

# Norfolk County Council Management of Norwich Bus Station and Park and Ride Sites NCCT43085 Appendix 16: Client’s ethical supply chain policy

## Version control

| Revision | Date | Issued by | Comments |
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### Client’s Ethical Supply Chain Policy

The *Client* expects the *Service Provider* and all tiers of its supply chain to run their businesses in a competent and law-abiding way and to:

hold necessary insurance, licences and permits

comply with employment and immigration law

pay employees and sub-contractors on time

manage health, safety and environmental compliance properly.

### Modern slavery, child labour and employment conditions

The *Client* respects and abides by:

the United Nations Universal Declaration of Human Rights,

the UN Global Compact initiative, and

the International Labour Organisation’s standards regarding child labour and minimum age

and requires the *Service Provider* to share this commitment, to abide by the following requirements and to pass them down their supply chains.

Child labour: the *Service Provider* shall 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: the *Service Provider* shall 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 shall not be mandated to hand over passports, government-issued identification or work permits as a condition of employment. The *Client* requires the *Service Provider* to take all reasonable steps to ensure that their businesses and supply chains are free of modern slavery.

Freedom of association: 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. The *Service Provider* shall observe the legislation in each country regarding collective representation.

Pay and benefits: As a minimum, the *Service Provider* shall comply with all national regulations on pay and benefits and shall not make excessive or unlawful deductions from wages. All workers shall be provided with written and understandable information about their wages before they enter employment and be provided with a pay slip giving details of their wages and deductions for each period.

Working hours: The *Service Provider* shall comply with national regulations on working hours and employees shall not be expected to work excessive overtime. Employees shall have annual leave provision. Workers under 18 years of age shall not work at night.

Fair treatment and equal opportunity: The *Service Provider* shall provide equality of opportunity regardless of race, caste, colour, sex, gender, religion, nationality, sexual orientation, age or disability, union membership or political affiliation. The *Service Provider shall* support equal pay for work of equal value.

Respectful workplace: The *Service Provider* treat all workers with respect and dignity. No workers shall be subject to discrimination and intimidation, including any form or threat of physical, sexual, psychological or verbal harassment or abuse.

Health and safety: The *Service Provider* shall ensure the health and safety of their workers and of members of the public their activities affect.

Accommodation: where accommodation is provided in connection with employment it should be clean and safe and meet workers’ reasonable needs.

### Environmental sustainability

The *Service Provider* shallmanage their businesses in an environmentally sustainable manner.

In particular, the *Service Provider* shall:

employ effective means to minimise water consumption and greenhouse gas emissions from their operations and by their products

procure only sustainably produced mineral, agricultural, fishery and forestry products

minimise packaging waste and waste to landfill, design products for re-use and recycling, and where appropriate provide or support effective re-use and recycling processes for their products

minimise the release of harmful chemicals into the environment

seek to eliminate from their products chemicals which are carcinogenic, mutagenic or toxic for reproduction, or persistent, bio-accumulative and toxic in the environment

and shall pass these requirements down their supply chains.

### Bribery and corruption

The *Service Provider* shall have effective practices in place to prevent bribery and corruption in both its procurement and its sales activities.