

Supplier Code of Conduct

As a social impact bank, our values are embedded throughout Unity Trust Bank.

We are proud to work with like-minded organisations that share our vision of helping to create a better society. This can be achieved by working together to serve the common good.

Introduction

At Unity, our customers place their faith in us as a bank that is purpose-led and acts responsibly.

We want to make sure that you, our suppliers realise the importance of our values and are clear in understanding each of these.

This Supplier Code of Conduct is an important document which sets out a range of ethical, social and operational expectations. We expect each of our suppliers to reflect these in the same way we demand this of ourselves.

We encourage all of our suppliers to share this document with colleagues who interact with Unity. If you have any questions relating to the contents, please do get in touch with your Unity contact.

Colin Fyfe

Chief Executive Officer
Unity Trust Bank plc

Visit our values page to read more about what we stand for:
www.unity.co.uk/about-us/mission-vision-and-values



Ethics, Conflicts & Legal Requirements

As a social impact bank, Unity Trust Bank is committed to ensuring that all business conducted on our behalf is ethical, transparent and fully compliant with UK law and regulations.

We expect our suppliers to uphold these same standards and to ensure their employees, agents and subcontractors do likewise. Acting with honesty and integrity is fundamental to maintaining the trust placed in us by our customers and communities.

Suppliers must avoid any actual, potential or perceived conflicts of interest and must declare any such situations to us promptly. You are expected to maintain accurate financial records and comply with all relevant UK laws including competition law and anti-bribery legislation.



Financial Crime Prevention

Suppliers must maintain effective measures to prevent all manner of financial crime.

This includes bribery, corruption, fraud, tax evasion, money laundering, terrorist financing, market abuse, sanctions breaches and improper payments.

They must also manage gifts and hospitality responsibly, conduct appropriate sanctions screening and ensure these standards apply across their own supply chains.

Suppliers are required to provide risk appropriate training to employees and associates on financial crime. In any instance of actual or suspected financial crime, sanctions issues or related misconduct, suppliers must contact Unity immediately.



Whistleblowing

We expect all suppliers to maintain clear, secure and accessible whistleblowing channels that allow employees, contractors and subcontractors to raise concerns confidentially or anonymously.

Suppliers must protect whistleblowers' identities, handle concerns fairly and independently, and enforce zero tolerance for retaliation. No policy, contract or NDA may prevent individuals from reporting suspected misconduct, criminal activity or regulatory breaches directly to the appropriate authorities.

Equality, Diversity & Inclusion

We expect all suppliers to uphold strong equality, diversity and inclusion standards across their workplaces.

Suppliers must provide a safe, respectful and non-discriminatory environment. This environment must ensure equal opportunities regardless of race, gender, age, disability, religion, sexual orientation, marital status or any other protected characteristic.

Suppliers must foster an inclusive culture where all individuals feel valued, as well as actively preventing harassment, bullying or exclusionary behaviour.

Suppliers should provide reasonable accommodations for employees with disabilities or specific religious needs to ensure fair access to opportunities and facilities.

Human & Labour Rights

We expect all suppliers to uphold internationally recognised human rights and labour standards.

Suppliers must prohibit forced, bonded, indentured or child labour, ensuring all work is voluntary and workers are free to leave with reasonable notice. They must respect freedom of association and the right to collective bargaining without discrimination or retaliation. Suppliers must provide fair wages and legally compliant benefits, meeting all applicable employment and wage laws.

In line with the UK Modern Slavery Act 2015, suppliers must conduct ongoing due diligence to identify and address risks of modern slavery or human trafficking within their operations and supply chains.

Wellbeing

Suppliers must foster a culture that supports employees' physical, mental and emotional wellbeing.

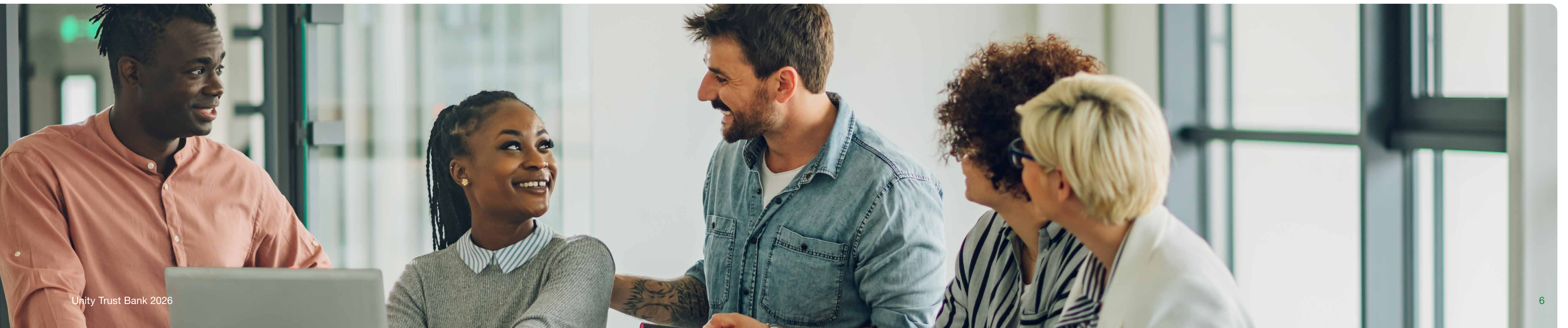
This also includes encouraging open, stigma-free conversations about mental health.

They must promote healthy work life balance, respect the right to disconnect, and avoid excessive working hours. Suppliers should take reasonable steps to reduce workplace stress and support positive lifestyle choices through information or wellbeing initiatives.

Health & Safety

Suppliers should provide a safe and healthy working environment for all employees, contractors and visitors.

This includes complying with all relevant health and safety laws, identifying and managing risks, and ensuring that workplaces, equipment and practices are safe and well-maintained. We expect suppliers to promote a culture where safety is prioritised, incidents are reported promptly, and continuous improvement is encouraged.





Customers & Community

Our customers provide vital services in communities across the UK, so this is something we're passionate about supporting in an appropriate and inclusive way.

We therefore expect our suppliers to approach their customers and the communities in which they operate with the same integrity and respect. This covers supporting community development where appropriate and ensuring that their products and services are safe, reliable and delivered with integrity.

Suppliers should be 'good neighbours' by minimising negative impacts, such as noise, traffic or pollution and where possible, supporting local community initiatives and charities.

Unity Customer:
Compass Disability Services

Cyber Security, Data Protection

At Unity we recognise the importance of safeguarding personal data and confidential information relating to our customers and employees.

We comply with applicable data protection legislation, including the UK GDPR and the Data Protection Act 2018. We also maintain appropriate technical and organisational measures to protect against unauthorised access, loss, misuse or disclosure of data. Suppliers are expected to adopt a similar robust approach to data protection and cyber security when processing personal or confidential data.

AI & Algorithmic Procurement

We value partners who lead with integrity in the digital age.

We expect our Suppliers to champion the ethical deployment of technology by providing full transparency into any AI systems or algorithms used to support services.

Business Continuity

Unity is committed to operational resilience and maintains business continuity and disaster recovery measures to manage disruption. We expect suppliers to share this commitment and to implement appropriate arrangements to support continuity of service and recovery in the event of an incident.

Environment & Sustainability

Suppliers should demonstrate a strong commitment to environmental responsibility and operate in a way that minimises their impact on the planet.

They should work to reduce their environmental footprint through efficient resource use, minimising waste, emissions and pollution, and by setting targets aligned with achieving Net Zero. As part of our wider reporting, suppliers are expected to share annual carbon footprint data.

Suppliers should adopt a circular approach to materials and waste, prioritising the Waste Hierarchy (Reduce, Reuse, Recycle) phasing out single-use plastics, and working towards recognised Zero Waste to Landfill standards.



Contact details

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U1396_0526