

A scenic beach at sunset with waves crashing on the shore and several birds flying in the sky. The sky is a mix of blue and orange, with white clouds. The sun is low on the horizon, creating a bright glow. The water is a mix of blue and white, with waves breaking on the sandy beach. There are five birds flying in the sky, their silhouettes are dark against the bright sky. The overall mood is peaceful and serene.

Spark for Suppliers

Supplier Code of Conduct

Spark for Suppliers

Arden University have a proud heritage in providing flexible and accessible higher-education degree courses, to compliment the changing requirements of modern life for our diverse range of students.

We strive to *do things differently* and believe in *doing things better*, and this mission is extended to our ethical, environmental and social responsibilities.

As we grow and develop, we will enhance this Spark for Suppliers; our Supplier Code of Conduct, to ensure our business and supplier networks are nurtured into being truly Responsible Businesses.

Spark for Suppliers utilises our core SPARK values to ensure our mission to *operate our business better* is adopted by our suppliers, their suppliers, their suppliers and so on... to provide consistency throughout our supply network.





SPARK

for suppliers

Stand out

By being a champion for change in ethical and social compliance

Progressive

In taking steps to improve our communities, network and environment

Accessible

Making our business and supply network transparent, open and honest

Resourceful

Working together to train and implement responsible business best practice

Kindness

Treating our Earth, resources and one another with compassion and thought

Supplier Code of Conduct Themes

To lead by example, we commit to ensuring our suppliers are:

- Selected based on transparent objective factors and without bias
- Supported with issue resolution in accordance with agreed terms
- Encouraged to improve their own responsible business activities
- Treated fairly and objectively

In return, across our UK and international businesses, we expect our suppliers, partners, consultants, agents, supply network and associated agencies and sub-contractors (collectively, '**suppliers**') to adhere to all expectations outlined in this Supplier Code of Conduct. Furthermore, by providing any goods or services to Arden University, our suppliers agree to comply with all applicable relevant laws and regulations, and operate with integrity to the highest professional standards.

The 5 Spark values should be read and adopted in connection with each of our 4 Supplier Code of Conduct themes: People, Planet, Performance & Process:





Supplier Code of Conduct:
People, Planet, Performance & Process



People & Social Responsibility

People are at the heart of a good business.

For Arden University this couldn't be more important. Within our business, people in support services, help people deliver higher education, to people willing to learn.

Regardless of seniority, authority or experience, it is imperative that people are treated fairly, with respect and dignity.

We encourage our colleagues to give back to the communities within which we operate, hence we also encourage our suppliers to engage in community improvement projects – particularly those that can have meaningful and long-lasting positive change.





People Expectations

Our basic expectations to ensure people are treated at the heart of our supplier network:

Human Rights

- Respect and promote the protection of international human rights legislation
- Ensure legislative compliance and prevention of human rights and slavery abuse

Labour

- Prevention, remediation and elimination of all forced and compulsory labour
- Prohibit child labour and ensure workers are at least 15 years old

Culture

- Eliminate discrimination, bullying, harassment and hostile or inhumane treatment
- Promote equal opportunities, inclusion, diversity, cultural safety and respect

Freedoms

- Ensure freedom of association and a right to collective bargaining are respected
- Employees should be allowed these rights without bias or prejudice

Compliance

- Comply with local labour laws, provided they do not breach the 8 Fundamental Principles of the ILO
- Corruption, extortion and bribery are not tolerated

Conditions

- Workers should work in a clean and safe environment with fair breaks, pay and hours and unrestricted access to toilets and clean drinking water.
- Training, development and positive well-being actions should be facilitated.





Planet & Environmental Responsibility

At Arden University, we want to have the biggest possible impact on the futures of our students...

However, we want to have the least possible impact when it comes to the future of our planet.

Regardless of location, commodity or value, we want to make sure the resources we use are environmentally-friendly sourced and produced.

We are keen to work with suppliers that find efficient ways to produce and reuse sustainably, innovatively and responsibly.

Furthermore, we are keen to explore how we can close the loop to avoid virgin and raw material consumption.





Planet Expectations

Our basic expectations to ensure our supplier networks protect the planet and our environment:

Remove & Eliminate

- Production and utilisation of GHGs, harmful pollutants and contaminants
- Unnecessary use of landfills and demand on raw materials by recycling or re-engineering

Reduce & Efficiency

- Make fuel, energy, carbon and water consumption reductions
- Improve reliance on renewables sources of energy and water

Recycle & Encourage

- Increase and promote recycling opportunities for energy, water and materials
- Evaluate lifecycle costs, using sustainable materials and recyclability of products

Return & Enhance

- Create a positive impact on communities, whilst improving our climate, biodiversity and ecosystems
- Innovate with closed-loop supply networks and new sustainability opportunities





Performance & Ethical Responsibility

Within Arden University, we strive to ensure each student journey is rewarding, empowering and meets the changing needs of modern life.

We cannot deliver that experience alone and require our suppliers to ensure they are proactively doing the right thing, in accordance with legislation and working towards delivering best-practice.

We expect our suppliers to ethically and morally operate their business activities, and ensure that their own suppliers are also upholding tight controls and sound business ethics.





Performance & Ethical Expectations

Our basic expectations to ensure our supplier networks are operating compliantly and ethically:

Legislation & Regulation

- Abiding by legislation protecting People and the Planet, whilst conducting business ethically.
- Including, but not limited to, Modern Slavery Act, Bribery Act, Equality Act, Anti-Competition Regulation, Data Protection, Protection from Harassment Act, Worker Rights

Compliance & Best Practice

- Removing opportunities for fraud, bribery and corruption
- Implementing best-practice processes to monitor, control and improve performance

Risk & Reputation

- Reducing and eliminating risks within the supplier network
- Removing, and where applicable, highlighting at the earliest possibility, events that could undermine the reputation of our supplier network, and of Arden University.

Onwards & Upwards

- Designing a supplier network that strives to continually do things better and improve audit metrics
- Standardising good practice across the supplier network, including using supplier analysis and performance tools such as Sedex, Ecovadis or Net Positive Futures.





Process & Compliance

At Arden University, we are on a journey to *do things differently*, and *do things better*. We would like to work with suppliers and a supplier network that embodies this same mindset.

However, we appreciate that instances of non-compliance may occur and we will look to learn continuously to improve our processes and compliance controls to minimise the risk of non-compliance.

We expect our suppliers to adhere to this Supplier Code of Conduct and Arden Policies, all of which can be found on the [Arden University Policies](#) page.





Process & Compliance Expectations

Our expectation is for our suppliers and supplier networks to be forthcoming, upfront and honest when things go wrong... so that we can all work together to rectify, put right and improve:

Prevent

- Using comprehensive contracts and service level agreements
- Communicating with the supplier network regularly
- Using third-party sustainability assessment systems to verify and track sustainability scores
- Each supplier within the supplier network to implement safeguards, audits, policies and controls

React

- Suspicions or breaches of any part of this Supplier Code of Conduct to procurement@arden.ac.uk or whistleblowing@arden.ac.uk
- Contact Arden University as soon as you are aware of a suspicion or breach

Identify

- The full details, impact and root cause of how they instance occurred
- The remedial action plan and resource required

Improve

- Implement new or additional safeguards and controls to reduce and remove the risk of reoccurrence
- Continually evaluate opportunities to improve People, Planet + Performance sustainability initiatives



A scenic view of a beach at sunset. The sky is a mix of deep blue and golden yellow, with wispy clouds. Several birds are flying in the sky, their silhouettes highlighted against the bright light. The ocean waves are breaking on the sandy beach, creating white foam. The overall mood is peaceful and inspiring.

Together, we can *do things differently.*
Together, we can *do things better.*



SPARK

for suppliers

Stand out

Progressive

Accessible

Resourceful

Kindness

For any queries related to this Supplier Code of Conduct, please contact Arden University Procurement Team:

Procurement@arden.ac.uk

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