

SmartWork.Com Ltd

SmartWork Supplier Code of Conduct

1. Introduction

SmartWork.Com Ltd (“SmartWork”) is committed to upholding the highest ethical, social, environmental and governance standards. We expect all suppliers, contractors, subcontractors and partners (“Suppliers”) who provide labour, products or services—at any point in the supply chain—to adhere to the principles outlined in this Supplier Code of Conduct (“the Code”).

Compliance with this Code is a mandatory requirement for all Suppliers and forms part of all contractual arrangements with SmartWork.

2. Governance, Ethics & Legal Compliance

Suppliers shall:

2.1 Legal Compliance

- Comply with all applicable laws, regulations and industry standards, including those relating to labour, taxation, data protection, environmental protection, modern slavery and health & safety.
- Maintain accurate and transparent documentation demonstrating ongoing legal compliance.

2.2 Ethical Business Conduct

- Conduct business honestly, transparently and with integrity at all times.
- Prevent and prohibit bribery, corruption, fraud, money laundering and conflicts of interest.
- Establish procedures to identify, report and mitigate ethical risks.

2.3 Audit & Cooperation

- Cooperate fully with SmartWork during audits, assessments, or due diligence checks.
- Provide relevant information and documentation upon request.

3. Employee Rights, Working Conditions & Well-being

Suppliers shall:

3.1 Fair Treatment & Respect

- Treat all workers with dignity, respect and professionalism.
- Ensure an inclusive working environment free from harassment, bullying or discrimination of any kind.

3.2 Employment Standards

- Uphold workers' rights in accordance with UK labour law and international best practices.
- Provide fair pay, working hours, holiday entitlements, sick pay and written employment terms.
- Conduct right-to-work checks for all employees.

3.3 Diversity, Equality & Inclusion

- Promote equal opportunities and support underrepresented groups.
- Implement fair and non-discriminatory recruitment practices.

3.4 Worker Well-being & Safety

- Provide support for mental health and general well-being.
- Ensure workload and working practices do not compromise worker health.

3.5 Reporting Channels

- Maintain safe, confidential channels for employees to raise concerns without fear of retaliation.

4. Ethical Conduct & Anti-Corruption

Suppliers shall:

4.1 Zero Tolerance for Corruption

- Ban all forms of bribery, kickbacks, facilitation payments and corrupt practices.
- Disclose any potential or actual conflicts of interest.

4.2 Modern Slavery & Human Rights

- Proactively prevent forced labour, human trafficking and child labour.
- Conduct supply chain checks to ensure that no form of modern slavery exists.

4.3 Whistleblowing

- Maintain a confidential reporting mechanism that employees can use to raise concerns securely.

5. Service Quality, Transparency & Communication

Suppliers shall:

5.1 Professional Conduct

- Deliver services professionally, reliably and to the standards agreed with SmartWork.

5.2 Transparency

- Provide honest and accurate information regarding service delivery or any issues affecting performance.

5.3 Customer Focus

- Support continuous improvement and customer satisfaction by implementing feedback processes.

5.4 Incident Escalation

- Maintain clear escalation and incident reporting procedures for service issues or operational risks.

6. Health & Safety Requirements

Suppliers shall:

6.1 Safe Working Environment

- Provide a workplace that meets or exceeds health and safety legislation.
- Conduct and maintain risk assessments and safety controls.

6.2 Training

- Ensure all employees receive mandatory health & safety training and refreshers.

6.3 Reporting

- Promptly report incidents, hazards or near-misses to SmartWork when relevant.

7. Environmental Responsibility

Suppliers shall:

7.1 Environmental Management

- Demonstrate responsible environmental practices aligned with SmartWork's sustainability goals.

7.2 Reducing Environmental Impact

- Minimise waste, energy use, emissions and pollution.

- Use sustainable or eco-friendly products and materials where viable.

7.3 Monitoring & Improvement

- Track environmental performance and set measurable improvement targets.

8. Supply Chain Standards & Subcontractor Responsibilities

Suppliers shall:

8.1 Supply Chain Alignment

- Ensure that subcontractors and partners comply with equivalent ethical, social, environmental and governance standards.

8.2 Continuous Monitoring

- Monitor supply chain risks regularly and take corrective action where non-compliance is identified.

8.3 Responsible Sourcing

- Take steps to ensure materials, labour and services are sourced responsibly and sustainably.

9. Measurement, Reporting & Continuous Improvement

Suppliers shall:

9.1 Performance Monitoring

- Monitor performance related to this Code and maintain relevant evidence when required.

9.2 Reporting to SmartWork

- Provide accurate, timely data to SmartWork as part of audits, reviews or CSR assessments.

9.3 Alignment with Standards

- Where appropriate, align reporting with recognised CSR, ESG and sustainability standards.

9.4 Continual Improvement

- Continually improve processes, policies and practices to enhance CSR performance and compliance.

10. Consequences of Non-Compliance

Failure to comply with this Supplier Code of Conduct may result in:

- Corrective action requirements
- Increased monitoring or repeat audits
- Suspension of supply or services
- Termination of contract or supplier relationship

SmartWork reserves the right to end any relationship where a Supplier fails to take appropriate corrective measures.

11. Supplier Declaration & Agreement

By working with SmartWork.Com Ltd, the Supplier confirms that they:

- Have read and understood this Supplier Code of Conduct
- Agree to comply with all requirements set out in the Code
- Will ensure compliance across their own supply chain
- Understand that adherence to this Code is a contractual obligation