

**Believe in
children**



Barnardo's

**Barnardo's Supplier
Code of Conduct**

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Foreword

The values and principles outlined in this code of conduct are important to Barnardo's and we encourage our suppliers to implement and respect our values. It is important that our current and potential future suppliers understand, and align with, the behaviours and standards we look for from anyone working in, or with Barnardo's.

The Supplier Code of Conduct requires suppliers to support Barnardo's in delivering our critical services, to continually achieve better outcomes for more children, in a manner consistent with our charity's values. It outlines the standards and behaviours expected when working on a Barnardo's contract. We are committed to make the best use of all our resources to help our beneficiaries: children, young people and their families across the UK. We encourage all suppliers to act in a manner that is compatible with our values, promotes innovation and learning, and that increases opportunities for Barnardo's to achieve better outcomes for more children.

This document is also intended for future potential suppliers to understand what is expected of them if they are looking to work for Barnardo's. Our supplier selection process involves checking that we are contracting with reputable bodies. These checks are conducted in line with procurement regulations. This is to guarantee equal and fair treatment during selection processes.

This document is intended to complement our contracts and not take precedence over the terms agreed in the supplier contracts.

We have communicated this Code of Conduct with all of our employees and we expect our suppliers to communicate this Supplier Code of Conduct to their relevant employees, parent companies, subsidiaries, and subcontractors. If there is anything you cannot commit to, please respond to this with the specific areas of compliance.

About Us

Core Values

At Barnardo's our goal is clear – to achieve better outcomes for more children.

With the world changing faster than ever before, we have continued to develop our Strategy, ensuring it is fit for purpose and equal to the demands of the day. Our Strategy lives today with a consistent goal of achieving better outcomes for more children by working to build:

- Stronger families
- Safer childhoods
- Positive futures

This means helping families – where possible before problems reach crisis point. It means keeping children safe from sexual abuse and exploitation while supporting victims and survivors to recover and rebuild. It also means addressing children's mental health and well-being, especially when so many have experienced trauma.

The Strategy should guide all the work we do at Barnardo's, with our values, objectives and enablers, acting as a 'green thread' that runs through all our plans, across every team and department.

Our values are:

- Respecting the unique worth of every person
- Encouraging people to fulfil their potential
- Working with hope
- Exercising responsible stewardship

Strategic Objectives

Objective 1

Focus our resources on our core mission; Supporting vulnerable children and young people through our vital front-line services addressing their health, wellbeing and safety needs.

We will continue to deliver services that achieve Stronger Families, Safer Childhoods and Positive Futures.

Focusing on:

- Early years and early intervention for families
- Mental health and wellbeing
- Child sexual abuse and exploitation
- Children in and leaving care

With a cross-cutting focus on children and young people from Black, Asian and other ethnic minority communities.

- Respond to new and emerging challenges facing vulnerable children and families, and to changes in the external environment.

Objective 2

Generate as much net income as we can, to invest in our vital services supporting vulnerable children.

We will:

- Continue to grow and diversify our voluntary income, alongside our commissioned work.
- Actively seek opportunities to deliver integrated health and social care work.
- Actively pursue new 'for profit' trading and commercial opportunities to help drive funds directly into service delivery.
- Maximise the net income from our retail stores; with a sustained focus on reducing costs and improving our margin. This includes developing new superstores.
- Focus our fundraising on what delivers significant and measurable benefits in generating income and creating new supporters – for today and for tomorrow.
- Run efficient support systems and processes, that help to maximise the charity's effectiveness whilst minimising operating costs. We will focus on using our income strategically, measuring outcomes, and ensuring we are accountable to our donors, partners, and most importantly our service users, through the Barnardo's Foundation.

Objective 3

Work with partners to improve the system surrounding vulnerable children and young people.

The scale and complexity of the challenges facing vulnerable children and young people is too great for single organisation to address alone. We know that to achieve better outcomes for more children, and to work towards our vision of a society in which no child is turned away from the help they need, we must work in partnership with others.

We will:

- Form strategic partnerships, including in the health sector, to achieve long-term sustainable change for vulnerable children.
- Invest our funds strategically in services, programmes and partnerships that deliver measurable results.
- Create an expectation of external match funding from partners.
- Inform and influence national and local decision-making, based on evidence from our services, and amplify the voice of vulnerable children and young people.

Objective 4

Invest in our people to become an 'employer of choice' in the sector. It is imperative we keep pace with a fast-changing world where the demand for our services and support to vulnerable children and young people has never been greater. Barnardo's positive and life-changing impact through the services we provided is enhanced by the expertise, passion, dedication and commitment of our colleagues and volunteers. It is vital that we nurture and invest in our people, providing new opportunities to strengthen and deepen the skills and experience they need, and to shape a workforce which is equipped to deal with the challenges ahead.

We will:

- Provide opportunities for continuous learning, development and progression, supported by managers and The BU, Barnardo's corporate university.
- Develop ongoing and frequent opportunities for engagement and dialogue with our colleagues across the charity and use this information and feedback to inform decisions.
- Continue to work towards our goal of being a truly inclusive charity, which values the unique qualities of all our colleagues and volunteers, as well as the children, young people and families we support.
- Develop and enrich our volunteer experience enabling us to attract and retain a diverse group of volunteers who reflect the communities in which we serve.

Ethics and Behaviours

Professional and ethical behaviour

The expectation is that suppliers invest in their relationship with Barnardo's, establish trust with our employees and our other suppliers if involved. The Code of Conduct values should be upheld by the supplier and ourselves and we expect the supplier to communicate, without fear of consequences, if the service or project is unlikely to succeed because of the behaviours of parties involved. We expect the same for when a contract is no longer fit for purpose.

Ethical business standards should be upheld by suppliers and their agents in the supply of goods and services. Suppliers are expected to communicate to our executives, employees, partners, and subcontractors, the standards they require and the governance process to make sure these standards are upheld.

Conflict of interest

Suppliers are expected to mitigate against any situation that could constitute a conflict of interest. We expect the supplier to notify Barnardo's if they become aware of any such situation. Conflicts may be organisational or individual in nature.

Suppliers shall not offer any kind of gifts or benefits that could be perceived as a bribe to any of Barnardo's employees.

Fair competition

A supplier of Barnardo's should not use their position and contract to unfairly disadvantage any other suppliers or affect any future competition.

Suppliers must comply with all applicable anti-trust laws and conduct their business in line with fair competition.

Reputation and public trust

We are proud of our reputation and the services we deliver. We want to work with suppliers who align with our values and want to work with Barnardo's to only enhance theirs and our own reputations. We expect all parties to maintain public trust and notify Barnardo's immediately of any situation that could be damaging to any parties' public trust.

Labour & Human Rights

Labour laws

Barnardo's recognises human rights as the basic right that every individual should have, including the freedom to lead a dignified life, free from fear and free to independent beliefs. Barnardo's maintains working conditions and practices that are compliant with internationally declared human rights and standards, including those set out in the International Labour Organisation (ILO) fundamental conventions on labour rights and we expect our suppliers to uphold the same standards.

Barnardo's will not tolerate in any form, child labour in its supply chain. Suppliers must not, directly or indirectly, engage in the employment of child labour.

Barnardo's expect that all suppliers respect their employees' rights to join labour unions and not disadvantage employees who act as worker representatives.

Modern slavery

Barnardo's has a zero-tolerance approach to modern slavery and human trafficking and is fully committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure that it is not taking place anywhere within Barnardo's or in its supply chains.

We forbid human trafficking, the use of all forms of forced or compulsory labour and any other form of modern slavery.

Barnardo's expects its suppliers to apply the same standard and to maintain an active view on the inherent risk of modern slavery in their supply chains and global operations, including steps to ensure human trafficking and any form of modern slavery are not taking place. Our suppliers must adhere to the conditions set out in the Modern Slavery Act 2015.

Health and Safety

Health and safety of supplier's employees

Suppliers should make proper provisions for the health, safety, and welfare of all employees. Suppliers are expected to provide workers with a safe and healthy working environment and take necessary precautions to prevent accidents and injury.

Risk training

Suppliers are expected to identify and assess relevant risks and emergency situations in the workplace. The impact of these risk shall be minimised by; making safety information available to employees and contractors, implementing appropriate fire protection, emergence plans, regular drill and providing employees with appropriate personal protective equipment.

Information, Data and Systems

Privacy and Data protection

Suppliers may obtain personal data and confidential information as part of their role in which we engage them or from our employees, clients and partners.

Suppliers shall handle and disclose personal data and confidential information only as authorised and directed by Barnardo's, and in accordance with the laws in the jurisdiction in which they operate. This includes the UK General Data Protection Regulation (UK GDPR), The Data Protection Act 2018 and The Privacy and Electronic Communications (EC Directive) Regulations 2003.

Suppliers must take action to protect against accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data and confidential information transmitted, stored, or otherwise processed.

Data Quality

We constantly rely on accurate and timely data, this enables Barnardo's to provide key services and make effective decisions. We expect that information from our suppliers does not contain errors. Supplier must notify Barnardo's as soon as possible if they become aware that they have given Barnardo's incorrect or misleading information. The supplier is obliged to correct any errors.

Information Security

Barnardo's uses the ISO27001 standard as a framework to manage information security. Barnardo's require all relevant information security requirements to be in place with suppliers that have access to or can impact the organisation's information (or assets that process it) and looks for suppliers that have achieved an independent ISO 27001 certification or equivalent to work with.

In circumstances where suppliers will be processing payments on Barnardo's behalf, Barnardo's expect the supplier to adhere with PCI DSS (**Payment Card Industry Data Security Standard**) requirements with respect to any handling of cardholder data. Where this applies, suppliers will be requested to present a PCI Attestation of Compliance (AoC), which is documented confirmation from a Qualified Security Assessor (QSA) stating the supplier's PCI DSS compliance.

Cyber Security

We expect suppliers to safeguard the security and privacy of their systems and our data. Suppliers should ensure that appropriate safeguards are put into place to protect the confidentiality, integrity and availability of our data in all situation including remote working. Suppliers must inform Barnardo's immediately of any cyber security incident and/or loss of our information and cooperate fully in any investigation.

Environmental, Social and Governance

Sustainability

Our aim is to be an organisation that works smartly and sustainably, building an organisational culture in which choices on consumption and conservation are made in an informed manner.

Our Values underpin our work with children and young people. We seek to preserve the planet for them. We do so in two ways:

- Encouraging sustainable work practices and behaviours.
- Proactive measures to reduce Barnardo's environmental footprint.

We commit to following a five-year Sustainability Strategy, achieved through a series of Annual Sustainability Plans that incrementally improve our sustainable performance. In order to recalibrate how we assess our environmental impact, Year One will be primarily focused on establishing baseline data from which ambitious Key Performance Indicators will be set through to Year Five, ensuring sustainability is at the centre of our strategy. We also commit to achieving Net Zero carbon by at least 2050, and will strive to achieve it as soon as possible.

We seek wherever possible to engage with suppliers on our sustainability plans, whether social or environmental, to see where we can deliver mutual benefit. We also encourage our suppliers to follow (or exceed) our example and make their own commitments sustainability. We expect suppliers to provide their policies, strategies and plans on sustainability and ESG so that we can work collectively. These documents can be shared upon onboarding and also annually.

Equality, Diversity and Inclusion

At Barnardo's one of our core values is believing in the unique worth of every individual. Today, this informs our commitment to Equality, Diversity and Inclusion, which is at the heart of our Strategy. This commitment is central to achieving our vision, of a world in which no child is turned away from the support they need.

It is also key to ensuring we provide an inclusive environment for all our colleagues and volunteers, as well as the children, young people and families we support.

Barnardo's suppliers are expected to value and to promote diversity within their workforce and foster a culture that seeks to promote equal opportunity for all.

Barnardo's will not tolerate suppliers' discrimination on the grounds of gender, race, religion, health condition, gender identity, sexual orientation, or those categories protected by local law. Suppliers must take measures to prevent bullying and harassment.

Barnardo's is proud to be a Disability Confident Employer, acting as a champion for Disability Confident within our local and business communities. We encourage and support our supply chain and networks to become disability confident. Showing disabled people that we recognise the value they can bring to our charity, and we encourage all our suppliers to do the same. More information can be found on the government's website for [Disability Confident](#).

Communities - Our impact

Together with our partners we have supported over 357,000 children, young people, parents, and carers who needed us in 2021-22.

We reached:

- 6,333 through our child abuse and exploitation services
- 1,112 children in care
- 2,788 care leavers
- 89,647 through early support
- 168,342 through family support
- 50,081 with mental health support

We also found new homes for 124 children through our adoption services and supported 976 young people to live with our foster carers.

Our brilliant volunteers continued to play a vital role in delivering our charity objectives, with 15,585 volunteers contributing 1.8 million hours of support to our work this year. Thanks to the enormous generosity of all of our supporters, we raised an incredible £41.5m (£32.7m net) this year.

Moving forward we are aiming to reach even more children, young people, parents, and carers through our programs. We will be ready to respond and stand ready to help those most in need of our services.

Suppliers would be encouraged to support communities, in particular those with similar challenges to that which Barnardo's supports.

Supplier Performance

Value for Money

Barnardo's is committed to always upholding responsible procurement standards and getting value for money from all its supplier relationships. This means that contracts should be priced to offer sustainable value throughout their life, including when changes are needed.

Service level agreements (SLAs)

We will measure supplier performance based on the service level agreements in the supplier contract and apply proportionate contractual remedies for non-compliance. We expect suppliers to work with Barnardo's to monitor key obligations and service levels through timely provision of management information and reporting.

We will engage constructively with suppliers about any required changes; we expect suppliers to do the same. We expect them to work in good faith to resolve any disputes promptly and fairly during the life of a contract. They should do this through good relationship management and, where appropriate, contractual dispute resolution mechanisms.

Managing Risk

Suppliers should be open and transparent about identifying, assessing, and reducing risks relating to what they supply to Barnardo's. They should share with Barnardo's any knowledge of risks in their supply chain. This will allow material commercial and operational risks to be managed.

We expect suppliers to have appropriate arrangements in place to ensure continuity of supply to Barnardo's. This includes having appropriate and effective business continuity and disaster recovery plans.

Suppliers will typically be risk assessed by Barnardo's in line with Barnardo's risk policy and managed accordingly. On that basis it is vital that suppliers cooperate and communicate performance and risk regularly.

Engagement.

We expect our suppliers to work with Barnardo's honestly and openly to investigate complaints made against them or their employees, including notifying Barnardo's of any complaints that they may affect the service to, or the reputation of Barnardo's. We will work with suppliers to understand the circumstances and details of any complaint and, as appropriate, to agree action to rectify a problem and avoid any recurrence.

Governance and Compliance

Legal requirement

Suppliers must comply with all applicable international, national, and local laws and regulations, contractual agreements and internationally recognized standards and conventions. Suppliers are encouraged to uphold the principles set out in this Supplier Code of Conduct.

Suppliers are expected to also comply with industry standards and will keep up to date all permits, certificates, licenses and registrations, and shall operate in accordance with permit limitations and requirements at all times.

Training

We encourage suppliers to provide training for their employees and managers on or exceeding the scope of this supplier code of conduct.

Accountability and evaluation Improvements

Suppliers shall fulfil the principles set forth in this Supplier Code of Conduct. Suppliers are encouraged to incorporate all applicable aspects of the Supplier Code of Conduct in their management systems.

Suppliers shall grant Barnardo's the right to evaluate and review their performance to determine if the supplier has conformed with the principles outlined in this Supplier Code of Conduct, upon reasonable prior notice. Barnardo's can recommend improvements for the suppliers to be able to further uphold the principles in this agreement.

We are continually looking to improve so we encourage our suppliers to inform Barnardo's of any areas of improvement, questions, and clarification about this code of conduct.

We request that suppliers send over all contractual documents to Barnardo's once signing is complete. We also encourage suppliers to notify Barnardo's with the specific areas of this Supplier Code of Conduct they cannot commit to.