

Supplier Code of Conduct 2026

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1. INTRODUCTION AND SCOPE

This Supplier Code of Conduct has been developed in line with Wandle's values:

- Think customer;
- Build relationships;
- Work together;
- Aim high; and
- Own it.

It aligns with Wandle's Corporate Strategy 2025-2028 and organisational priorities and will ensure that organisations we (Wandle) work with understand our minimum standards and vision:

- Right Homes
- Right Services
- Right Support

WHAT IS THE CODE OF CONDUCT?

This Code of Conduct has been prepared to ensure that all suppliers working with Wandle are clear about the minimum standards we expect from them when:

- providing services directly to Wandle;
- carrying out work in our customers' homes;
- carrying out works on our estates; and
- carrying out works in our empty homes.

OBJECTIVES

Key objectives of the Supplier Code of Conduct include:

- To help Wandle maintain high standards ensuring that all parties conduct business responsibly;
- To provide our suppliers with a consistent set of expectations;
- To ensure that suppliers operate in a manner that reflects positively on Wandle;
- To mitigate risks associated with poor practices; and
- To ensure that we set appropriate standards for our suppliers that promote our customer's best interests and meet our standards for customer service.

2. REQUIREMENTS AND EXPECTATIONS

WANDLE'S RESPONSIBILITY TO OUR SUPPLIERS

Wandle recognises its responsibility in ensuring that suppliers can carry out the requirements of a contract. We expect our staff and customers to treat suppliers with the same dignity and respect that we expect from suppliers. If a supplier experiences abuse or behaviour that poses a threat, this should be reported immediately to Wandle, and we will take appropriate action to address the situation. The first escalation point should be to the relevant Contract Manager, unless the report relates to that individual. In this instance, escalation routes stated within the contract should be followed.

Wandle's designated lead (this may not be the Contract Manager but will be designated by the Contract Manager) will ensure that suppliers are given relevant information in relation to a customer and their household, particularly if this involves taking special or precautionary measures prior to an appointment to carry out work or if specific adjustments are needed to meet the needs of our customers.

GENERAL PRINCIPLES

Before any form of work commences, we expect our suppliers to enter a formal written agreement with Wandle, such contracts will usually be in the form of a purchase order (PO) covered by our standard terms and conditions or a signed and legally binding agreement (such as a JCT contract). We expect our suppliers and other third parties to always use their best endeavours to meet the obligations they commit to under these agreements. The Supplier Code of Conduct should therefore be read in conjunction with the formal written agreement.

SUPPLIER BEHAVIOURS

Wandle expects suppliers to behave professionally and appropriately when working with Wandle or when carrying out work in and around a customer's property (even when this property is empty). The following behaviours are unacceptable:

- Language the customer/ member of staff finds abusive or offensive;
- Behaviour the customer/member of staff finds rude, obstructive, unhelpful or aggressive;
- Criticising another individual's/organisation's workmanship;
- Playing loud music or being generally unnecessarily loud;
- Using the customer's equipment, e.g. kettle or microwave (unless offered);
- Harassment of any kind – this includes over-familiarity, sexist behaviour, derogatory or racist comments, intimidation of any kind; of our customers, staff or any other third party (suppliers are expected to comply with all relevant legislation, including the Worker Protection Act 2023);
- Insensitivity towards disability, vulnerability, religious practices or specific needs;
- Smoking at any time whilst working on one of our sites or at our Head Office (this includes any form of vapes);
- Working under the influence of alcohol or drugs;
- Excessive use of mobile phone/electronic devices for personal reasons/loud or jocular behaviour; and
- Breach of health and safety requirements in the use of any tools or equipment.

When working in a customer's home:

- Suppliers should always seek permission to enter a property (including the garden);
- Doors and windows should never be left open unless this is discussed and agreed with the customer beforehand;
- While customers' standards can vary greatly, we expect all suppliers to maintain a high quality of workmanship, irrespective of the condition or cleanliness of the property; and

- Kitchen and toilet facilities must only ever be used with the customer's permission.

If a supplier experiences a particularly difficult situation or is faced with violent or aggressive behaviour, they should leave the property and notify Wandle immediately (via the Contract Manager or other designated contact at Wandle). We will follow our internal procedure for dealing with such customers and keep the supplier updated on any action to be taken as a result. If we are aware of any special requirements, such as 'two to attend' or potentially difficult situations, we will notify the supplier in advance.

Where a supplier experiences a particularly difficult situation with a member of staff, we expect the supplier to maintain a professional and respectful manner. Any concerns when dealing with members of staff should be referred to the relevant Contract Manager.

REPUTATION

Our reputation is a vital business asset. It underpins our ability to operate in the communities that we serve. It gives customers, employees, partners, sub-suppliers, suppliers, investors and the communities we serve confidence in us.

Compliance with this Code protects our reputation and commercial interests. This Code sets out the things we stand for and insist on. It is there to ensure all parties operate not just legally, but ethically and fairly.

CONFLICT OF INTEREST

Suppliers must take all reasonable steps to make sure that no conflict arises, or could reasonably be perceived to arise, between their duties to Wandle Housing Association and any personal interests, other duties and relationships.

Suppliers must formally declare to Wandle, at the earliest opportunity, any interests which may, or may be perceived in the future, to conflict with the duties of their role (under the formal agreement with Wandle). This will be done through our "Supplier Conflict of Interest Form", which will be supplied on request.

Suppliers should not use, or attempt to use, their position to promote personal interests or those of any connected person, business or other organisation for personal gain.

FRAUD / BRIBERY / CORRUPTION

Suppliers are expected to comply with all relevant legislation concerning fraud, bribery and corruption. Any attempt to influence the ordering of goods, works or services or payment of costs will be interpreted as bribery and corruption.

MODERN SLAVERY

Wandle expects all suppliers to comply with relevant modern slavery legislation. As part of ongoing contract management, Wandle may require suppliers to provide proof of this through relevant policies, procedures and any modern slavery statements.

WHISTLE BLOWING

Suppliers are to have a comprehensive whistleblowing policy which allows employees to report any incidents or concerns anonymously, safely and without repercussion.

DATA PROTECTION AND CONFIDENTIALITY

Suppliers are expected to comply with relevant data protection legislation and fulfil the requirements of their contract in line with any Data Sharing Agreements that are in place between all parties. Customer data should never be shared outside of these agreements, except where express written permission is given by Wandle and where there may be a concern for the safety of any staff or customer(s).

Any information obtained by a supplier about Wandle's business must not be disclosed to another party unless permission has been obtained in writing from Wandle.

Suppliers must not disclose, without the required permission and authority, any personal data about customers, assigned jobs, staff or colleagues (unless there is a genuine safeguarding concern with an imminent threat of harm to our customers or property).

Suppliers must not pass or distribute to the press or media or any other external recipient(s) any unpublished information or materials relating to Wandle or our customers unless permission has been obtained in writing from Wandle.

SAFEGUARDING AND DOMESTIC ABUSE

Suppliers who visit our customers' homes are expected to comply with our Safeguarding policy by ensuring that their employees can report safeguarding concerns, including domestic abuse identified.

Suppliers must inform us when such concerns involve our customers; any supplier with a safeguarding concern regarding one of our customers or while visiting one of our properties should report this to their line manager immediately (or where necessary to the relevant authority). The line manager should then report this to Wandle's Resident Support Service (residentsupport@wandle.com). This Service may respond by asking for more information regarding the concern and may require suppliers to fill out a referral form.

GIFT AND HOSPITALITY

Suppliers working with Wandle must not seek or accept gifts, hospitality or other benefits from individuals (including residents) or organisations that might reasonably be seen to compromise their judgment or integrity or place them under any obligation.

EQUALITY AND DIVERSITY

Wandle is committed to upholding the values of equality and inclusion and aims to carry these out in all our work. Our employees, employees of our suppliers, and our customers

have the right to respectful treatment at all times. We will not tolerate discrimination, harassment or victimisation in the workplace or in connection with any Wandle service. We expect our suppliers to adhere to the same commitment, including to their own employees. The Equality Act 2010 protects against discrimination, harassment and victimisation.

3. WORKING WITH OUR CUSTOMERS

We expect our suppliers to be professional, fair and courteous in all dealings with customers. Wandle will provide suppliers with details of any special requirements relating to a customer, or a member of their household, to ensure they are able to meet our service standard expectations for equality and diversity. For example, we will provide suppliers with information about any special requirements because of a disability or other need. We will also provide details of needs or special requirements that may impact on a customer's ability to communicate or understand the purpose of the work being carried out.

If a supplier becomes aware of any needs or special requirements while working in a customer's home that we have not notified them of prior to the visit, we require the supplier to notify Wandle of this.

Hours of work are strictly between 8am and 6pm Monday to Friday (excluding bank holidays) unless with the prior permission of Wandle and their customer(s).

Suppliers should always make an appointment and never arrive unannounced. All appointments should be followed up in writing (email is acceptable).

All persons should wear appropriate PPE (personal protective equipment) and shoe covers when first entering a property (regardless of whether it is empty or occupied). Prior to services or works commencing, surfaces and flooring in the designated area(s) should be protected with dustsheets and floor protection.

Suppliers should use battery powered tools and must not use the customer's power supply to recharge batteries.

Following completion of services or works, or at the end of the day if works are expected to last for several days, the property should be left habitable, clean and tidy with no materials or tools left on site. All services that have been temporarily disconnected should be reconnected and tested (if this is a gas appliance, this must be carried out by a qualified Corgi registered engineer).

Photographs of the property / defect should be taken before and after works and sent to Wandle in line with the process stated in the contract.

STANDARDS ON SITE

When working on site /grounds, particularly in areas where there still may be contact with customers, suppliers are expected to conduct themselves with professionalism and respect; suppliers should maintain a clean and safe environment at all times. Suppliers

should clearly communicate their activity and address any concerns customers may have. Personal conduct should reflect our core values.

ACCESS TO OUR EMPTY PROPERTIES

When working within our empty properties, Wandle expects that suppliers would deal with these as they would any tenanted/occupied property, maintaining respect for the property, safeguarding them from any unauthorised access and ensuring that work is conducted in a professional manner.

HEALTH, SAFETY AND WELFARE

Wandle is committed to ensuring the health and safety of staff, suppliers and our customers. All work carried out by suppliers on our behalf must be done in line with the appropriate health and safety regulations and all other legislation relevant to the work being done (or service being carried out).

Our suppliers must comply with all relevant health and safety laws and regulations, both in letter and in spirit, in all the countries in which they operate. We expect our suppliers to provide all their employees with adequate information and instruction on health and safety matters and to enable their employees to meet their responsibilities for the maintenance of a safe and healthy workplace.

If suppliers identify a health and safety risk while carrying out work to a customer's property, they must notify Wandle immediately.

LEAVING AND FINISHING WORK

Once work has been completed, the supplier must ensure the customer is satisfied with the work and understands how to use any newly installed or replaced equipment.

All work must be checked to ensure that any equipment is safe and in full working order before the supplier leaves the property.

If there is any doubt or uncertainty about the customer's ability to understand or comply with any instructions about using equipment safely, the supplier should notify Wandle immediately.

Wandle monitors customer satisfaction and complaints closely. If we receive a complaint, or a customer is unsatisfied with the behaviour of an operative or quality of work done, we will, with assistance from the relevant supplier, follow our internal procedures for dealing with this and take appropriate action where necessary.

4. COMPLIANCE WITH THIS CODE OF CONDUCT

Suppliers who have entered a contractual relationship to provide goods, services or works are expected to comply with all aspects of this Supplier Code of Conduct. Failure to adhere to this code of conduct, will result in further contract management measures. All parties to

this agreement should be open and transparent with each other and report any instances of non-compliance. In these circumstances, the first step is for the Wandle Contract Manager and the supplier to discuss and, where appropriate, agree suitable remedial actions. This will follow any steps outlined in signed terms and conditions. If a party considers that an issue has not been resolved by discussion, then this must be formally escalated in line with the escalation routes stated within the contract.

5. ACCEPTANCE OF THIS CODE OF CONDUCT

By signing this document, you (the supplier) are confirming that the contents of this Supplier Code of Conduct will be followed by your organisation and staff and that you are an employee or Director authorised to sign on behalf of your organisation.

SUPPLIER'S SIGN OFF

[Click here to sign this document](#)