



City of  
Doncaster  
Council

# Code of Conduct for Suppliers

## V1.0

Strategic Procurement Team  
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## INTRODUCTION

This Code of Conduct ("the Code") gives a set of principles and guidelines to suppliers when delivering public contracts on behalf of the Council ensuring the highest standards of ethical and professional behaviour. The Council recognises the important role that suppliers play in the delivery of Council services. Any contractor, partner, consultant, or supplier engaged in working for the Council (whether independently or via their own employer) is deemed to be representing the Council and therefore is expected to comply.

## 1. COMPLIANCE

The Code compliments, and should be read in conjunction with, the relevant Council policies and procedures, other professional codes of conduct and the contract entered into.

This Code is comprehensive but may not cover all eventualities; in such circumstances the spirit of the Code is deemed to apply. Using the Code will help to provide high quality services and promote public trust and confidence in the Council, and local government services in general.

In accepting a contract with the Council, suppliers are bound by the terms of the Code. Suppliers must have regard to, and understand, the Code and the standards of conduct and behaviour. Breaching the Code of Conduct may lead to breaches of contract and be dealt with in accordance with the applicable terms and conditions of the specific contract.

The Council expects suppliers throughout the supply chain to support the principles of the Code and to actively communicate and promote the principles to their own supply chains and act where appropriate, including termination of the business relationship and/or legal action.

## 2. SCOPE

The Code applies equally to all suppliers working on behalf of the City of Doncaster Council.

## 3 OPERATION OF THE CODE

The Code is a key element in the contractual relationship. Suppliers must ensure that all employees are aware of, and understand, the Code.

## 4 GENERAL

**The Supplier will ensure that:**

- They do not put themselves in a position where their honesty or integrity could be challenged.
- They are aware at all times of the potential for public perception to be different to their own and avoid placing themselves at risk of allegation of wrongdoing.
- They are mindful of the need to maintain public trust and the Council's reputation and ensure that they do not engage in any act or omission which is likely to diminish these.



## 5 SUPPLIERS MANAGEMENT AND SUPERVISION

### Managers Responsibilities

**If the Supplier needs to manage employees, they should.**

- Ensure that all employees are aware of and understand the Code, including all temporary, casual, and other employees under their guidance.
- Take appropriate and reasonable steps if an employee fails to follow the Code.
- Ensure that Managers are required to take account of the Code when dealing with conduct or performance issues.

**Managers must ensure that employees are suitable to enter the workforce and understand their roles and responsibilities by:**

- Using rigorous and thorough recruitment, selection and induction processes focused on making sure that only applicants who have the appropriate level of competence and attitude are appointed.
- Checking criminal records, and other relevant registers and indexes, assessing whether people are capable of carrying out the duties of the job they have been selected for, before confirming appointments.
- Seeking and providing reliable references.
- Giving employees clear information about their roles, responsibilities, behaviours, relevant legislation and the organisational policies and procedures they must follow in their work.
- Managing the performance of new employees and taking appropriate action, if necessary, during the probationary period.

**Managers must support good employment practice by:**

- Making it clear that bullying, harassment, or any form of unjustifiable discrimination against or by an individual or group, is not acceptable and taking action to deal with such behaviour.
- Establishing and promoting procedures for individual employees to report dangerous, discriminatory, abusive, or exploitative behaviour and practice, and dealing with these reports promptly, effectively, and openly.
- Making it clear that violence, threats, or abuse are unacceptable, with clear policies and procedures in place for minimising the risk of violence and managing violent incidents.
- Supporting employees who experience trauma or violence in their work.
- Implementing written employment policies and procedures.
- Providing appropriate and reasonable assistance to those affected by ill health or dependency on drugs, alcohol, or other substances and giving clear guidance about any limitations on their work while they are receiving treatment.

**Managers must ensure that training and development opportunities are in place to strengthen and develop skills and knowledge by:**

- Providing induction, training, and development opportunities to help employees to do their jobs effectively and prepare for new and changing roles and responsibilities.
- Contributing to the provision of education and training, including effective workplace assessment, and continuing professional development.
- Responding appropriately to employees who feel insufficiently prepared to carry out their work by providing relevant training, development, and support.

**Managers must ensure that the performance of employees is managed by:**

- Undertaking regular performance reviews.
- Giving clear information and guidance about the employee's roles and responsibilities.
- Giving clear information about the performance expected of the employee.



- Managing and supervising employees to support effective working, good conduct and behaviour and supporting employees to identify areas for improvement in their performance.
- Having systems in place to enable individuals to report inadequate resources or operational difficulties, which might impede service delivery or individual performance.

## **6 HUMAN RIGHTS AND EMPLOYMENT LAW**

### **All Suppliers must:**

- Comply with all applicable human rights and employment laws.
- Comply with the provisions of the Modern Slavery Act 2015 where applicable.
- Ensure their employees are aware that they are free to join a trade union and do not treat their employers unfairly for belonging to one.
- Adopt a whistle-blowing policy which enables their employees to blow the whistle on any suspected examples of modern slavery.
- Ensure that their subcontractors also comply with all of the above.
- Refer for investigation via the National Crime Agency's national referral mechanism any of its subcontractors identified as a cause for concern regarding modern slavery.

## **7 HEALTH AND SAFETY AT WORK**

- All Suppliers must ensure adherence to Health and Safety legislation, policies, and procedures.

## **8 DIVERSITY AND EQUALITY**

### **All suppliers' employees must:**

- Act in accordance with the diversity policies and show respect and consideration for others at all times.
- Deal with and record or report complaints.
- Either challenge inappropriate behaviour and practice or bring such behaviour to the attention of a manager.
- Participate in agreed diversity training and development.

## **9 VULNERABLE CUSTOMERS**

- All suppliers' employees must ensure customers with particular needs such as physical or mental disabilities, medical conditions or other factors that place them in a vulnerable position are treated with courtesy and that their dignity, safety, security, and wellbeing is treated as a priority concern.

## **10 SAFEGUARDING**

- The Council has a duty to safeguard and promote the welfare of children, young people, and adults.
- Safeguarding means protecting a person's health, wellbeing, and human rights, enabling them to live free from harm, abuse, and neglect.
- If a supplier's employee witnesses something that poses a risk to a child, young person or vulnerable adult or has a general concern about a property's condition, self-neglect, or wellbeing of a vulnerable individual within any property they must notify the Council's Contract Manager as soon as possible.

## **11 CUSTOMER CARE AND PROFESSIONALISM**

### **All Suppliers' employees must:**

- Treat customers with respect.
- Maintain statutory, professional and/or locally agreed standards of customer care at all times.



- Not discriminate unlawfully or tolerate harassment or victimisation against any person.
- Respect and, where appropriate, promote the individual views and needs of customers and clients.
- Not disclose information given in confidence or acquired and believed to be of a confidential, personal, or sensitive nature without the consent of the provider, a person authorised to give consent or unless required to do so by law.
- Ensure confidential information is not disclosed to any person not authorised to receive it.
- Be open, transparent, and honest in their communication and dealings with the Council.

## **12 DRESS CODE**

- All Suppliers' employees are expected to attend work dressed in a manner appropriate for their particular duties.
- Clothing must be in compliance with Health and Safety requirements i.e., Hi-Viz.
- Name badges and photo ID must be worn.

## **13 CONTINUOUS IMPROVEMENT**

- Suppliers should endeavour to continuously improve the goods and services they supply to the Council by bringing innovation, ideas, and expertise in the delivery of the contract.

## **14 PRESS AND MEDIA COMMUNICATIONS**

- Unless authorisation has been granted, Suppliers must not make any comments, statements or pass on information regarding the Council to the press or media including social media.
- All press and media enquiries should be passed to the Council Officer responsible for the Contract.