



Supplier Standards – Preventing Harassment and Inappropriate Behaviour

The Supplier is committed to providing services in a professional, respectful and safe manner. The Supplier must ensure that all employees, contractors and representatives involved in providing services comply with all applicable anti-harassment and equality laws, including the Equality Act 2010 and the Worker Protection (Amendment of Equality Act 2010) Act 2023.

Supplier Responsibilities

The Supplier will:

- ensure all personnel behave professionally and respectfully at all times when interacting with the Customer's employees, workers, contractors, clients or visitors
- not tolerate any form of harassment, bullying, discrimination, victimisation or inappropriate behaviour, including sexual harassment
- ensure all personnel receive appropriate training and supervision, including training on workplace behaviour and anti-harassment expectations
- comply with all relevant Customer policies notified to the Supplier, including anti-harassment and workplace conduct policies
- take reasonable steps to support the Customer in maintaining a safe and respectful working environment

Reporting and Cooperation

The Supplier must:

- notify the Customer promptly of any complaint, allegation or incident involving inappropriate behaviour or harassment connected to the services
- cooperate fully with any investigation carried out by the Customer or relevant authority
- ensure no action is taken against any individual who raises a concern or complaint in good faith

Removal of Personnel

The Customer may require the Supplier to remove any individual involved in the services where there are reasonable concerns regarding:

- inappropriate conduct or behaviour
- harassment or discrimination
- failure to comply with Customer policies
- conduct that may negatively impact the Customer's workplace, reputation or employees

The Supplier will promptly replace any removed individual with a suitably qualified replacement at no additional cost to the Customer.

Compliance

Failure to comply with these requirements may be treated as a material breach of the agreement.