

Our Supplier Charter

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Introduction

We rely on the strength of our trusted relationships, across our supply chain, to successfully manage and grow our business today and into the future. It is critical that we have guidance in place which enables us to select partners and work with suppliers who align to our supply chain principles and priorities. This supports our pursuit of accountability, transparency and good practice; and, ensures we deliver the best possible supply chain management for our business and customers.

To that end I am very pleased to introduce our first Supplier Charter which outlines specific requirements for suppliers to demonstrate their commitment to our priorities in five key areas: Health, Safety and Wellbeing; Sustainability; Ethical & Inclusive Practices; Privacy & Information Security and Innovative Business Practices.

Each of these areas aligns closely to our purpose, to create lasting and shared prosperity for the nation. Our business exists to create environmental, social and financial value both for now and into the long term, and it is very important for us to select partners who share our ambition in order to amplify our impact.

In the following pages we set out why we consider these priority areas so important, how we want to collaborate with our supply chain partners for mutual and national benefit, and explain what good looks like for each of the different standards, from expected through to leading. Through this charter and our procurement processes, we aim to drive engagement and influence, ultimately creating more resilient and sustainable practices across our supply chain. We very much look forward to working with you.

Robert Allen
Chief Financial Officer

The Crown Estate

Who we are

We are a significant landowner that creates environmental, social and financial value for the nation. Our portfolio includes urban centres and development opportunities; one of the largest rural holdings in the country; Regent Street and St James's in London's West End; and Windsor Great Park. We manage the seabed and much of the coastline around England, Wales and Northern Ireland, playing a major role in the UK's world-leading offshore wind sector. We are a unique business with a unique heritage. Set up by an Act of Parliament, and occupying a space between the public and private sector, we act independently and commercially to grow the value of the portfolio for the nation, returning all of our net revenue profit to the Treasury for the benefit of the nation's finances.

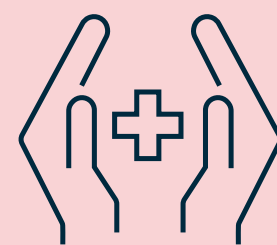
Our purpose

Creating lasting and shared prosperity for the nation drives everything we do and unites us as one business. Our purpose is our 'north star', defining our role, the outcomes we want to create and who we want to benefit. It empowers us to make an impact in today's changing and uncertain world and enables us to focus on creating meaningful and lasting value for today and the future.

How we work

At the heart of our success is our dedicated and expert team of people who demonstrate passion and commitment every day. We work hard to nurture enduring relationships with our customers, partners and the communities in which we operate. Together we deliver our strategy which is focused on serving national needs where we have a clear role to play, ultimately delivering financial, environmental and social value for the nation. Our scale, diversity and convening power enable us to bring people together to develop and deliver innovative and entrepreneurial solutions to national challenges. By creating something better for future generations, we believe that we can deliver shared, sustainable value.

The 5 Key Supply Chain Principles



Health & Safety



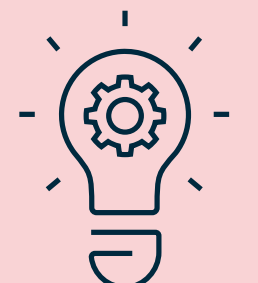
Sustainability



Ethical & Inclusive practices

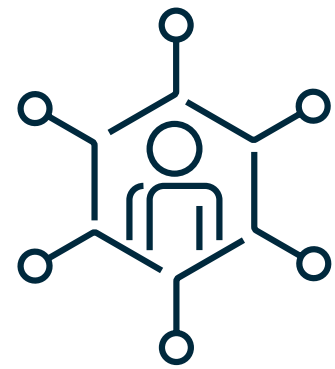


Privacy & Information Security



Innovative Business Practices

Our Supply Chain Process



Supplier Awareness

Our Supplier Charter defines what it means to work with us. This includes the standards expected of our suppliers, the processes followed and key principles of the organisation



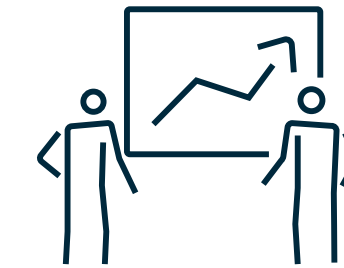
Supplier Qualification

Suppliers are assessed against our supplier checklist. Suppliers who meet our 'expected' level requirements are then able to become an accredited supplier



Supplier Selection

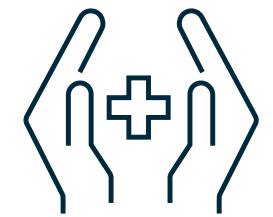
Our key principles form part of our tender questions for supplier selection (both qualification and technical) to help us to select supply chain partners who are aligned with priorities



Track, Monitor, Report

Commitments and targets are monitored through supplier contracts to ensure we are working together and continually striving to create lasting and shared prosperity for the nation

Key Principles



Health, Safety & Wellbeing



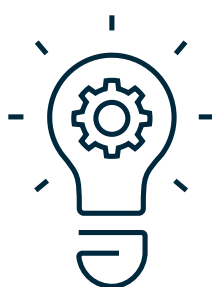
Sustainability



Ethical & Inclusive Practices



Privacy & Information Security



Innovative Business Practices

Our five key principles set out the areas we consider important and the standard at which we expect them to be adhered to. We have formal governance and reporting processes in place to ensure a shared vision and ambition where we work together.

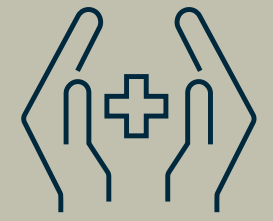
They provide the common thread to guide activities and decisions through the full supplier lifecycle, from pre-onboarding, onboarding, tendering, contract management and off-boarding.

Our standards

Expected - This is the minimum standard we expect to be met by our supply chain. Suppliers are expected to demonstrate compliance with all policy standards issued by The Crown Estate and regulatory standards enforced by law. Suppliers who demonstrate meeting the 'expected' requirements are eligible to be added to our supplier list and tender for work.

Developing - Suppliers at this maturity level are seen to view our key principles as business goals with a commitment at board level to improve. This is measured through a clear statement of intent and backed up with resource plans in place to drive change. Suppliers will have internal tracking, monitoring and reporting mechanisms in place to provide necessary evidence against business goals to demonstrate progression.

Leading - At this level, suppliers must demonstrate ownership at board level with development activities against our key principles embedded into business as usual operations. Suppliers will be communicating their leading status achievements internally and externally through annual reports and industry events, and demonstrate a commitment to help suppliers who are at an expected or developing level improve their operations.



Health, Safety & Wellbeing

What this means to us

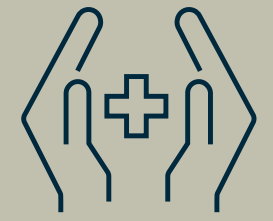
We look after the mental and physical health and safety of our employees, supply chain partners and areas of operation through our 'Safety First' Group-wide strategy which aims to fundamentally enhance how we operate and places safety at the forefront of our decision-making, allowing us to unlock our full potential and be resilient in the long term.

This strategy focuses on building greater resilience in risk management through our systems and processes, delivering a change in mindset to one that puts safety first, and developing our internal and supply chain capability. 'Safety First' underpins our cultural ethos and is a driving force behind how we manage and expect our supply chain to operate.

How we work

We aim to build a strong collaborative relationship with our supply chain to:

- Provide safe and secure buildings for all staff, stakeholders, and members of the public
- Help implement both core and enhanced 'Thriving at Work' standards into our own and our supply chains operations to help employees thrive through work
- Act positively to contribute to our employees' mental wellbeing
- Continually adhere to the highest health and safety standards in which we all operate
- Implement new processes and apply lessons to improve the health and safety of everyone



Health, Safety & Wellbeing

Expected

Starting out

We expect all our suppliers to adhere to the following standards:

- Full compliance with all applicable Health, Safety and Wellbeing standards
- Published policy and procedures for the management of occupational health and safety
- Process for full and prompt reporting of all accidents, incidents and near misses in line with our 2021/22 Reporting Criteria - Health and Safety document
- Be able to demonstrate adherence to the principles defined by our 'Safety First' ethos

Developing

Demonstrating a commitment to improve

In addition to the 'expected' criteria, 'developing' suppliers are required to:

- Collaborate with us to identify risk mitigation opportunities to drive continuous improvement of Health, Safety and Wellbeing standards
- Undertake continual assessments of internal health and safety management systems and operations through audits and reporting results to The Crown Estate
- Signing up to mental health and wellbeing initiatives to support all employees in the workplace (i.e. Thriving at Work standards)
- Be certified to internally recognised standards demonstrating compliance with Health and Safety best practice (i.e. ISO 45001)

Leading

Setting an example

To demonstrate excellence and 'leading' practices for others to follow, suppliers are required to:

- Undertake subcontractor and supply chain audits of health and safety management systems to ensure compliance with our 'Expected' standards and report on outcomes
- Be certified to internally recognised standards demonstrating compliance with workplace wellbeing standards (i.e. ISO 45003)
- Be members of schemes to ensure the effective operation of subcontractors within the workplace (i.e. the Safety Scheme In Procurement)
- Seek opportunities to import technological innovations supporting health and safety management and risk reduction



Sustainability

What this means to us

We exist to serve society, our strategic objectives include being a leader in supporting the UK towards a net zero carbon future, creating and taking a leading role in stewarding the UK's natural environment and biodiversity. We strive to have a positive impact through our work in the communities in which we operate, either directly or as an enabler.

We are committed to playing our part in addressing the climate crisis, and have aligned our business to the 1.5oC goal of the Paris Climate Agreement.

We aim to use our distinct portfolio to promote nature recovery, support new land use innovations and deliver nature-based and carbon sequestration solutions.

We want to work with a supply base that values this approach and can support growth in this area to help build collective resilience for the long-term.

How we work

We aim to collaborate with our supply chain to extend our mutual impact through:

- Working together to help achieve net zero emissions and actively contributing to 1.5°C climate target
- Responding to social inequality, upskilling and unlocking potential through employment opportunity, and considering how we can contribute to **prosperity for the nation**
- Exploring opportunities to support the social economy and our contribution to the Buy Social Corporate Challenge
- Our commitment to protecting and enhancing biodiversity and nature



Sustainability

Expected

Starting out

We expect all our suppliers to adhere to the following standards:

- A statement of achievements to date and future intent demonstrating a commitment to furthering all areas of sustainability as outlined above
- Meets current regulation and has an awareness of emerging regulation applicable to business type
- Demonstrate policies and processes to ensure environmental protection

Developing

Demonstrating a commitment to improve

In addition to the 'expected' criteria, 'developing' suppliers are required to:

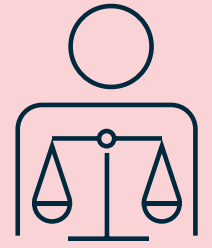
- Annually assess and publish greenhouse gas emissions
- Demonstrate ambition to setting sustainability targets based on materiality and at a minimum greenhouse gases, employment and protecting nature
- Engage with communities in which you operate to ensure a positive impact, and make a positive contribution to their quality of life
- Adopt an exploratory approach to integrating local and social enterprises within the supply chain
- Demonstrate positive approach to enhancing biodiversity and nature through operations

Leading

Setting an example

To demonstrate excellence and 'leading' practices for others to follow, suppliers are required to:

- Set a net zero target aligned with 1.5°C and Science Based Targets initiative with demonstrated progress on how this is achieved
- Provide annual disclosure of relevant scope 3 emissions in accordance with the GHG Protocol
- Conduct audits of subcontractors and supply chain on sustainability commitments to ensure compliance with our 'Expected' standards and report on outcomes
- Have measurable activities in place which create long term social value informed by and relevant to local community need
- Demonstrate an advanced approach to environmental protection through mature management systems and clear measurement and mitigation of supply chain impact
- A commitment to integrating local and social enterprises into supply chain and supporting strategy



Ethical and Inclusive Practices

What this means to us

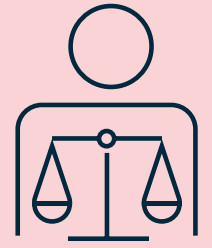
We want an inclusive working environment reflecting our society where all feel welcome, are able to be themselves and belong. We understand that truly embedding Diversity, Equity and Inclusion leads to innovation, agility and better business outcomes.

We have a zero-tolerance approach to acts of slavery and human trafficking, bribery and no supplier 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.

How we work

We aim to build a strong collaborative relationship with our supply chain to:

- Create a diverse, equitable and inclusive workplace where everyone is valued allowing them to unlock their full potential driving business success and long-term resilience
- Ensure equality for all regardless of: Sex, Age, Disability, Gender, Marriage and Civil Partnership, Race, Religion or Belief or Sexual Orientation.



Ethical and Inclusive Practices

Expected

Starting out

We expect all our suppliers to adhere to the following standards:

- A statement of commitment to supporting the principles of Diversity, Equity and Inclusion and what this means in the context of your business
- Pay the Living Wage in accordance with the Living Wage Foundation to all employees irrespective of whether they're involved with one of our contracts or not
- All suppliers are expected to meet their obligations under law, and any additional industry standard practices applicable to them, including tax evasion, money laundering, modern slavery and bribery and corruption

Developing

Demonstrating a commitment to improve

In addition to the 'expected' criteria, 'developing' suppliers are required to:

- Published policy and procedures for Diversity and Inclusion within the workplace
- Conduct organisation wide training related to Diversity, Equity and Inclusion
- Work with us by gathering data and collaborate on action plans
- Monitor supply chain to enforce our ethical conduct and financial crime standards and inform The Crown Estate of any breaches
- Be a signatory to the prompt payment code and encourage adoption of the code by supply chain

Leading

Setting an example

To demonstrate excellence and 'leading' practices for others to follow, suppliers are required to:

- Demonstrate proactive assessment of supply chain and programmes to ensure compliance across ethical business practices
- Deliver measurable improvements in diversity, equity and inclusion within your own business and supply chain and promote good practice across all sectors
- Partnerships in place with relevant external organisations to continue stretching thinking and progress in diversity, equity and inclusion



Privacy & Information Security

What this means to us

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. We expect all suppliers across our supply chain follow and meet their obligations under law, and any additional industry standard practices applicable to them regarding privacy and information security.

We expect the highest standards of information and cyber security, regardless of whether information is ours, our clients', or belonging to people outside of The Crown Estate.

How we work

We aim to collaborate with our supply chain to ensure information protection through:

- Working together to ensure regular training on Data Protection is in place for all employees
- Completing self-assessments on processes already in place to ensure privacy and information security to make sure it is appropriate
- Ensure compliance with the UK General Data Protection Regulations (GDPR)



Privacy & Information Security

Expected

Starting out

We expect all our suppliers to adhere to the following standards:

- Full compliance with all applicable Privacy & Information Security standards in whichever country the supplier is operational
- Operate under appropriate organisational security measures to protect company and personal data

Developing

Demonstrating a commitment to improve

In addition to the 'expected' criteria, 'developing' suppliers are required to:

- Undertake Data Protection Impact Assessments (DPIA) and reporting results to The Crown Estate to ensure the effective management of Data Privacy, Cyber and Information Security.
- Demonstrate Privacy by Design and Default has been considered and incorporated into services
- Ensure all staff and sub-processors have received suitable Data Protection training which is updated in accordance with data protection laws
- Manage information risks in a structured way and understand the business impact of personal data related risks

Leading

Setting an example

To demonstrate excellence and 'leading' practices for others to follow, suppliers are required to:

- Be certified to internationally recognised standards for optimal information security (i.e. ISO 27701)
- Collaborate with their supply chain to ensure privacy and information security in their operations comply with our standards and that they provide regular Data Protection training for their employees which is updated in accordance with current data protection laws



Innovative Business Practices

What this means to us

We aim to create value for the nation. We work with our people, stakeholder groups and suppliers to foster an environment which encourages innovation around the current way we operate our business. We are willing to invest in change and innovation and prepared to take risks that permit us to deliver disciplined wholesale change (business transformation), and 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, services utilisation to improve value creation and ultimately build long term business resilience.

How we work

We aim to collaborate with our supply chain to promote innovative business practices by:

- Implementing innovative new practices in all areas of business to increase efficiency and effectiveness of activities
- Creating an environment where new ideas are nurtured and welcomed
- Working in an open and collaborative way with stakeholders. This is fundamental to how we strive to deliver prosperity for the nation



Innovative Business Practices

Expected

Starting out

We expect all our suppliers to adhere to the following standards:

- Commit to working with us to foster innovation and achieve continuous improvement

Developing

Demonstrating a commitment to improve

In addition to the 'expected' criteria, 'developing' suppliers are required to:

- Sign up to ventures bringing together buyers and sellers of innovative ideas and products
- Provide innovative solutions to support our business objectives
- Work as trusted partner to suggest business practices that will enhance maturely beneficial operational processes

Leading

Setting an example

To demonstrate excellence and 'leading' practices for others to follow, suppliers are required to:

- Implement cross-functional teams when working on The Crown Estate projects to ensure policy, project and procurement teams work collaboratively in fostering innovation
- Develop formal processes to call for and foster new ideas/innovations to work with your own supply chain
- Implement impactful innovations and novel technologies to share with the supply chain that improve the way you do business

Get in touch

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