

Supplier Code of Conduct

ICNH Limited t/a Dr Doctor

v1.2

Version control

Version number	Change notes	Author(s)	Approver	Approval date
1.0	First draft	Demi Papadimitriou	Demi Papadimitriou	24/06/2021
1.1	Revision incorporating feedback on child labour and final release	Demi Papadimitriou	Demi Papadimitriou	30/07/2021
1.2	Added environmental section	Anna Harvey-Peace	Demi Papadimitriou	09/05/2024

Introduction

Our aim is to provide a world-class experience to each patient, solve the immediate pressures the health care sector is facing and set the NHS up for long term success.

Our suppliers play an important role in providing services that transform the quality and cost of delivering healthcare so our relationships with them are critical.

The overall objective of the Supplier Code of Conduct is to build trusting and open relationships with our suppliers and sets out the behaviours we expect of them.

This Supplier Code of Conduct is aligned with the International Bill of Human Rights, the Equality Act 2010, the Modern Slavery Act 2015 and the Bribery Act 2010.

This Supplier Code of Conduct applies to all our suppliers, including contractors, suppliers of goods and services and joint venture partners, and their respective subcontractors.

Expectations for suppliers

All our suppliers must comply with this Supplier Code of Conduct. They are expected to ensure that these obligations are already in place or there is a clear timeline for full implementation within their own organisation and their network of suppliers and subcontractors.

Suppliers should be transparent, report any instances of non-compliance and be open to discuss remedial actions where necessary. Any non-remediable incident of non-compliance or breach of the obligations stipulated in this Supplier Code of Conduct will be considered a material breach of contract by the supplier.

DrDoctor will not tolerate any practice that is inconsistent with the principles of honesty, integrity and fairness.

Child labour

Suppliers shall ensure that no underage labour has been used in the production or distribution of goods and services to DrDoctor.

A child is defined as any person less than 16 years of age, unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age would apply.

Forced labour

Suppliers will not make use of or tolerate forced or compulsory labour in any form, including bonded, trafficked, or prison labour.

No employee government issued identification, passports or work permits will be retained by a supplier as a condition of employment of a worker.

Suppliers' workers are free to leave their employer after reasonable notice.

Labour rights

Suppliers shall ensure that wages and benefits meet legal minimums and industry standards, are without unauthorised deductions and supplier staff is provided with written and understandable information about their employment conditions and salary.

Suppliers must ensure that working hours of staff comply with national laws and standards. No worker shall be expected to work in excess of their contractual hours or applicable national legislation unless the individual has agreed in writing.

Suppliers must provide safe and clean conditions for workers and put in place procedures to ensure occupational health, safety and wellbeing standards are met.

Freedom of association

Suppliers will recognise, as far as legally possible, the right of free association and collective bargaining of employees and will not favour or discriminate against employees choosing who are members of trade unions.

Slavery and human trafficking

Suppliers will comply with the Modern Slavery Act 2015 and any applicable national anti-slavery and human trafficking laws.

Suppliers represent and warrant that they and their officers, employees and subcontractors have not been convicted of or are under investigation, inquiry or enforcement proceedings regarding any offence involving slavery and human trafficking.

Suppliers will implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of their supply chain and notify DrDoctor as soon as they become aware of any actual or suspected incident of slavery or human trafficking.

Discrimination and harassment

Suppliers will not tolerate and shall seek to eliminate physical abuse or discipline, the threat of physical abuse, discrimination, victimisation, sexual or other harassment and verbal abuse or other forms of intimidation in the workplace.

Suppliers will seek to advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

Prohibition of corruption and bribery

Suppliers will comply with the UK Bribery Act 2010 as well as international and national anti-corruption and bribery laws as appropriate and shall not engage in any form of bribery or corruption.

Suppliers and supplier staff will not offer or receive services, gifts or benefits in order to influence any business transactions.

Environmental

We have committed to reaching net zero emissions by 2035. To achieve this ambitious goal, we will require the support of all our suppliers.

Critical Suppliers will measure, report and reduce their own emissions. We expect that our suppliers will commit to their own goals for reaching net zero for Scope 1 and scope 2 emissions by at least 2050. We encourage all suppliers to align with our net zero ambition.

Suppliers shall comply with all applicable environmental laws, regulations and standards as well as implement an effective system to identify and eliminate potential hazards to the environment.