimise energy and water consumption and lower emissions as much as possible	<i>Standard 4 - Environment</i>
1.12	Adhere to the highest standards of moral and ethical conduct	<i>Standard 5 – Ethical Conduct</i>
1.13	Adopt a zero-tolerance approach towards fraud, bribery, and corruption	
1.14	Adopt a zero-tolerance Code of Conduct towards any form of abuse, harmful practices, and behaviour being committed against children and adults, and take all available measures to prevent all forms of these	<i>Standard 6 – Safeguarding</i>
1.15	Act against all allegations and reports of exploitation, abuse, harassment, and any other form of misconduct	
1.16	Do not engage in any form of discrimination, maltreatment, abuse, or poor safeguarding practices irrespective of a person's socio-economic status, gender, age, disability, ethnic and tribal identity, faith, or religious affiliation, and/or sexual orientation (Applies to during and out of working hours)	
1.17	Protect and promote the land rights of communities, including indigenous people	<i>Standard 7 – Community</i>
1.18	Suppliers should actively share intelligence regarding supply chain risks to mitigate material, commercial, and operational risks effectively.	<i>Standard 8- Business Practices</i>
1.19	Supplier must understand their role in the end-to-end delivery process, collaborating with ShelterBox and other suppliers to ensure the sustainable and effective utilisation of their product or service.	
1.20	Contracts should be priced sustainably to provide value throughout their duration, avoiding opportunistic pricing practices.	
1.21	Suppliers are expected to maintain a reputation for fair dealing and quality delivery, enhancing ShelterBox's reputation through their actions.	
1.22	Adherence to ShelterBox's "No PO, No Pay" policy is mandatory, ensuring transparency and accountability in financial transactions.	

SUPPLIER STANDARD 2- LABOUR STANDARDS:

- ⇒ Adopt the highest applicable standard for working age and adherence to the laws of the country(s) where the contract is implemented Prohibition of forced or compulsory labour.
- ⇒ Compliance with human trafficking and modern slavery laws.
- ⇒ Protection of children and adults from hazardous work and exploitation.
- ⇒ Non-discrimination in employment processes.
- ⇒ Zero-tolerance towards harassment, intimidation, and bullying.
- ⇒ Provision of fair wages, working hours, and occupational health and safety measures.

SUPPLIER STANDARD 3- HUMAN RIGHTS AND BEHAVIOR:

- ⇒ Not complicit in any Human Rights abuses or violations.
- ⇒ Protection of staff dignity and respect.
- ⇒ Policies in place against discrimination, harassment, and victimisation.

SUPPLIER STANDARD 4- ENVIRONMENTAL STANDARDS:

- ⇒ Compliance with applicable international and national environmental legislation and regulations.
- ⇒ Aim for the reduction of environmental impact energy, waste, emissions, and water usage.
- ⇒ Adoption of sustainable practices and reporting of sustainability plans
- ⇒ Collaborate with local organisations to seek and adopt sustainable technologies that are appropriate for the product or service
- ⇒ Engage in capacity building initiatives to improve capability to meet sustainability and environmental requirements

SUPPLIER STANDARD 5- ETHICAL CONDUCT:

- ⇒ Prohibition of corrupt practices, including bribery and fraud.
- ⇒ Supplier must disclose any conflicts of interest.
- ⇒ Supplier must not provide, or attempt to provide, any type of gift, hospitality, holidays, goods / services, or other items of value to a ShelterBox employee.
- ⇒ Compliance with sanctions, aid diversion, and export controls.

SUPPLIER STANDARD 6 – SAFEGUARDING:

- ⇒ Supplier must comply with Child Labour and Adult Labour Laws and ensure background checks are completed on Staff during recruitment.
- ⇒ Supplier must ensure there is no exploitation, abuse or harm within the workplace
- ⇒ Create and maintain a safe and inclusive environment, free from any form of discrimination, exploitation, abuse, harassment, intimidation, and bullying.

SUPPLIER STANDARD 7 – COMMUNITY IMPACT:

- ⇒ Where possible act in a way that supports the local community and livelihoods
- ⇒ Where possible should respect indigenous people and cultural heritages

SUPPLIER STANDARD 8 – BUSINESS PRACTICES:

- ⇒ Supplier must share intelligence on supply chain risks, ensure effective end-to-end delivery, offer contracts priced sustainably, protect ShelterBox's reputation
- ⇒ Supplier must adhere to our "No PO, No Pay" policy.
- ⇒ Supplier must safeguard system integrity and promptly report any cyber security incidents. They should implement robust measures, foster a culture of awareness, and collaborate for continuous improvement.
- ⇒ Supplier must protect sensitive information and handle it with the same care as their own organisation's data.

Please request PO Number from either supplychain@shelterbox.org for direct spends or procurement@shelterbox.org for indirect spends. This will then need to be added onto the invoice and sent to finance team via finance@shelterbox.org.

SAFEGUARDING / CONTACT US

A complaint or concern about safeguarding, particularly if a child or vulnerable adult is involved, should be reported immediately or within 24 hours in exceptional circumstances using one of the contact channels listed below, in accordance with the mandatory reporting obligation of all suppliers, their sub-contractors, employees, associates, visitors, partners, etc.

safeguarding@shelterbox.org

hr@shelterbox.org

Alternatively, if you are worried about reporting to the safeguarding advisor and team, complaint can be made to the Board of Trustees Safeguarding Lead at safeguarding_trustee@shelterbox.org

WHISTLEBLOWING / CONTACT US

ShelterBox commits to fair and transparent processes. Concerns should be submitted using the website address listed below. All issues will be reviewed and investigated discretely and appropriately.

A Whistleblowing policy is in place to ensure any issues are sensitively and effectively addressed. Any complaints or concerns can be sent to the following teams:

Telephone: You can use the independent whistleblowing service by contacting **Safecall** 24 hours a day, seven days a week:

By freephone: UK: **0800 9151571**. Please keep in mind that if you are calling from outside the UK, Canada, or the US, you must use the +44 UK country code (e.g. 44 800 XXX XXXX) and that calls to the safe call number will incur charges, making them no longer "freephone" calls. International rates will apply, which will vary depending on where you call from.

By freephone: Philippines: **1800 14410499**

Other numbers are also available – please visit the Safecall website (below) for further details.

Via the web: www.safecall.co.uk/report

Supplier:

ShelterBox Representative:

Signature:

Signature:

Name:

Name:

Position:

Position:

Date:

Date:



ShelterBox

THANK YOU

ShelterBox.org

ShelterBox and Rotary are project partners in disaster relief. ShelterBox is a charity independent of Rotary International and The Rotary Foundation.

