
HISTORIC ROYAL PALACES
SUPPLIER
CODE OF CONDUCT
SPACE TO STIR AND BE STIRRED
TOWER OF LONDON · HAMPTON COURT PALACE · BANQUETING HOUSE
KENSINGTON PALACE · KEW PALACE · HILLSBOROUGH CASTLE AND GARDENS

HISTORIC ROYAL PALACES

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INTRODUCTION TO THIS CODE OF CONDUCT



The Wakefield Tower, King's Private Chapel

We rely on the strength of our trusted relationships with partners, collaborators and suppliers, to help us achieve our vision to be a **charity for everyone**.

We work hard to ensure that we select the right organisations to work with by embedding **sustainability**, **fairness**, and **diversity** into supplier relationships and procurement policies.

This code of conduct outlines specific requirements that all partners and suppliers must meet, to align with our priorities.

Through this code of conduct and our procurement processes, we aim to create **more resilient** and **sustainable practices** across our supply chain and to build great partnerships with the people we work with.

We hope that you feel proud to work with and be associated with HRP, and that you will continue to delight our visitors through your contributions.

INTRODUCTION TO HRP

Historic Royal Palaces is the independent charity that loves and looks after six of the most wonderful palaces in the world.

The palaces are the setting for the stories that shape us all, andwe're **bringing them to people** in ways that **mean more** to them.

We also generate income with commercial activities through our trading company,

Historic Royal Palaces Enterprises Limited.

We want everyone to find themselves in the spaces and stories we share.



HM Tower of London

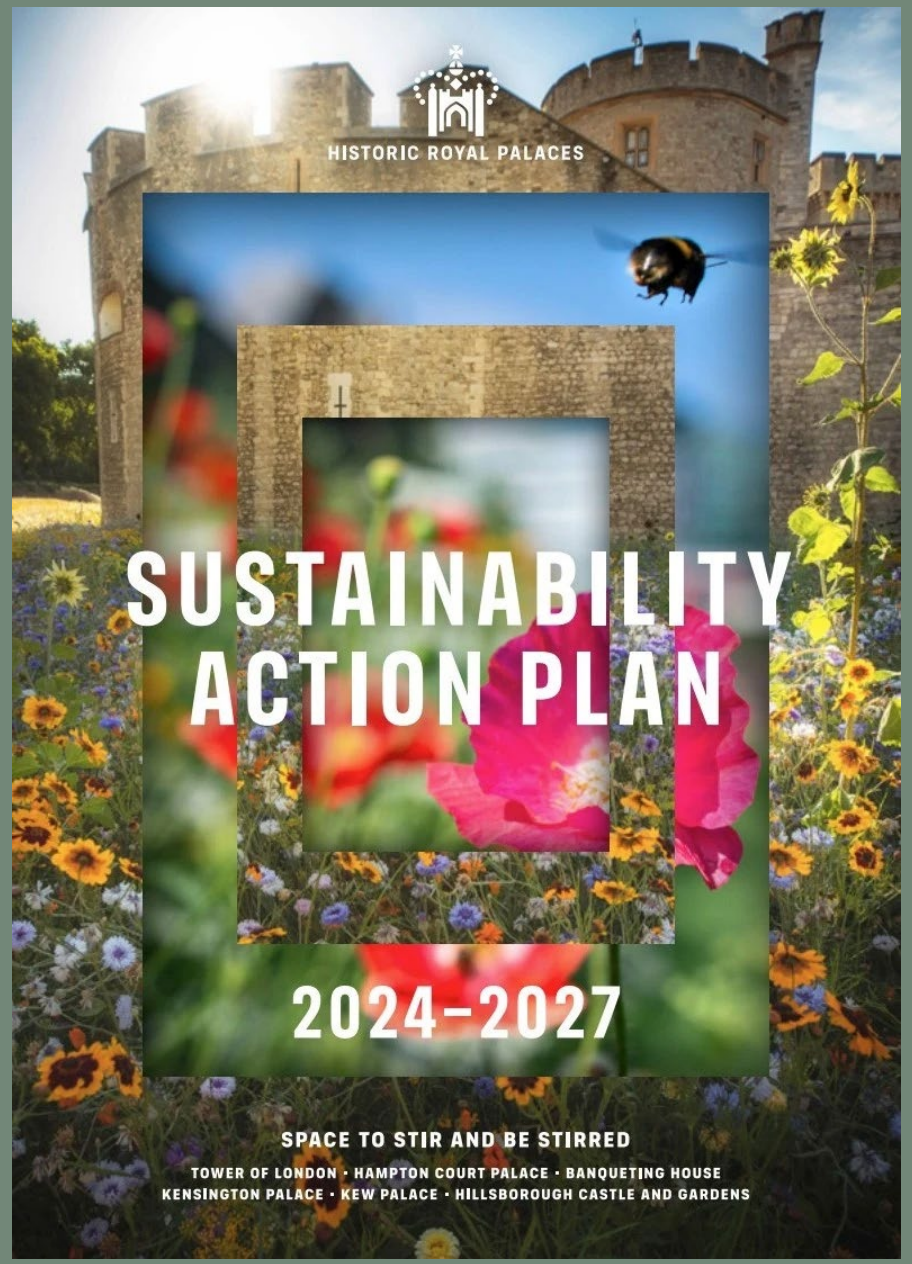
HISTORIC ROYAL PALACES

SUSTANABILITY

Being a **charity for everyone** means acting not just for those who currently experience our sites but also for those in future generations.

Our Sustainability Action Plan (available on our website **Sustainability | Historic Royal Palaces**) sets out how we will achieve nature positive, carbon net zero by **2050** and as part of this plan we strive to work with partners that help us to minimise environmental harm.

We expect our partners to help us achieve this aim and to operate in a way that aligns with our Sustainability Action Plan.



ETHICAL AND INCLUSIVE PRACTICES

At HRP we support and strive for ethical and inclusive practices throughout our supply chain and we understand that diversity, equity and inclusion leads to **innovation**, **agility** and **better partnership** outcomes.

We have obtained the **CIPS Code of Ethics Mark**, reflecting our commitment to ethical procurement and the principles outlined by CIPS: https://www.cips.org/employers/ethical-services/corporate-code-of-ethics/.

We expect all our partners to match our commitment to upholding employment laws, human rights standards and preventing issues such as forced labour and unsafe working conditions.



The Privy Garden at Hampton Court Palace

HISTORIC ROYAL PALACES

ETHICAL AND INCLUSIVE PRACTICES



HM Tower of London

Equality and Diversity

HRP is striving to be a **charity for everyone** and this means being an inclusive organisation with zero tolerance for discrimination. Our Equality and Diversity policy is set out on our website: **Equality and diversity | Historic Royal Palaces**, and we expect all our partners and suppliers to be familiar with and fully committed to upholding the highest ethical standards, demonstrating honesty, openness and transparency.

ETHICAL AND INCLUSIVE PRACTICES

Modern Slavery

We have a **zero-tolerance approach** to acts of slavery and human trafficking and we are committed to preventing these practices within our organisation and our supply chains. All partners must make the same commitment and demonstrate their compliance in this area. HRP's modern slavery statement is available on our website: **Modern Slavery Act Statement | Historic Royal Palaces**, and we expect our partners to undertake similar steps and to do all they can to support the steps we are taking.

Employment Practices

We expect all our partners to uphold high employment practices in their organisations. You must fully comply with the Equality Act 2010. All our partners must compensate their workers with wages that meet or exceed the Real Living Wage as set by the Living Wage Foundation, regardless of age or employment type. In London, this is referred to as the London Living Wage. Current rates can be found here: https://www.livingwage.org.uk/what-real-living-wage.

Bribery

We have a **zero-tolerance approach** to bribery and no one we work with should offer to give or receive any gift or benefit that could be construed as an incentive to be awarded business within our supply chain.

ETHICAL AND INCLUSIVE PRACTICES

Safeguarding

We want everyone to feel **welcome** and **accepted**. This welcome to everyone includes children, young people and vulnerable adults.

We want their experience of engaging with our palaces and their stories to be **meaningful**, **enjoyable** and **safe**.

This can only be achieved if children, young people and vulnerable adults are safeguarded and protected in line with our policies: **Safeguarding policies and procedures | Historic Royal Palaces**.

Each of our partners working on our sites or with us in community settings outside of the palaces must fully adopt our policies and procedures on safeguarding or demonstrate that they have an equivalent policy in place already.



Kew Palace

HISTORIC ROYAL PALACES

HEALTH, SAFETY AND WELLBEING

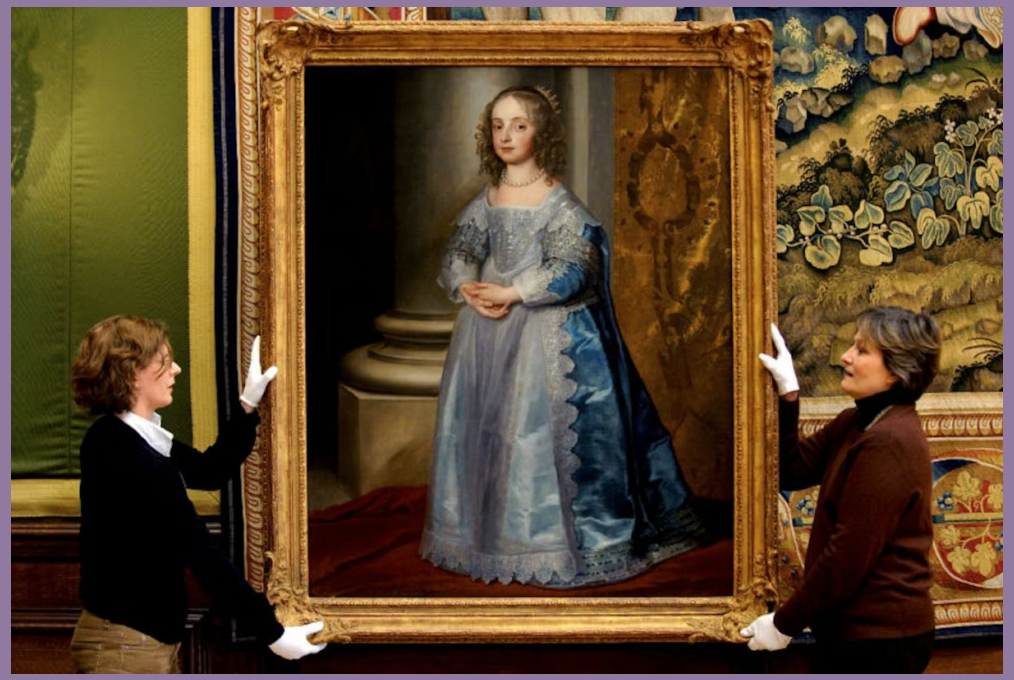
We strive to ensure the safety of the remarkable buildings and gardens that we care for, and the wellbeing of everyone who experiences them. We aim to build a strong collaborative relationship with our supply chain to provide a safe and secure working environment for all staff, stakeholders, partners, and members of the public.

Complying with the law and HRP's policies

We expect our partners to look after the health and safety of everyone they work with and to support HRP in implementing and complying with our health and safety policies. If you are working with us at one of our palaces we will ask you to provide risk assessments, statements of work and other documentation to ensure that you have safe working practices in line with our policies.

Each of our partners must comply with all applicable health and safety laws and any other relevant laws where they operate. We may ask you to evidence your compliance with such laws when we are deciding whether to work with you.

HEALTH, SAFETY AND WELLBEING



Protecting our palaces

The buildings and interiors at our wonderful palaces are historically important, and many are quite fragile. It is important, therefore, to treat them with respect and care to preserve them for future generations and when you are working on site we will ask you to comply with our instructions about all equipment, lighting, and any works you might need to undertake.

You can find out more about our collections and conservation policies on our website: **Collections and conservation policies | Historic Royal Palaces**.

In addition, all our sites are scheduled monuments. If you will be working with us at our palaces you may have to apply with **scheduled monument clearance requirements** set by Heritage England, as well as permission from HRP and our Surveyor of the Fabric and all applicable laws.

HEALTH, SAFETY AND WELLBEING

Respect, Dignity and Harassment – protecting people

We are committed to providing a safe, respectful and inclusive working environment for everyone and we do not tolerate bullying, harassment or sexual harassment of any kind. This includes behaviour by suppliers, contractors, visitors, partners or any other third parties.

In line with the Employment Rights Act 2025 we will take all reasonable steps to prevent such conduct and will respond promptly and appropriately to concerns that are raised.

We require all suppliers, contractors and partners to maintain the same standards when working with and interacting with our employees, volunteers, visitors and others.

We expect our Suppliers to cooperate with our investigations and to ensure that any allegations of harassment or bullying involving their staff are investigated promptly and fairly through their own policies and procedures.

INNOVATIVE BUSINESS PRACTICES AND SOCIAL VALUE

At HRP we are willing to invest in **change** and **innovation** to help us deliver continuous improvement to our operating model and business practices.

We look to work with suppliers who can actively contribute towards innovative practices in range of areas including environmental protection, sourcing, product design and social value.

We want to work with partners who can help us to secure wider social, economic and environmental benefits and support our charity's vision and aims.

When you apply to work with us, we will ask you how you can support us to drive social value and how you design better services, and find innovative solutions which have a wider impact than just on the services you deliver.



HISTORIC ROYAL PALACES

INNOVATIVE BUSINESS PRACTICES AND SOCIAL VALUE



The Hydro Lake at Hillsborough Castle

We aim to create an environment where **new ideas** are welcomed and we want to work with **open** and **collaborative** partners.

We appreciate the use of **new** and **innovative** technologies and we understand that you may use artificial intelligence and large or small language models in your business. We expect **openness** and **transparency** from our partners when using AI and expect our partners to implement and adhere to ethical practices when designing, implementing, monitoring, training, testing, deploying, or otherwise developing or using AI systems.

PRIVACY, CONFIDENTIALITY AND INFORMATION SECURITY

We expect all our partners and suppliers to protect the **integrity** and **confidentiality** of our information and to help us to protect our intellectual property and our brand.

We recognise the importance of ensuring personal and supply chain information protection by safeguarding the way we process data to comply with all application legislation.

Complying with the law

We expect all the partners and suppliers we work with to follow and meet your obligations under law, and any additional industry standard practices applicable to you regarding privacy and information security.



The picnic room at Queen Charlotte's Cottage

HISTORIC ROYAL PALACES

PRIVACY, CONFIDENTIALITY AND INFORMATION SECURITY

Information and Cyber Security

We expect the highest standards of information and cyber security, regardless of whether information is ours, our visitors', or others'.

We may ask you to evidence your compliance with certain cyber security standards or codes and make this a requirement of working with you for certain projects.

Publicity

We work with many suppliers and partners on diverse projects across the palaces and we understand that many of our partners might want to share their involvement publicly on social media or through PR activity.

If you wish to speak to your clients or stakeholders about the work you do with us, or if you wish to communicate publicly or advertise the work you have done for us, you must contact **procurement@hrp.org.uk** before making any announcement.

OUR EXPECTATIONS OF YOU

We expect all our suppliers and partners to fully comply with this code of conduct.

You must familiarise yourself with the contents of this code and ensure that it is shared with all relevant individuals within your organisation and with your subcontractors.

If you become aware of a breach of this code, or you have any questions about how it is applied, please contact **procurement@hrp.org.uk** straight away.

If you do not feel comfortable contacting your procurement contact, HRP provides secure channels for you to safely and securely "whistleblow" any suspected wrong-doing, illegal, or inappropriate behaviour by any person or organisation. We expect our Partners to have reciprocal arrangements in place.

Concerns can be raised by emailing:

- **SupplierConcerns@hrp.org.uk** (accessible by HRP Head of Procurement & Contracts); or
- **Concerns@hrp.org.uk** (accessible by the Director of Corporate Services).

Such reports shall remain anonymous unless otherwise agreed with the individual raising the matter concerned.

HISTORIC ROYAL PALACES



THANK YOU

TOGETHER, WE HELP SHAPE A MORE ETHICAL, SUSTAINABLE, AND ACCOUNTABLE SUPPLY CHAIN.