

SUPPLIER CODE OF CONDUCT

DELT^{LTD}
SHARED SERVICES



**DELT EXISTS
TO HELP OUR
PARTNERS
AND CLIENTS
DO AMAZING
THINGS.**

Giles Letheren,
**Chief Executive
Officer**

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Foreword

Delt provides a range of business office support services, underpinned by leading technology and a committed, highly motivated team.

We are a private company who are 100% owned by the public sector. Any profits we generate are returned to our clients, not to remote shareholders. We combine private sector agility and performance outcomes with public sector ethics. It's a powerful combination.

We work in the public interest, taking services that were traditionally run in-house by the public sector and delivering them better, faster and cheaper, without resorting to outsourcing or offshoring.

Delt relies on its suppliers to help deliver many of its goods and services. They are an extension of our business. Although there is a contractual relationship between the parties, trust is also important.

As a publicly owned company, our shareholders and taxpayers expect our suppliers to deliver on promises and fulfil requirements to a high standard. Suppliers are expected to act with integrity, behave ethically and treat people with respect.

These expectations are publicly stated in this Code of Conduct.



This Code of Conduct is in place to help suppliers understand the standard of behaviour that is expected when you work with Delt.

These standards apply to employees, and Delt expects the same commitment from its suppliers, their employees, partners and subcontractors.

Introduction

The purpose of this supplier Code of Conduct is to share our expectations, values and fundamental principles. These should extend into your own supply chain.

Our relationship with a supplier is highly valued, as you play an essential part in creating a socially and environmentally responsible supply chain.

We want you to carry out business that aligns with our values and expectations.

We expect a high level of integrity and transparency. We want our suppliers to be a partner, collaborating to make the best choices. We value innovation and creativity, maintain high ethical standards and expect you to treat people with respect.

Business should be carried out in good faith.

Delt has a comprehensive supplier due diligence process. We undertake background checks to assess potential risks and ensure fair access and equal treatment for all suppliers during our selection process.

We expect a high level of performance and adherence to the contract.

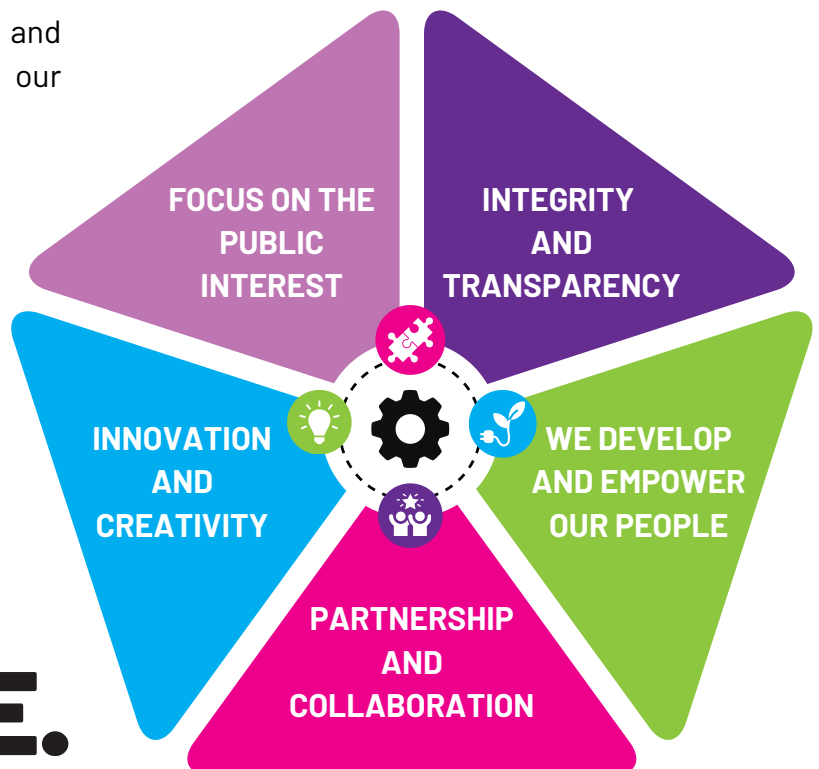
Selecting the appropriate suppliers who operate according to the same values, behaviours and standards as Delt is critical to the performance of the company and its customers.

We expect our suppliers to communicate this Code of Conduct to their employees, parent company, any subsidiaries and subcontractors.

Any questions relating to this Code of Conduct should be sent to the Procurement team at Delt Shared Services.

✉ deltprocure@deltservices.co.uk

**OUR
VALUES
MAKE US
WHO WE ARE.**



Employee & Service Users

Respectful Treatment

The Equality Act 2010 protects against direct and indirect discrimination, victimisation and harassment. Our employees and customers have the right to be treated respectfully. We do not accept discrimination, harassment or victimisation in the workplace or in connection with any services delivered on our behalf, and we expect our suppliers to do the same.

Professional Behaviour

We expect our suppliers to invest in a professional and collaborative relationship. This should be based on trust and all parties should be free to speak up without fear of consequences.

No Pay Policy

Our “no purchase order, no pay” policy will be enforced and should be adhered to for the benefit of both parties and to reduce invoice queries.



Modern Slavery 2015

Suppliers must comply with the provisions of the Modern Slavery Act 2015, as well as other human rights and employment laws. Suppliers are responsible for ensuring that their entire supply chain does the same.



Business Practices

Risk Management

Parties should share intelligence related to supply chain risks to manage them effectively and collaboratively when necessary.

Continuous Improvement

Suppliers are expected to use industry recognised practices to deliver goods and services on behalf of Delt. They should continuously strive to bring world-class innovation, ideas and expertise.

End-to-End Delivery

In the case of complex projects, where no single supplier holds complete contractual responsibility, suppliers will need to be aware of how they contribute to the overall delivery and collaborate with Delt and other suppliers where necessary.

Value

As Delt is publicly owned, it is important that the UK taxpayer receives value for money and that we can demonstrate the long-term value of any contracts in place.

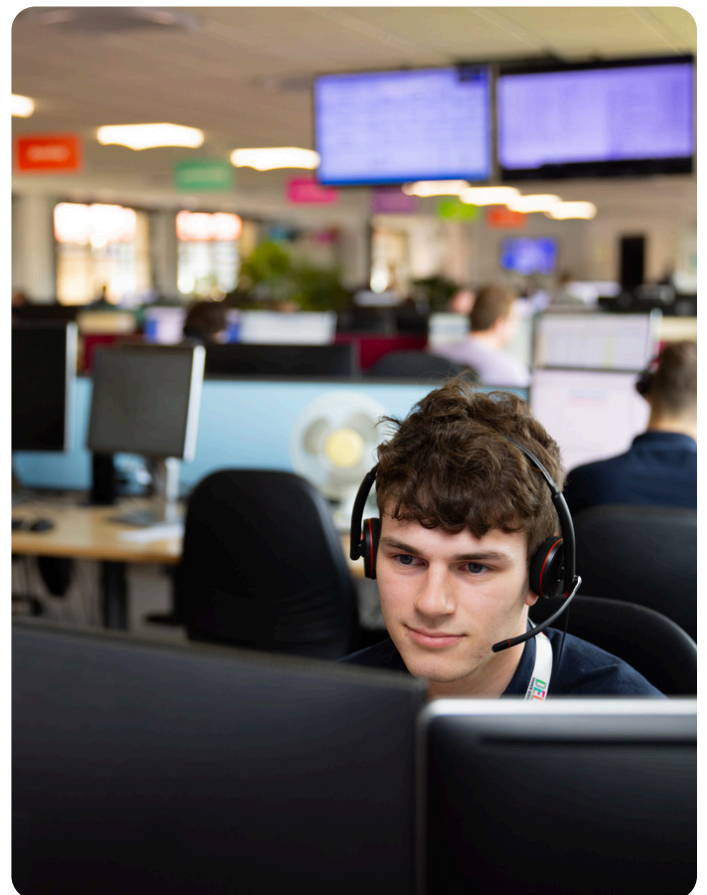
Contracts should be priced to offer sustainable value over their lifetime, including provisions for any changes that may be needed mid-contract.

Delt accepts that our suppliers need to make a profit margin in return for any risk that they are accepting. Suppliers should not exploit an incumbent or monopoly position, nor should they take advantage of urgent situations or demand to exploit opportunistic pricing.

Suppliers should work in good faith to resolve any disputes fairly and promptly, using effective relationship management and, where appropriate, contract dispute resolution mechanisms.

Outsourcing and Subcontracting

We recognise that suppliers may need to use subcontractors in the performance of services. However, we expect suppliers to seek approval from Delt prior to subcontracting any of Delt's services.



Business Practices

Security Controls

We are committed to ensuring effective controls are in place to protect both employees and company assets, including physical and intangible assets such as information.

Any significant compromise of personnel, physical, information or IT security could result in disruption to Delt and/or its customers. Therefore, we expect all our supply chain partners to demonstrate a similar commitment to security and, at minimum, have:

- Provided training for staff to ensure the effective implementation of information security controls and procedures.
- Implemented a process to identify and manage cyber security risks, and regularly review such risks for developing strategies for detection, prevention and response.
- Implemented security controls and related monitoring systems to prevent, detect and respond to security incidents.

- Follow industry security best practice guidelines. Such as, **Cyber Essentials+**, **National Cyber Security Centre (NCSC)'s 10 Steps to Cyber Security** and/or **The Information Commissioner's Office (ICO) Practical Guide to IT Security**.
- Maintain security incident response plans that define the appropriate activities for responding to and recovering from security incidents and events.
- Maintain and test business continuity and disaster recovery plans in accordance with applicable contractual and service level requirements.



Business Practices

Environmental Management and Sustainability

We aspire to equally prioritise people, planet and profit in order to conceptualise our environmental responsibility, and to determine any negative social impacts we might contribute to.

Carbon Net Zero

Delt is committed to achieving Net Zero in line with the UK Government's 2050 target and expects our suppliers to do the same, aiming to meet this goal before the target date where possible.

Confidentiality

Suppliers are expected to comply with the confidentiality provisions in their contracts and legal requirements to protect sensitive information. Suppliers may also have access to information not covered by contractual provisions. This information should be handled with the same care as it would be within their own organisation.

Conflicts of Interest

Our staff are expected to declare any conflicts of interest with suppliers and should not engage with them directly if such conflicts are present. We expect our suppliers to do the same.



Helping people do amazing things

Delt Shared Services Ltd.

2 Derriford Business Park, Derriford, Plymouth, PL6 5QZ

T: **01752 308888**

E: **info@deltservices.co.uk**