

Supplier Code of Conduct

Magenta Living

Magenta Living is a not-for-profit housing provider, currently owning and managing 13,000 properties. We are the largest affordable housing provider in Wirral, housing just under 10 per cent of Wirral's population, and operating across the Northwest of England. We have invested around £200 million in our properties over recent years and have ambitious plans to build over 1,000 new homes over the coming years.

We have a G1 (governance) / V2 (financial viability) rating from the Regulator of Social Housing. This means that, as a business, we continue to operate to the highest standards of governance and financial viability.

We are committed to providing excellent customer services with a focus on delivering social value that makes a positive impact within communities.

Suppliers Code of Conduct

Our Suppliers Code of Conduct outlines the environmental, social, and governance standards we expect all our suppliers, their employees, and any subcontractors engaged in delivering activities for Magenta Living to uphold.

It is essential that you are well-versed in the terms and conditions of your signed contract with us, including obligations related to standards, insurance, and reporting/monitoring. In the absence of a specific contract, your provision of goods and/or services will be governed by conditions of our standard contract. Compliance with the applicable terms and conditions is mandatory for all suppliers collaborating with us.

All suppliers are required to declare any actual or potential conflicts of interest as part of the procurement process. Magenta maintains a comprehensive register of such declarations for each procurement to ensure transparency and integrity throughout the process.

We may conduct 'spot checks' at any time and request evidence that you are meeting your obligations in collaborating with us, particularly in the areas outlined in this document. This may include, but is not limited to, evidence of legal compliance, policies, and procedures.

Customers

The experience of our customers is at the heart of how we operate at Magenta Living. We expect our suppliers to use customer insights to improve quality and drive innovation. For customer-facing services, they must be accessible, seamless, and easy to deal with, using the appropriate tone of voice to ensure customers feel listened to and that their feedback is valued.

Communication

We expect honest and transparent communication that considers people's needs, language, and literacy when dealing with anyone associated with Magenta Living, whether they are customers, colleagues, or other suppliers.

Safeguarding

Safeguarding is about protecting everyone from harm, abuse, or neglect. Everyone deserves to live free from abuse, and we all share the responsibility to ensure the safety of children, young people, and adults at risk.

At Magenta Living, safeguarding is a top priority. We are committed to raising awareness and empowering everyone we interact with to create safer environments and to identify and report any concerns promptly and effectively.

In our commitment to safeguarding, we endeavour to create an environment where everyone feels welcome and safe by embedding respect and equality into our culture, codes of conduct, policies, and procedures.

We strive to equip our personnel with the knowledge to recognise early signs of abuse, neglect, or exploitation among our colleagues, customers, and those engaging with our services.

We remain vigilant to the safeguarding needs of all children, young people, and adults at risk who receive or use our services.

All our suppliers are expected to uphold these values and share this commitment.

We have adopted a culture of reporting, and we ask all our suppliers to report any concerns through our dedicated line at **0151 606 3333**.

Equality, diversity, and inclusion

At Magenta Living, we are committed to helping create a more equal society that respects diversity and embeds inclusion. Our goal is to be a diverse, inclusive organisation where our people thrive and respond to the needs of our customers with fairness and empathy. We want to work with organisations that share our passion and are willing to share their successes and learning.

As a provider of a range of diverse services, we ask that you do not make assumptions about what people want but actively seek to understand and respond to their individual needs. We expect that you and your employees will value and respect the identities and cultures of our employees, customers, and communities, using this diversity to improve your culture and performance. We expect your organisation to have a strong anti-discriminatory attitude that is promoted throughout your workforce. You must have clear disciplinary processes to address issues of discrimination, harassment, victimisation, or bullying and monitor their effectiveness.

Dignity and Fairness at Work

We believe that fostering a culture that is diverse, equitable, and inclusive is fundamental to everything we strive to achieve and to the organisational environment we wish to protect. We are committed to promoting a working environment based on dignity, trust, and respect, free from discrimination, harassment, bullying, or victimisation. We expect our suppliers to adhere to these principles when dealing with Magenta personnel.

Real Living Wage

We expect our suppliers to be working towards eliminating any gender pay gap, support equal pay for work of equal value and comply with national laws and regulations regarding working hours, minimum wages (or living wage) and benefits.

Modern Slavery Act 2015

At Magenta Living, we expect our suppliers to comply with the obligations set out in this Act. All suppliers are expected to commit to maintaining a slavery-free supply chain, making every effort to ensure this.

To read this visit our website.



Legal, regulatory, and ethical standards

We expect all our suppliers to comply with all applicable laws, regulations, and standards.

Health, safety, and wellbeing

All our suppliers and contractors must comply with health and safety legislation relevant to the extent of the works or goods supplied. We expect suppliers and contractors to provide all their employees and others under their control with appropriate training, instruction, information, personal protective equipment, and a safe and hygienic working environment. Any contractor working on behalf of Magenta Living must also meet all specific requirements detailed in their contract. Policies and processes must be in place for recording and eliminating the occurrence/reoccurrence of health and safety-related incidents, with consideration for avoiding the causes of any mental health issues affecting workers.

Resident / Colleague safety –We take our responsibilities to ensure the safety of our residents and colleagues seriously. Whenever suppliers and contractors are conducting works that may impact resident or colleague safety, they are expected to communicate with local Magenta teams, implement measures to enhance safety and safeguarding, and be considerate of the residents' or colleagues' needs.

Resident / Colleague Fire safety –We are committed to ensuring that our fire safety standards in our premises are of the highest standard. All our suppliers and contractors must comply with applicable legislation regarding premises and product fire safety standards and provide evidence of compliance upon request. Any contractor working on behalf of Magenta Living must also meet the specific fire safety requirements detailed in their contract.

Honesty and integrity

Honesty and integrity are core values within Magenta Living, and we require our suppliers to embody these principles by operating with transparency and adhering to relevant legislation, including the [Bribery Act 2010](#) and the [Money Laundering Regulations 2017](#). Suppliers are prohibited from offering services, gifts, or benefits to Magenta Living employees or their families. Additionally, suppliers must not solicit or accept gifts, hospitality, or other benefits from individuals or organisations that could reasonably be perceived as compromising their judgment or integrity or creating an obligation to those individuals or organisations.

Open and fair competition

We believe in open, transparent, and fair competition; we comply with public procurement legislation and expect our suppliers to do the same. Suppliers must not engage in any anti-competitive practices including price fixing, bid rigging or blacklisting. At Magenta's heart is delivering value for money to our customers and our supply chain must actively collaborate with us to do so.

Whistleblowing

We respect the right of our employees, residents, contractors, and other stakeholders to raise concerns about wrongdoing within the organisation. We encourage individuals to raise concerns through responsible whistleblowing to either your local contact or the Magenta Living People Team. We will act to investigate these concerns without discriminating against the whistle-blower.

Data Protection Act 2018

We expect our supply chain to protect all data we provide to them during business to an appropriate standard. This ensures that Magenta Living remains compliant with UK GDPR and the [Data Protection Act 2018](#), avoiding non-compliance due to deliberate acts, negligence, or ignorance. Personal, sensitive, or confidential information must not be disclosed to a third party (either accidentally or deliberately) without our prior agreement and must be managed according to current, relevant legislation.

Information & Cyber security

We require all our suppliers to maintain appropriate levels of information and cyber security, with a minimum standard of Cyber Essentials (Cyber Essentials Plus preferred), to ensure that Magenta Living's information assets are protected. We would also expect to receive a copy of your information/cyber security policy.

The Cyber Essentials requirements can be found at the [National Cyber Security Centre](#) website.

Social Value

As the leading social housing provider in the Wirral area, we are committed to ensuring that our products and services positively impact people, places, and the planet within our reach. At Magenta Living, our focus on social value means building capital for our customers and communities. We strive to maximise the benefits from the goods and services we procure, and we expect our supply chain to collaborate with us in delivering positive outcomes for our customers.

The [Social Value Act 2012](#) mandates that we evaluate the broader economic, environmental, and social advantages that our supply chain can provide. Creating social impact is at the heart of everything we do. We understand that by delivering social impact, we not only enhance the lives of our customers but also achieve our business objectives and foster growth.

As a supplier, we ask you to collaborate with us on our social value vision and fulfil the commitments made during the tender process or otherwise. We expect our suppliers to leverage their strengths to create social impact in ways that align with their business. Below are some ways, but not limited to, in which we aim to add social value:

Providing opportunities to access education and employment:

Suppliers can offer apprenticeships, work placements, and training opportunities for our customers. Additionally, they can engage with schools and colleges to promote career pathways and enhance employability for our young people.

Supporting better health and wellbeing:

Initiatives that enhance health outcomes in our communities, such as enhancing green spaces or supporting local food banks.

Strengthening financial and digital inclusion:

Backing initiatives that enhance digital literacy or assist our customers in managing their finances, such as helping them lower their fuel bills.

Building strong and resilient communities:

Providing support to local voluntary and community organisations, either financially or through in-kind contributions such as refurbishment projects. Addressing homelessness or assisting customers in maintaining their tenancies.

Environmental

At Magenta Living, we are fully committed to transitioning to net zero by 2045 at the very latest. We are investing in a net zero future and embedding a climate mindset across the organisation. We expect the same commitment from our suppliers, so we can collectively address the climate emergency.

As a minimum, we expect our suppliers to comply with all environmental laws and regulations. We also expect our suppliers to support us on this journey by proactively engaging with us to reduce any damage caused by either party's operations wherever possible. We want our suppliers to measure and monitor the environmental impact of the goods and services supplied to Magenta Living, including their supply chain, and to collaborate with us in reducing negative environmental impacts.

Details on our Climate Vision can be found on our website.

Business continuity planning

As our supply chain is integral to the service we provide, it is essential that our suppliers have robust business continuity plans in place to protect their operations as far as possible in the event of any disruption (e.g., natural disasters, terrorism, software viruses, illness, and infectious diseases).

Prompt payment

At Magenta Living, we strive to pay all invoices within the agreed supplier payment terms. We operate under a strict "No Purchase Order (PO), No Pay" policy. For a PO to be raised in our system, it requires a valid invoice with all costs correctly shown. We expect our suppliers to ensure that their submitted invoices are accurate and reflect the agreed value for the services provided. Additionally, we expect our suppliers to extend the same courtesy of prompt payment to any sub-contractors used to conduct services for Magenta Living.

If you have any queries, or for further information, please contact:

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