

The Salvation Army Supplier Code of Conduct

*For Suppliers of
Goods and Services*



Supplier Code of Conduct ('the Code')

This Code of Conduct is the Salvation Army Trading Company Limited's (SATCoL) code of conduct which will apply to all its suppliers. The Code will be incorporated in all supply contracts of goods and services to SATCoL.

The Code is in two parts, the Code itself and the Appendix to the Code. The Appendix forms part of the Code and comprises a list of minimum standards which will apply to the supply of key products and materials purchased by SATCoL to which all suppliers will be obliged to adhere.

Purpose of the Code

1.1 Overview

1.1.1 The purpose of the Code is twofold

First it is designed to set the mandatory standards required of our suppliers in terms of their compliance with the law and best practice regarding the subject matter. The Code sets objective standards aligned with The Salvation Army UK's standards and it identifies how we will work with our suppliers on: labour, environment, business practice, data and human trafficking issues.

Second it is designed to facilitate the partnership which we wish to establish with our suppliers in delivering the high ethical standards to which SATCoL aspires throughout our supply chain.

1.1.2 Our suppliers must meet high standards in business conduct, labour conditions, and environmental management and must comply with this Code as well as all applicable laws in force. A failure to abide by the Code may constitute a breach of contract.

1.2 What suppliers need to do

1.2.1 The Code establishes objective standards which our suppliers are expected to understand and meet, the Code itself contains the general principles and the Appendix contains specific standards which may apply to the supplier/supply chain concerned. Suppliers are expected to apply such standards and compliance with the Code and the Appendix will be a condition of our contracts with suppliers.

1.2.2 The supplier will, without limitation, abide by all local laws and regulations applicable to it and/or the supplies it makes and/or relating to the subject matter of the Code, in addition to the specific obligations of the supplier set out in the Code and the Appendix.

1.2.3 The supplier will, without limitation, comply with and adopt all new local laws and regulations applicable to it and/or the supplies it makes and/or relating to the subject matter of the Code that are introduced after the adoption of the Code by the supplier.

1.2.4 SATCoL and the supplier will work proactively to attain throughout their shared supply chains the standards set out in the Guiding Principles on Business and Human Rights endorsed by the United Nations in June 2011: [GuidingPrinciplesBusinessHR_EN.pdf \(ohchr.org\)](#).

1.2.5 The supplier will notify SATCoL of any actual or suspected material breaches of the standards applicable to it as soon as practicable and will inform SATCoL of the plan it has developed to remedy the breach where that is possible.

1.2.6 The supplier will have and keep up to date policies and procedures sufficient to ensure that the Code is being complied with throughout its organisation and its own supply chain. The supplier will provide SATCoL with evidence of compliance with these obligations, on request.

1.2.7 The supplier will communicate all requirements and information to members of its supply chain in the language of the recipient.

1.2.8 The supplier will grant SATCoL or those authorised by it access to all information and to its premises and systems to enable SATCoL to verify the supplier's compliance with the Code including:

- being able to demonstrate that they have sufficient processes to ensure that the following minimum standards are being met in the supplier's own operations and passed on and upheld across their supply chain, including but not limited to: policies, risk assessment, due diligence and corrective action plans
- new or existing suppliers evidencing this by providing further information including, but not limited to, the completion of a questionnaire or providing manufacturing site, social or environmental audit commissioned from a third party
- granting those representing SATCoL any information and rights of access requested to ensure compliance with this Code. SATCoL reserves the right to visit a supplier site without prior announcement.

2. Labour Standards

2.1 Specific obligations

The supplier will comply with its obligations under:

2.1.1 the Modern Slavery Act 2015

2.1.2 the International Bill of Human Rights; and

2.1.3 the principles concerning the fundamental rights set out in the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work. [wcms_716594.pdf \(ilo.org\)](#)

2.2 The supplier's policies and practices

2.2.1 The supplier and SATCoL will work together to reduce any impact their practices may have on the labour rights of employees in the relevant supply chain.

2.2.2 The supplier will adhere to the highest standards in the treatment of its workers including but not limited to those relating to: slavery, human trafficking, child labour, human

rights, equal opportunities, freedom of association, collective bargaining, remuneration, working hours and the provision of a safe working environment free from harassment and abuse.

2.2.3 The supplier will have and implement an effective and comprehensive programme covering: safety, incident investigation, tracking and corrective action planning (including for near misses), chemical safety, ergonomics, emergency prevention, safety equipment, worker training and preparedness and response and to keep the program regularly updated.

3. Environmental Standards

3.1 SATCoL's priorities

3.1.1 The supplier will work proactively to address the priorities established by SATCoL from time to time in its own activities and supply chain. At the time of the adoption of this Code those priorities are:

- monitoring of greenhouse gas emissions associated with its own operations and supply chain
- achieving carbon reduction targets
- procuring goods in line with the WRAP Sustainable Procurement Hierarchy
- making measurable progress towards carbon reduction targets; and transitioning to renewable energy.

3.1.2 The supplier will pay particular attention to the reduction of the environmental impact it and its supply chain has on resource consumption, energy use, water consumption and waste management and adopt policies and practices designed to minimise the environmental impact of its and its supply chain's operations.

3.1.3 The supplier will work to and evidence the results of a programme of continuous improvement in the reduction of the environmental impact of itself and its supply chain.

3.2 Specific obligations

3.2.1 The supplier will comply with all applicable local and international environmental laws, regulations, and standards; including but not limited to: the management, recycling, treatment, reduction and responsible disposal of: hazardous and non-hazardous chemicals, waste and industrial wastewater, storm water management, air emissions controls, boundary noise, environmental permits and environmental reporting.

3.2.2 The supplier will strive to continually improve its environmental performance by conserving energy and natural resources where possible, promoting the use of recycling and life cycle analysis, minimising and reducing any adverse impacts, it or its supply chain may have on the environment and, where possible, encourage the development and diffusion of environmentally friendly processes and technologies.

3.2.3 The supplier will ensure no undue and unnecessary packaging is used, wherever practicable, and that recycled, and readily recyclable materials are used, wherever appropriate.

3.2.4 The supplier will comply with the specific obligations related to itself or its supplies in connection with the supply of any goods referred to in the Appendix to this Code as advised by SATCoL from time to time.

3.2.5 The supplier will:

- monitor and reduce greenhouse gas emissions associated with its own operations and its supply chain
- adopt sustainable procurement practices in line with WRAP's Sustainable Procurement Hierarchy (or similar), including but not limited to ensuring responsible sourcing certification is in place for key materials such as cotton and wood
- actively seek to reduce the amount of waste disposed, increase recycling rates and ensure zero waste is sent to landfill
- adopt sustainable water management and seek to reduce the amount of water consumed
- minimising the impact of its operations on fauna, flora and land to ensure the conservation of biodiversity and habitats, including but not limited to ensuring no deforestation is taking place throughout its supply chain
- move towards the use of renewable energy for all its activities as soon as reasonably practicable.

3.2.6 The supplier will fulfil the requirements of the Extended Producer Responsibility Regime including but not limited to the requirements relating to UK Plastics Packaging Tax.

3.2.7 The supplier will cooperate with SATCoL to enable it to fulfil its commitments to Textiles 2030 promoted by WRAP.

4. Business Practice Standards

4.1 Specific obligations

4.1.1 The supplier will comply with the following:

- the Bribery Act 2010
- any anti bribery code relating to its sector
- the Competition Act 1998; and
- (to the extent that and in accordance with how the UK has adopted it) the United Nations Convention Against Corruption, as ratified by the UK on 6th February 2006.

4.1.2 The supplier will not engage in activities (including but not limited to the arms trade) which would be inimical to the ethos of The Salvation Army UK itself and will not engage in fraudulent practices, bribery or improper influence of any description.

4.1.3 The supplier will not seek to avoid or evade the impact on it of any economic sanctions imposed on third parties.

4.1.4 The supplier will pay all taxes due on its activities.

4.2 The supplier's policies and practices

4.2.1 The supplier will have and maintain policies and procedures to ensure it is able to comply with the obligations in clause 4.1, including but without limiting its obligations,

providing suitable means by which workers can raise their concerns about the subject matter of clause 4.1 in confidence.

5. Data protection and cyber security

5.1 Specific obligations

5.1.1 The supplier will comply with UK GDPR.

5.1.2 The supplier will have robust systems in place to protect the integrity and confidentiality of all information concerning SATCoL or any person or organisation whose data is supplied by or on behalf of SATCoL and will ensure that such data cannot be accessed by unauthorised persons.

5.2 The supplier's policies and practices

5.2.1 The supplier will have and maintain policies and procedures which are designed to ensure the security of all data referred to in clause 5.1.2 and will have systems in place at all times to protect its systems and such data from harmful online activity and cyber-attacks of any description.

Appendix

This Appendix forms part of the SATCoL Code of Conduct for suppliers and contains a list of minimum standards which will apply to any supply of certain key products and materials purchased by SATCoL identified within the Appendix. The Appendix establishes standards for what constitutes 'better' and 'best' terms of supply and supplier performance are to be achieved.

Signed by supplier

(Insert supplier name).....Date.....

Authorised signature.....

Appendix: Environmental standards for key products and materials

The table below sets out minimum standards for key products and materials purchased by SATCoL. It also indicates what ‘better’ and ‘best’ looks like. We encourage all suppliers to work with SATCoL to support us in achieving best practice environmental procurement.

Uniform/ textiles	Applies to all suppliers of: Uniform, Textiles for Resale	
Minimum standard	Better	Best
<ul style="list-style-type: none"> • All cotton to be responsibly sourced, defined as meeting any of the following standards: BCI (Better Cotton Initiative), Fair Trade. • We will not knowingly source new products with cotton fibre or fabric from Uzbekistan, Turkmenistan or Xinjiang (China), unless the supplier can demonstrate how forced labour concerns are being robustly addressed. • Proportion of other fibres responsibly sourced. • Lifetime performance related guarantee. • Supplier has a chemical policy in place to ensure all products meet the strictest legal requirements and restrict or eliminate specific chemicals of concern**. 	<ul style="list-style-type: none"> • Durable design and extended warranty • Single fibre or recyclable material (excl. zips/ buttons etc.) • Minimum 30% post-consumer recycled. • Garments are designed to be repaired over the course of their life (e.g., hard wearing parts can be replaced). • Water intense fibres not sourced from water scarce areas. 	<ul style="list-style-type: none"> • 100% responsibly sourced fibre, majority from post-consumer recycled content. • Take-back scheme in place. • Supplier offers repair and/or laundry service to extend life of garment.
<p>** It is our suppliers’ responsibility to ensure they, and their suppliers, do not use or release chemicals during manufacture which may cause adverse effects to people,</p>		



animals, biodiversity or the climate and environment and that, during use or disposal, the products do not contain or release chemicals of concern. This approach is relevant in the countries where products are made, used and eventually disposed of, as well as where they may be recycled for reuse back into new products.

See NEXT Chemicals Policy as best practice example:

<https://www.nextplc.co.uk/~media/Files/N/Next-PLC-V2/documents/2022/chemical-policy-12-4-22.pdf>

Wood and paper products	Applies to all suppliers of: Products, materials	
Minimum standard across all product types		
<ul style="list-style-type: none"> • Legal in origin and evidence of due diligence can be provided if requested. • Sourced from well managed forests which have been certified to a credible standard (e.g., FSC). Exceptions will be made for products which are Fairtrade marked or produced by members of the World Fair Trade Organisation as appropriate. • Suppliers must never knowingly become involved in, collude with, or purchase timber from illegal logging operations. 		
Product specific standards		
Minimum standard	Better	Best
<ul style="list-style-type: none"> • Paper and cardboard packaging (including envelopes) and magazine paper: To FCS certification standards. • Greeting cards: 100% recycled and 100% recyclable (e.g. no plastic embellishments such as glitter). 	<ul style="list-style-type: none"> • Other products: 100% recycled content. 	<ul style="list-style-type: none"> • Reused wood (e.g., in shop fittings). • Repair service available.

Metals	Applies to all suppliers of: Clothing banks/ shop fittings	
Minimum standard	Better	Best
<ul style="list-style-type: none"> • Metal or composite material with market recycled content. 	<ul style="list-style-type: none"> • Refabrication or repair service available. 	<ul style="list-style-type: none"> • Reused metal (e.g., shop fittings from old scaffolding pipe).



Packaging	Applies to all suppliers of: Products for resale	
Minimum standard	Better	Best
<ul style="list-style-type: none"> No undue and unnecessary packaging wherever practicable and use recycled and readily recyclable materials wherever appropriate. Paper and cardboard packaging should be recycled content or to FSC certificated standards. Plastic packaging use should be minimised, and packaging should be easily recyclable. If plastic packaging necessary, minimum 30% recycled content. 	<ul style="list-style-type: none"> If plastic packaging necessary, 100% recycled content. If bioplastic solutions are proposed, supplier needs to be able to demonstrate this has a carbon benefit over the whole lifecycle (through a life-cycle assessment, LCA), compared to virgin plastic. Clear disposal instructions should be provided to customers. 	<ul style="list-style-type: none"> No packaging where possible (e.g., greeting cards).

Equipment (including IT)	Applies to all suppliers of: Equipment	
Minimum standard	Better	Best
<ul style="list-style-type: none"> Equipment should have good levels of energy efficiency, e.g., Energy Label A or meeting the performance requirements of ENERGY STAR. Policy on responsible procurement of materials, including conflict minerals. 	<ul style="list-style-type: none"> Refurbished equipment. Durable equipment with extended warranties. Take back scheme available. 	<ul style="list-style-type: none"> Take back scheme incorporating recycling



Fleet vehicles	Applies to all suppliers of: Vehicles	
Minimum standard	Better	Best
<ul style="list-style-type: none"> For ICE vehicles: minimum fuel efficiency standard is 142gCO₂e/km. Manufacturer has a policy on responsible procurement of materials, including conflict minerals. 	<ul style="list-style-type: none"> Electric vehicle or other technology which delivers whole life carbon benefits. 	<ul style="list-style-type: none"> Other proven emerging technologies.

Logistics services	Applies to all suppliers of: Logistics	
Minimum standard	Better	Best
<ul style="list-style-type: none"> Vehicle minimum fuel efficiency standards will be specified depending on type of contract or below 142 gCO₂e/km. Using lowest emissions energy source feasible. Any biofuels used need to be certified sustainably sourced (e.g., Zemo's Renewable Fuel Assurance Scheme (RFAS)). For any electric vehicles used, ensure manufacturer has a policy on responsible procurement of materials, including conflict minerals. Supplier collaborates with SATCoL to minimise distances travelled and 	<ul style="list-style-type: none"> Use of rail, sea, and inland waterways where possible. 	<ul style="list-style-type: none"> Evidence as sector leader in all aspects of Minimum standards.



optimise load factors.		
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Parcel delivery services	Applies to all suppliers of: Parcel delivery	
Minimum standard	Better	Best
<ul style="list-style-type: none"> • Minimum carbon efficiency per parcel delivered of 181 gCO₂e/ parcel. • Annual reporting on average gCO₂e/ parcel delivered. 	<ul style="list-style-type: none"> • Electric deliveries in large towns and cities. 	<ul style="list-style-type: none"> • Support with providing a reusable packaging solution.