



ENGLISH
HERITAGE

SUPPLIER CHARTER

Working together
to bring history to life



WE BRING HISTORY TO LIFE

This is the single idea that inspires everything we do.

All of our plans and goals, along with the things
we do each day and the way we go about them.

This is what we want to be known for.



Introduction

English Heritage cares for and protects an internationally-important collection of historical sites and artefacts spanning six millennia. Bringing history to life in a way that is inspiring and entertaining is at the cornerstone of everything we do and this is reflected in our organisational values.

At English Heritage, we also know that the preservation of the past goes hand in hand with a responsibility towards future generations. We are determined that our practices and those of our suppliers are compliant with regulations, the Public Sector Equality Duty and are always safe, sustainable, ethical and inclusive. Achieving this requires proactive, creative collaboration between English Heritage and its supply chain.

This charter aims to ensure that our goals and those of the many companies we engage with are aligned. It sets out both our commitments and those that we expect from our suppliers and their subcontractors in return. The charter is a touchstone for the contractual relationships we manage today and establish in the future. Whilst specific details of the charter may evolve, its core principles reflect English Heritage's long-term objectives.

We have diverse opportunities for external providers to contribute to our journey, and intend to work with suppliers that can demonstrate common aspirations and vision. Whether you represent a large multi-national company or are a sole trader, English Heritage expects that our business transactions will be conducted in line with the content and spirit of this charter.

It is hugely important to us that this charter is a two-way commitment – so if you ever find yourself in a position where you need to get in touch – my contact details, along with those of the senior procurement team members and a link to the English Heritage whistleblowing mechanism can be found on the final page.

Finally, I want to thank you for committing to the standards set out in this charter, as well as acknowledge the vital contribution all our supply partners make to English Heritage's success.

James Sprake
Head of Procurement

Our brand values

These are at the heart of everything we do.

Authenticity

We seek to be true to the diverse stories of the places and artefacts that we look after and present. We don't exaggerate or make things up for entertainment's sake. Instead, through careful research, we separate fact from fiction and bring fascinating truth to light.

Quality

We pursue high standards in all our work, from the service we provide to our visitors to the quality of our communications, from the way our events are run to the standard of our conservation work.

Imagination

We seek to be imaginative in the way that history is brought to life, thinking creatively, using the most effective means, surprising and delighting people. We want each experience to be vivid, alive and unforgettable.

Responsibility

We take the responsibility for the impact of our different roles very seriously, whether ensuring inclusive access for millions of visitors or sustainably conserving some of England's finest historic sites and artefacts.

Fun

We want everyone to enjoy their time with us by providing experiences that elicit emotion as well as stimulate the mind. We want to entertain as well as inspire.

Payment

English Heritage is dependent upon the expertise and diligence of its many suppliers to achieve its organisational vision and believes its suppliers should be promptly and fairly remunerated for their contribution to these goals. English Heritage recognises the impact of its payment terms on the healthy cash flow of its suppliers and likewise expects its suppliers to work collaboratively to ensure fair, prompt payment throughout their supply chains. To achieve this:



English Heritage will:

- ensure all suppliers are paid within 30 days of receiving an accurate invoice that includes all relevant supporting information and a valid purchase order number
- provide the facility for invoices to be submitted electronically
- where appropriate, agree interim payments for certain types of contract such as design and build or significant works agreements.

Its suppliers will:

- ensure any sub-contractors and onward suppliers used for the fulfilment of contracts with English Heritage are paid within 30 days of receipt of a valid invoice
- submit invoices in a timely manner to the correct address and including all supporting information
- ensure no goods, services or works are supplied to English Heritage without prior receipt of a valid purchase order number.

English Heritage and its suppliers will:

- ensure that clear payment terms and processes are agreed to prior to the commencement of any contract and that these are adhered to throughout the life of the contract
- ensure that all financial transactions are appropriately recorded and authorised to reduce the opportunity for fraud and to support the proper auditing of such payments
- work to identify mutually beneficial opportunities to reduce costs and increase the value derived from agreements during their lifespan.

Sustainability

As a responsible charity, English Heritage is working to ensure it acts in a sustainable way, building social value and embedding sustainable practices across all its activities. We are taking action to ensure that English Heritage achieves its aim to become net zero carbon and proactively reduces its environmental impact. Suppliers have a key role to play in assisting the charity in meeting these goals, whether through the provision of more sustainable solutions or in supporting the gathering of key data that will allow us to establish how we currently perform and where we can improve. To achieve this:

English Heritage will:

- wherever practicable, ensure the whole life cost of the commodities we procure is assessed as part of our award criteria
- reward bidders that are able to offer more environmentally sustainable solutions as part of their tender responses by ensuring Sustainability is included as part of the award criteria for all tendered contracts
- undertake procurement in a manner friendly to SMEs and ensure our tender processes support the retention of skills and techniques required to preserve our historic assets
- utilise remote meeting options to communicate with suppliers wherever appropriate to reduce the carbon emissions from travel
- support the use of sub-contractors where appropriate to create additional opportunities for smaller local businesses

- make a presumption in favour of sustainably sourced materials.

Its suppliers will:

- publish and pro-actively implement their own sustainability and carbon reduction plans with the aim of becoming net zero carbon in line with climate science
- provide English Heritage with free access to information to help us map, monitor and improve our supply chain impacts
- ensure waste derived from activities undertaken on behalf of English Heritage is minimised and disposed of sustainably in compliance with all relevant legislation
- phase out the use of toxic chemicals and ensure noise and emissions created in the course of their work are avoided and within legal limits
- ensure opportunities to subcontract or provide supplies for the delivery of English Heritage

contracts are made available to local businesses and people wherever possible

- protect the flora and fauna of our sites from undue harm in the course of their work.

English Heritage and its suppliers will:

- identify and commit to implement opportunities to further improve sustainability, reducing carbon and ecological impacts during the life of contracts in line with environmental targets
- minimise virgin materials used in goods received by the Charity by reducing the need for goods, reducing packaging or switching to recycled/recovered materials where appropriate
- audit their respective activities and take action to demonstrate year on year improvement
- work together to develop local opportunities, apprenticeships and wider skills development to build resilience in the sector and support the communities around our sites.



Health & safety

English Heritage expects the highest Health & Safety standards from both its supplier's operations and its own. We are conscious of the impact such operations may have on our workforce, members of the public, the staff of our contractors and the risk such operations pose to our sites and assets. Therefore, Health & Safety must be at the forefront of all we do to ensure a safe environment for workers and guests compliant with Health & Safety Legislation. To achieve this:



English Heritage will:

- nominate specifically named individuals to act as liaisons with the supplier
- provide all known information that may be required to ensure the Health & Safety of the supplier's personnel while on site to the extent this is known and predictable
- adhere to all appropriate known, presumed and foreseeable Health & Safety requirements whilst work is undertaken to prevent harm to English Heritage workforce, contractor staff or visitors/members of the public.

Its suppliers will:

- be mindful of site security, fire and other obvious hazards. Comply with available hazard information, including signage, and staff instructions about site hazards and safety
- ensure that risk assessments are suitable and sufficient and that procedures and method statements are relevant to the task and site and are being adhered to. Ensure their staff and sub-contractors are familiar with the Health & Safety arrangements and hazards, are suitably supervised, competent and provided with the correct PPE and equipment
- have the highest safety standards and, ideally, be accredited to schemes such as SSIP or BAFE where applicable.

English Heritage and its suppliers will:

- ensure that appropriate Health & Safety policies and procedures are in place, are complied with and are effective. Such policies should comply with regulations such as CDM 2015 to keep people and assets as safe and secure as is reasonably practicable
- ensure standards are adhered to at all times
- freely and immediately share any Health & Safety matters relevant to sites on which work will be or is taking place with relevant staff so that both organisations can take any appropriate action
- risk assess and work together to remove all potential risks
- ensure systems are in place to report and learn from incidents, accidents and near-misses.

Data and privacy

English Heritage expects high standards when it comes to personal data. We ensure that thorough due diligence is carried out on all suppliers to meet not only English Heritage expectations but all applicable laws when processing data. To achieve this:



English Heritage will:

- ensure compliance with all relevant data protection legislation and payment card security (PCI DSS), including UK GDPR provisions, and only process personal data in line with individual's wishes
- implement relevant agreements and risk assessments ahead of all supplier data processing
- endeavour to maintain visibility of data protection measures applied throughout our supply chain
- conduct supplier security assurance due diligence and risk assessment.

Its suppliers will:

- ensure personal data is processed in a fair, transparent and lawful manner, collecting only the personal data required to fulfil the service provided
- ensure all personal data remains current and accurate, and implement a retention schedule to ensure the data is not kept for longer than necessary
- be asked to demonstrate specific Information Security, IT Compliance and Data Protection diligence is in place, and renew on an annual basis to ensure compliance
- ensure any site security information will be treated with the highest level of confidence.

English Heritage and its suppliers will:

- ensure employees have regular and up to date Data Protection training
- apply and maintain information security policies and procedures across the organisations
- ensure meaningful and accurate diversity data is collected and monitored to support English Heritage's EDI agenda.

Modern slavery and employment values

English Heritage believes that all individuals have the right to work freely and without fear. We maintain a zero tolerance policy to any infringement of these rights and expect our suppliers to do the same, through support, respect and ensuring that they are not complicit in human rights abuses. To achieve this:



English Heritage will:

- maintain zero tolerance to any child labour or forced labour
- ensure suppliers' working hours comply with applicable laws, and all remuneration is in accordance with these laws
- ensure employment is freely chosen and in a safe environment
- ensure our Modern Slavery statement is available to all suppliers.



Its suppliers will:

- ensure no child labour is used within its own supply chain
- ensure no excessive hours, and fair payment, where freedom of association & the right to collective bargaining is respected
- ensure a safe and hygienic working environment.



English Heritage and its suppliers will:

- respect human rights both for direct employees and those within the supply chain
- prevent any form of modern slavery, discrimination or child labour.

Equality, diversity and inclusion

At English Heritage we are dedicated to becoming an equal, diverse and inclusive charity and our EDI Strategy “Telling Everyone’s Story” will enable us to start this journey by ensuring our suppliers and partners support English Heritage’s commitment to reaching our full potential. To achieve this:



English Heritage will:

- increase the diversity of our workforce by designing out biases from our recruitment processes, looking for new inclusive ways to attract and assess diverse candidates and training our staff on inclusive recruitment practices
- engage with and understand different perspectives by providing specialist training for our employees and volunteers
- ensure our people are confident in their understanding of EDI, what it means to us, and committed to working in an inclusive way
- ensure all suppliers are Equality Impact Assessed to be certain of no differential impact of policies/procedures upon different groups; if found, measures will be taken to remove or minimise adverse impact
- seek opportunities to advance or promote equality through our suppliers
- set performance expectations for our talent providers, and support them to succeed with frameworks and progress trackers.

Its suppliers will

- work with English Heritage to raise and continually improve standards across EDI policies
- encourage a diverse and an inclusive workplace through training, engagement and encouraging respectful behaviours that value, and listen to, different perspectives and needs
- show a fundamental understanding and investment in the advancement or working towards the advancement Equality, Diversity & Inclusivity (EDI).

English Heritage and its suppliers will:

- work with suppliers, supporters, partners and peers to raise and continually improve standards across EDI policies with those we work with
- share diversity data and best practice on workforce representation and culture to help each other improve on EDI
- proactively demonstrate commitment to EDI by setting, and having plans for achieving, stretching targets for EDI.

Business ethics and behaviours



At English Heritage we endeavour to operate with the highest standards, and this is also the case when it comes to our supply chain. We strive for a joint approach and view our suppliers as partners, both equally committed to robust ethical behaviour, dedicated corporate principles and full compliance with all relevant laws. To achieve this:

English Heritage will:

- ensure a clear and fair procurement process to establish and grow strong relationships. Provide insightful feedback at all stages to encourage and maintain improvement and nurture competition and innovation
- work with our suppliers to develop a high standard supply chain and innovative solutions that demonstrate best practice business ethics and behaviours which adhere to ethical principles and relevant laws
- implement a consistent vendor management programme promoting communication and innovation which positively reflects our business ethics and behaviours
- constructively and respectfully challenge where suppliers do not meet our standards of fairness, ethics and inclusivity as well as providing guidance to improve (such as our Equality Impact Assessment guidance).

Its suppliers will:

- apply high standards and fair practices throughout your own organisation's supply chain, with recognition of feedback and improvement opportunities
- inform English Heritage of any risks, concerns or unprofessional conduct as soon as possible
- continually engage with English Heritage and promote an inclusive and ethical workplace and approach to business
- ensure they observe and comply with all relevant rules, regulations, laws and industry good practice including all relevant anti-fraud, bribery, corruption and tax evasion laws.

English Heritage and its suppliers will:

- act with integrity, honesty and professionalism to ensure all corporate and supply chain practices maintain the highest standards and are delivered with transparency and clarity
- take a zero tolerance approach to harassment or discrimination towards any employee, and tackle any report of this with appropriate measures.

THANK YOU

With your commitment, we're creating a fairer and more sustainable supply chain that will help keep the story of England alive for future generations to enjoy.



Have something to say? Please get in touch:

James Sprake Head of Procurement

✉ James.Sprake@English-Heritage.org.uk

Sarah Shearman Strategic Procurement Manager (Capital Projects)

✉ Sarah.Shearman@English-Heritage.org.uk

Thomas Dumbleton Strategic Procurement Manager (Properties)

✉ Thomas.Dumbleton@English-Heritage.org.uk

Vicki Murphy Strategic Procurement Manager (Corporate)

✉ Vicki.Murphy@English-Heritage.org.uk

Speak up form English Heritage (english-heritage.org.uk)

🖱 www.english-heritage.org.uk/forms/speak-up

English Heritage cares for over 400 historic monuments, buildings and places.
Through these, we bring the story of England to life for over 10 million visitors each year.

The English Heritage Trust is a charity, no. 1140351, and a company, no. 07447221, registered in England.

Step into England's story