

NORSE GROUP

SUPPLIER CODE OF CONDUCT

Unique, driven and successful, the Norse Group brings together NPS (property consultancy), Norse Commercial Services (facilities management) and care provider, Norse Care to deliver services to millions of people across the UK. The group collectively purchases millions of pounds worth of a wide and varied range of goods, services and works.

The Norse Way is a single group wide strategy covering our four group-wide values of Quality, Innovation, Respect and Trust which guides our business and drives our behaviours at work and gives us more opportunities to participate and make a positive difference to our people, business and society

In turn the Norse Group is committed to the highest standards of social and environmental responsibility and ethical conduct and in turn expects the same from its suppliers and throughout their supply chains

This Code of Conduct sets out the minimum standard of business behaviour expected of our suppliers so that they act in a way that is ethical, corporately responsible and aims to ensure compliance with applicable laws and regulations. We also expect our suppliers to apply these standards to the suppliers they work with.

We expect all our suppliers to:

- Demonstrate their commitment to the principals of this code
- To have processes in place to ensure that they comply with the principals of this code

We reserve the right to:

- Conduct visits and audits of our supply chain to ensure compliance with the principals of this code.

Human and Labour Rights

The Norse Group recognises the principles set out in:

- United Nations Universal Declaration of Human Rights and the UN Global Compact initiative.
- The International Labour Organisation's standards regarding child labour and minimum age

And expects all our suppliers to respect and protect these principles, in particular we expect our suppliers to share this commitment and specifically meet the following:

- **Child labour:** We are opposed to the use of any form of Child Labour or practices that inhibit the development of children. Suppliers 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.
- **Forced Labour:** We believe that employment should be freely chosen and therefore suppliers should not use any form of forced, involuntary or debt-bonded labour. People must be free to terminate their employment in accordance with established laws, regulations and rules. Workers should not be mandated to hand over passports, government issued identification or work permits as a condition of employment. We will monitor our supply chains to ensure our obligations within the Modern Day Slavery Act 2015 are met and expect our suppliers to do the same.

- **Freedom of Association:** We recognise the importance of open communication and direct engagement between workers and management and expects its suppliers to do the same. The rights of workers to associate freely and communicate openly with management regarding working conditions without fear of harassment, intimidation, penalty, interference or reprisal must be respected. Suppliers are expected to observe the legislation in each country regarding collective representation.
- **Pay and Benefits:** As a minimum we expect our suppliers to comply with all national regulations on pay and benefits.
- **Working hours:** We expect our suppliers to comply with national regulations on working hours. Employees should have annual leave provision.
- **Fair Treatment and Equal Opportunity:** We expect our suppliers to provide equality of opportunity regardless of race, colour, gender, religion, nationality, sexual orientation, age or disability. Suppliers are expected to support equal pay for work of equal value.
- **Respectful Workplace:** Our suppliers must treat all workers with respect and dignity. No workers shall be subject to discrimination and intimidation including all forms or threats of physical, sexual, psychological or verbal harassment or abuse

We will not do business with any individual, company or organisation that violates these standards and principals of basic human rights, or has links with an oppressive regime that gives us cause for concern.

Health and Safety

We expect our suppliers to provide their workers with a clean, safe and healthy work environment and in addition to make provision for the health, safety and welfare of contractors, visitors and those in the community who may be effected by their activities. Our suppliers must understand the health and safety risks of their activities, comply with the legally mandated standards in the countries in which they operate and apply the appropriate good health and safety management systems, training and practices in all they do.

Environment

We aim to reduce our effect on the environment and minimise our use of energy and resources and expect our suppliers to do the same in their businesses and throughout their supply chains through the use of processes and materials that support sustainability and compliance with environmental laws in the countries in which they operate.

Ethical

We are committed to the highest standards of integrity, honesty and openness and professionalism in all our activities. Suppliers to the Norse Group must not offer gifts or favours to its employees that may be seen as an attempt to influence business decisions. All suppliers must conduct their business to a high ethical standard and comply with relevant legislation on bribery, corruption and prohibited business practices.