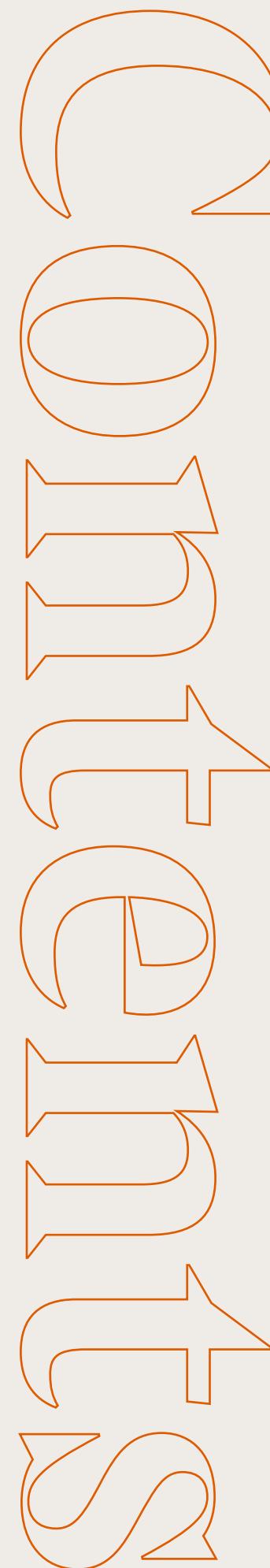




2023

# Supply Chain Charter

Grosvenor Property UK



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# Foreword

Grosvenor Property UK is continually working to create places where communities, business and nature can collectively thrive. We are part of a global business that has been developing and managing land and property for over 340 years.

Our reputation is built not just on the places we create and manage, but also on our understanding of the need to develop a climate positive, regenerative business, actively creating environmental and social benefit from our activities.

Stronger partnerships with our suppliers can help us to address these challenges, and together we can achieve even more.

This second version of our charter has been updated to reflect the sustainability commitments Grosvenor Property UK has made since 2020.

Across distinct areas, it clearly sets out our responsibilities and ambitions, and the standards we expect of the suppliers we work with. And because change is constant, we've also set out the advanced expectations we believe our suppliers should aspire to.

The UK, and London in particular, faces several challenges in supply chains within the built environment. We need deeper collaboration with our suppliers if we're to continue to positively contribute to communities and to keep driving the success of the West End, London's economic and cultural powerhouse. We also recognise our impact is not limited to the UK, and therefore as our understanding of our supply chain deepens, we will seek to engage with our partners from end to end.

We're committed to tackling these challenges and see these commitments as an important framework for delivering lasting environmental and social benefit to our residents, occupiers, customers, staff and all those who come in contact with our business and places.

I am proud to put my name to this charter, and greatly look forward to working with our partners to support the delivery of its aims and objectives.

**James Raynor**  
Chief Executive Officer,  
Grosvenor Property UK



# About us

For over 300 years we've been pioneering new ways of thinking about property, innovating to meet changing needs and demands.

We are a property owner, builder, asset manager, and public sector partner. Our heartland is in London's West End, where we support around 11,000 residents, 1,000 businesses and tens of thousands of workers and residents every day. We also invest in, create, and manage sustainable neighbourhoods in Liverpool and across England.

Using that knowledge, today we're redefining the relationship between property owners, occupiers and communities, based on a model of mutual success, and offering transformational leadership on the environment.

We believe it is vital that the built environment meets the needs of our ever-changing society. In response, we have set ambitious goals for our whole business for 2025 and 2030 in order to urgently transform how we make and manage our properties.

Our business is part Grosvenor, an international organisation whose activities span urban property, food and agtech, rural estate management and support for philanthropic initiatives. Find out more about us and our impact at [www.grosvenor.com/property/property-uk](http://www.grosvenor.com/property/property-uk)

**£5.5bn**  
*assets under management*

Grosvenor Property UK FY2022

# What we expect from our suppliers

Our Supply Chain Charter clearly sets out the standards we set for ourselves and our suppliers we work with.

We expect all suppliers to support our Supply Chain Charter in principle.

Standard requirements are the minimum requirements expected of our suppliers and what we need all our suppliers to do.

Advanced expectations are our ambitions for suppliers who want to go beyond minimum requirements and demonstrate their commitment to sustainability.

We are adopting a phased implementation approach:

- Key existing suppliers will be asked to follow the pathways we have set out on the next page.
- All existing suppliers tendering for new business with us or renewing an existing contract, and any new supplier, will be asked to follow the pathways we have set out in a phased approach, or at the time of tender/renewal.

- We recognise that our suppliers may have complementary supply chain policies and reporting systems.
- Where these exist, we will work with them to capture and report relevant data. If no reporting system in place, Grosvenor's will be used.

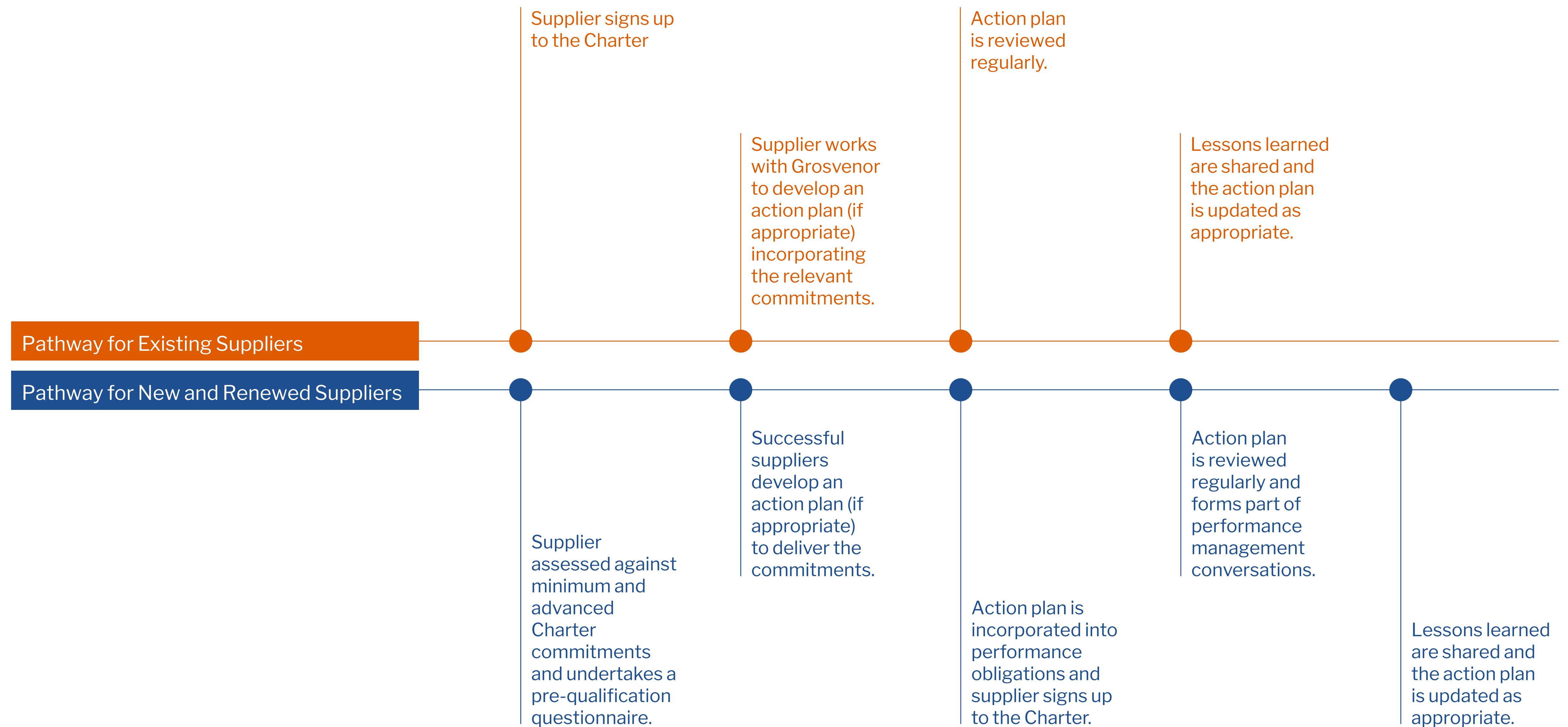
Our ultimate goal is that our whole supply chain has embedded the ethos of the Supply Chain Charter's Commitments.

We will work with you to:

- Identify resources and networks to support you to meet our advanced commitments.
- Promote and share best practice; and
- Share lessons learned.

This document should be read in conjunction with Grosvenor Property UK's social and environmental strategies and tools which can be found on [www.grosvenor.com/property/property-uk](http://www.grosvenor.com/property/property-uk).





# Investing in your success

This charter outlines how we expect our supply chain to work with us to deliver social and environmental impact in the areas where we operate. However, we are keen to make sure it doesn't place excessive demands on the businesses we choose to work with.

## Support available to suppliers:

- We want to enable all suppliers, large and small, to help us deliver meaningful social and environmental impact.
- At no additional cost to our supply chain, we have invested in several resources to help the businesses we contract with to adapt successfully alongside us. We will continue to look for opportunities to expand our support system.
- We are partners with the Supply Chain Sustainability School, who offer suppliers free training on sustainability, offsite construction and management techniques designed to embed change.

To best measure progress, we use a dedicated supply chain reporting system, which helps monitor and map our supply chain impacts, identifying inefficiencies and mitigating risks.

Along with our property sector peers, we have created a network of resources, ensuring our supply chain has easier access to local supplies, workers and apprentices, as well as organisations that help to bring unemployed people into work. For more information on the organisations that can help to support your business and your staff, please see next page.



# Resources available

We encourage suppliers to seek tailored support to upskill staff and their own supply chain. The following organisations may be able to offer support:



## The Supply Chain Sustainability School

The Supply Chain Sustainability School is a collaboration between clients, contractors and first-tier suppliers who have a mutual interest in building the skills of their supply chain. Funded by its partners, it offers free training to upskill their supply chain and workforce in the key areas of sustainability which matter to them. Grosvenor Property UK is one of the partners helping to fund and direct the school.

[www.supplychainschool.co.uk](http://www.supplychainschool.co.uk)

## Heart of the City

Heart of the City a responsible business network for SMEs. They have helped hundreds of London firms to do business better.  
[www.theheartofthecity.com](http://www.theheartofthecity.com)

## UK Green Building Council (UKGBC)

The UKGBC's mission is to radically improve the sustainability of the built environment, by transforming the way it is planned, designed, constructed, maintained, and operated.  
[www.ukgbc.org](http://www.ukgbc.org)

## The Construction Industry Research and Information Association (CIRIA)

As a neutral, independent, and not-for-profit body, CIRIA links organisations with common interests and facilitates a range of collaborative activities that help improve the construction industry.  
[www.ciria.org](http://www.ciria.org)

## Urban Land Institute (ULI)

ULI is a non-profit research and education organisation dedicated to creating better places. It has 45,000 members worldwide, representing the entire spectrum of land use and real estate development disciplines working in private enterprise and public service.  
[www.europe.ulic.org](http://www.europe.ulic.org)

## Better Buildings Partnership (BBP)

The BBP is a collaboration of the UK's leading property owners who are working together to improve the sustainability of existing commercial buildings.  
[www.betterbuilding-partnership.co.uk](http://www.betterbuilding-partnership.co.uk)

## Fit For The Future

Fit for the Future is an environmental sustainability network with over 150 charities, heritage organisations, cultural venues, public sector organisations and more in its membership.  
[www.fft.org.uk](http://www.fft.org.uk)

## 1.

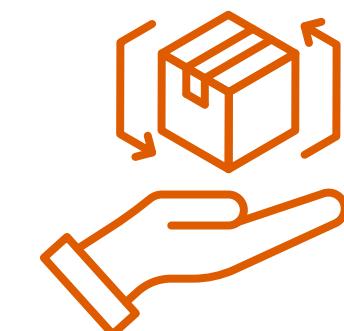
# Working with our supply chain

## Our commitment

We will work closely with our supply chain to deliver lasting environmental, commercial, and social benefits, while promoting the values of respect, trust and integrity.

In practice, this means we make a commitment to:

- Operate and communicate with transparency and clarity.
- Operate to the highest ethical standards and best practice.
- Support suppliers to build their competence to improve performance and foster a culture of continual improvement.
- Encourage suppliers to cascade our operating standards throughout their respective supply chains.
- Demand high levels of measurable performance - from both ourselves and our suppliers.
- Make available resources required to deliver our projects and ensure roles, responsibilities and accountabilities are clear from the outset.
- Encourage suppliers to cascade our commitments and operating standards throughout their respective supply chains.
- Work with suppliers to use digital technology that delivers operational efficiencies and innovation.
- Build trusted relationships that do not require construction retention agreements.



*Supporting suppliers  
and building trust*

## 2.

# Health, safety, security and wellbeing

## Our commitment

We aspire to the highest standards of safety, security and wellbeing – for occupiers of our buildings, the people working in our supply chain and those who may be affected by our activities.

- We will ensure that all of our staff are appropriately trained with the skills needed to deliver the health and safety activities required for their roles.
- We will maintain our continual improvement approach and certification to ISO 45001.
- We will share information, best practices and lessons learned.

## Standard requirements

All suppliers are expected to meet the following entry-level standards for health, safety and wellbeing:

- Deliver assets with the highest standards of safety and security standards based on the best available guidance for the type of facility.
- Give due consideration to the health and wellbeing of the people occupying our assets and those who may be affected by their activities.
- Be proactive in ensuring that all people occupying and working on our assets are free from harm and protected from security threats.
- Educate and enable Health & Safety 'champions' from across the workforce who consider it part of their duty to keep people safe.

- Help their workforce to understand the importance of good mental health and wellbeing by encouraging positive conversations in the workplace while aiming to reduce mental health stigma and discrimination.
- Provide access to competent mental health wellbeing and health & safety first aid training, and provide assistance that directs their workers towards further support in their communities.
- Provide health support for their employees. This could include health screenings and access to an employee assistance programme.



## Advanced expectations:

- We do not have any advanced expectations as we expect as a minimum all our suppliers to aspire to the highest standards of health, safety, security and wellbeing.



*Proactively managing health and wellbeing*

### 3.

# Creating a responsible payment culture

## Our commitment

- We recognise that late payment of invoices can have serious implications for businesses.
- We will pay suppliers within 28 days of receiving an invoice linked to an approved Purchase Order number.
- We will raise awareness with businesses and sectors of the importance of prompt payment and the Prompt Payment Code.
- We will make a board level commitment to incentivise good payment performance.
- We will call out poor performance where we see it.

## Standard requirements

As well as meeting the following standards for creating a responsible payment culture, we expect our supply chain to filter our culture of responsible payment through its own supply chain.

### Pay suppliers on time:

- Within the terms agreed at the outset of the contract.
- Without attempting to change payment terms retrospectively.
- Without changing practice on length of payment for smaller companies on unreasonable grounds.

### Give clear guidance to suppliers:

- Providing suppliers with clear and easily accessible guidance on payment procedures.
- Ensuring there is a fair system for dealing with complaints and disputes which is communicated to suppliers.
- Advising suppliers promptly if there are any reasons why an invoice will not be paid to the agreed terms.

## Advanced expectations:

Suppliers should aspire to achieve the following standards:

- Sign up to the Prompt Payment Code and cascade throughout their supply chains.



*Paying suppliers  
on time*

## 4.

# Ethical conduct, privacy and financial crime

## Our commitment

We expect the highest ethical standards to be maintained by our personnel and all the people working in our supply chain.

- We have a zero-tolerance approach to bribery, corruption and financial crime, and respect individual privacy rights.
- We ensure that our personnel are appropriately trained with the skills needed to carry out their activities to the highest ethical standards.
- We will work with our suppliers to maintain the highest ethical standards at all levels where others are engaged to carry out work for us.

## Standard requirements

All suppliers are expected to meet their obligations under law, and any additional industry standard practices applicable to them in the following areas:

- Bribery and corruption: Suppliers must not gain advantage through dishonest means (including excessive gifts) or pay to facilitate government assistance.
- Tax evasion: Suppliers must meet their tax obligations in full and must not assist others to evade their tax obligations.
- Money laundering: Suppliers must not handle proceeds of crime or launder money and should challenge suspicious payments.
- Modern slavery: Suppliers must ensure their personnel are working by choice and receive the wages owed to them.
- Data protection: Suppliers must respect individual privacy, handle personal data securely and transparently and honour people's choices.

Procedures are expected to include:

- Assessing activities for ethical conduct, privacy or financial crime risks.
- Training and raising staff awareness.
- Being upfront about incidents and cooperating in any investigation.
- Encouraging staff to report suspected malpractice, including to an appropriate whistleblowing hotline.
- Ensuring subcontractors are bound to the same requirements.

## Advanced expectations:

Suppliers should be willing to maintain and demonstrate a programme of best practice for ethics, compliance and data privacy, including:

- A high ethical standards culture.
- Proportionate due diligence of subcontractor procedures.
- Ethical practices central to procurement decisions.
- Confirmed elimination of any excessive performance pressures.
- Appropriate risk-based performance reviews and/or audits of subcontractor chains.
- Ensuring all subcontractor personnel are able to report malpractice without recrimination via an appropriate whistleblowing hotline.



*Working to high ethical standards*

## 5.

# Fair employment conditions

## Our commitment

Fair employment conditions are a vital enabler for delivering social impact. We believe it is important that employees, as well as apprentices, are paid a fair wage.

- We pay all our employees a minimum of the local Living Wage, as defined by the Living Wage Foundation including apprentices.
- We align our principles to those described in the United Nations Universal Declaration of Human Rights (UNUDHR), the International Labour Organisation's (ILO) fundamental conventions on labour rights and the UN Guiding Principles on Business and Human Rights.

## Standard requirements

All suppliers are expected to meet the following entry-level standards for fair employment conditions:

- Align with recognised employment principles such as the Ethical Trading Initiative base code.
- As a minimum pay the local Living Wage, as defined by the Living Wage Foundation, including apprentices.
- Exclude zero-hours contracts for our work unless requested by the employee.
- Exclude any unpaid work from our contracts (such as internships).

- Use the best available guidance in mitigating modern slavery to help us to ensure everybody working indirectly for Grosvenor Property UK is treated with respect.
- Provide training and support to staff and suppliers on fair employment conditions.

## Advanced expectations:

We do not have any advanced expectations as we expect all our suppliers to promote fair employment practices and cascade these requirements throughout their own supply chains.



*Encouraging fairness,  
inclusion and respect*

## 6.

# Inclusive & equitable opportunities for employment

## Our commitment

We believe that our success is dependent on attracting, developing and retaining talented people who share and believe in our values. Respect is one of our core values. We are committed to building an inclusive culture which attracts people from all parts of society, proactively broadening our appeal to underrepresented communities.

- We support our suppliers to get the training they need to improve inclusion and equity within their own organisation.
- We investigate opportunities to employ local people on projects, either directly or by engaging with local businesses through activities such as supplier days and stakeholder engagement.

## Standard requirements

All suppliers are expected to meet the following entry-level standards for inclusive and equitable opportunities for employment improve:

- Engage with us when we run local supplier days.
- Report workforce diversity statistics annually with commentary to describe what is being done to improve workforce diversity.
- Report on the gender pay gap for their company.

- Measure and continuously improve levels of local employment, local procurement and employees through formal education programmes (e.g., apprenticeships, higher education, graduate trainees).
- Support staff and supply chain to upskill on inclusion, equality and respect.

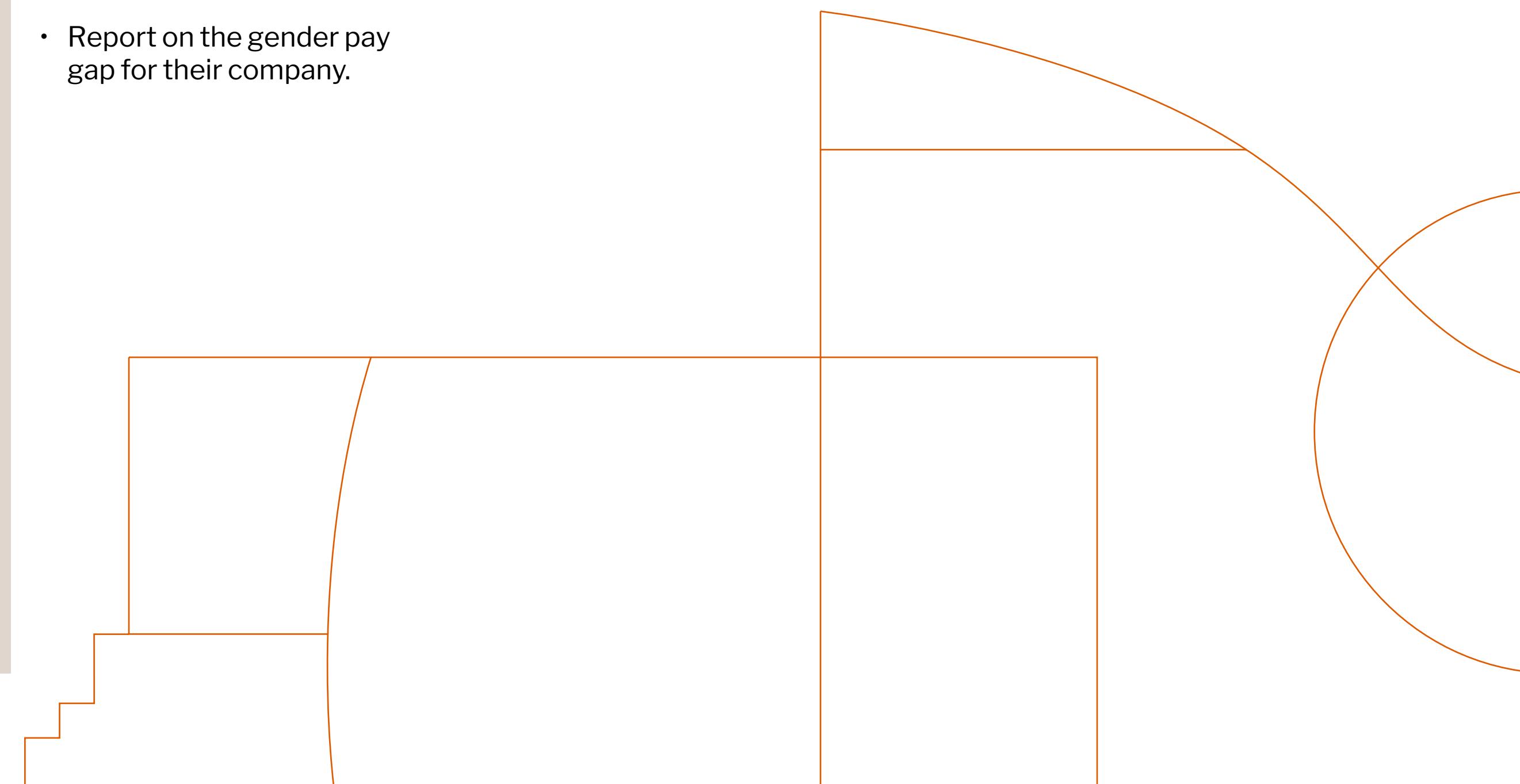
## Advanced expectations:

Suppliers should aspire to achieve the following standards:

- Implement inclusive recruitment and promotion practices to support and develop candidates from a broader talent pool.
- Promote a culture that is fair, inclusive, and respectful, promoting allyship and active bystanders. Demonstrate inclusive flexible working offerings, recruitment policies and processes, inclusive leadership and promoting opportunities for inclusive groups.



*Providing inclusive and equitable employment opportunities*



## 7.

# Community Engagement

## Our commitment

We follow the priorities set out in People Positive, our social impact and community strategy.

This includes a commitment to track and address priority issues impacting community wellbeing local to our projects and neighbourhoods through meaningful engagement; we expect our suppliers to support us in delivering against these objectives.

We know that understanding local communities' needs is crucial to maximising social impact and delivering great places to live, work and visit.

We will:

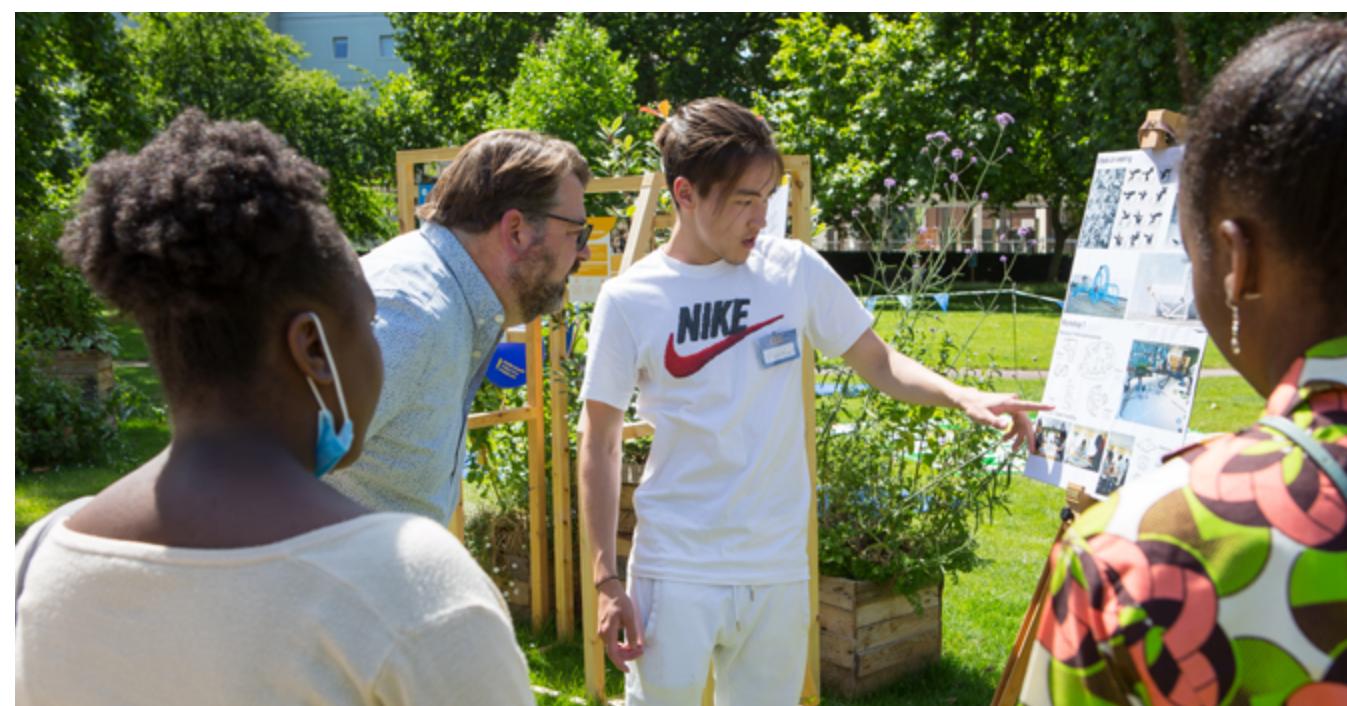
- Undertake community needs analyses to ensure our investment and support of local communities is targeted to where it will have the greatest impact and will deliver social benefits to those who need it most.
- Develop and manage high-quality, inclusive, and healthy neighbourhoods.

- Deliver a legacy of social and economic benefits in our neighbourhoods and improve the wellbeing of those living, learning, visiting, and working there.
- Support our staff and supply chain to undertake training on social impact and community engagement.
- Partner with suppliers capable of deploying innovation and technologies that can drive positive environmental, social and commercial impacts.
- Partner with suppliers that share our values, promote under-represented groups and support local community impact such as: SMEs, social enterprises, women-owned businesses or ethnic minority-owned businesses.

## Standard requirements

All suppliers are expected to meet the following entry-level standards for community engagement and social impact:

- Report on social initiatives such as relevant work with communities, volunteering, etc.
- Actively participate in community engagement exercises.
- Improve staff and supply chain's understanding of social impact by training and proactively encouraging conversations: what it means to an organisation; what it means to different communities; how you can maximise positive social impact in the long-term; and how you may already be doing it.



## Advanced expectations:

Suppliers should aspire to achieve the following standards:

- Encourage, measure and continuously improve levels of local employment, local procurement, local work experience and local training schemes, such as apprenticeships.
- Identify, facilitate, and report on initiatives with local communities in which you operate (particularly those most in need) and any other communities that you choose to support.



*Engaging the community*

## 8.

# Mitigating and adapting to climate change

## Our commitment

We recognise that bold leadership from the built environment sector is needed to tackle climate change.

- By 2030 we will have at least halved the carbon emissions across all our activities from a 2019 baseline. This includes both our direct emissions from our buildings as well as our indirect emissions from our tenants and supply chain emissions.
- We follow the principles set out in Think Zero: our Net Zero Carbon Strategy and our Carbon Offset Strategy and expect our suppliers to support us in delivering our strategy.
- Our long-term net zero target is approved by the Science Based Targets initiative (SBTi) and we will reduce both our direct and indirect carbon emissions by 90% by 2040, from a 2019 base year, to achieve net zero across our value chain.
- By 2025, with our support where needed, 25% of our suppliers will have Science Based Targets.
- Support our suppliers through our Supplier Mentoring Programme.

## Standard requirements

All suppliers are expected to meet the following entry-level standards for mitigating and adapting to climate change:

### For relevant suppliers

- Design, construct, refurbish and maintain our buildings to ensure climate resilience.
- Design and deliver facilities that reflect the lowest possible whole life carbon.
- Operate and service our facilities in a way that delivers year-on-year improvements in carbon and energy intensity.
- Innovate and use materials with lower embodied carbon.

### All suppliers

- Measure, monitor and reduce your organisation's carbon footprint and energy intensity, identifying and taking action to improve hotspots.

- Support staff and supply chain to undertake training on mitigating and adapting to climate change.
- Suppliers of contracts over £1 million with us in any year must have a validated Science Based Target to reduce carbon emissions or commit to applying to the Science Based Target Initiative before 2025.
- Offset total carbon emissions resulting from work with us to become carbon neutral from 2025. Report to us on the offset project details and value of offsets purchased.

## Advanced expectations:

Suppliers should aspire to achieve the following standards:

- Devise and offer innovative solutions that support our net zero carbon strategy, and climate resilience work.
- Have validated Science Based Targets.



*Tackling climate  
change together*

## 9.

# Materials

## Our commitment

As an industry, our activities have an impact on the environment. We must get better at using responsibly sourced materials and natural resources more efficiently.

- By 2030, we aim to have a full understanding of the principal risks and opportunities in the supply chains of our materials.
- We will also undertake Life Cycle Analysis on significant development projects, to predict the future materials maintenance and replacement cycles.

## Standard requirements

All relevant suppliers are expected to meet the following entry-level standards for materials:

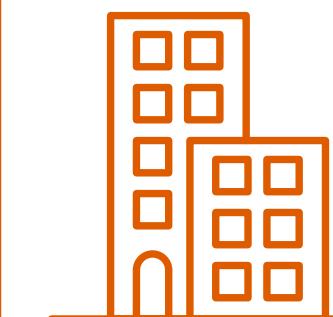
- Prioritise retention of existing fabric and structure.
- Avoid composite materials that cannot be reused or recycled.
- Design and specify for future demountability and reuse.
- Provide data and support to help us map our supply chain impacts.
- Procure materials with robust certification where available.
- Not use any materials identified as prohibited and use controlled materials where only necessary.

- Suppliers must carry out a pre-design material audit to maximise the reuse of existing materials before strip-out takes place.
- Optimise packaging at source, reducing wherever possible.
- Support staff and their supply chain to upskill and undertake training on issues related to materials.

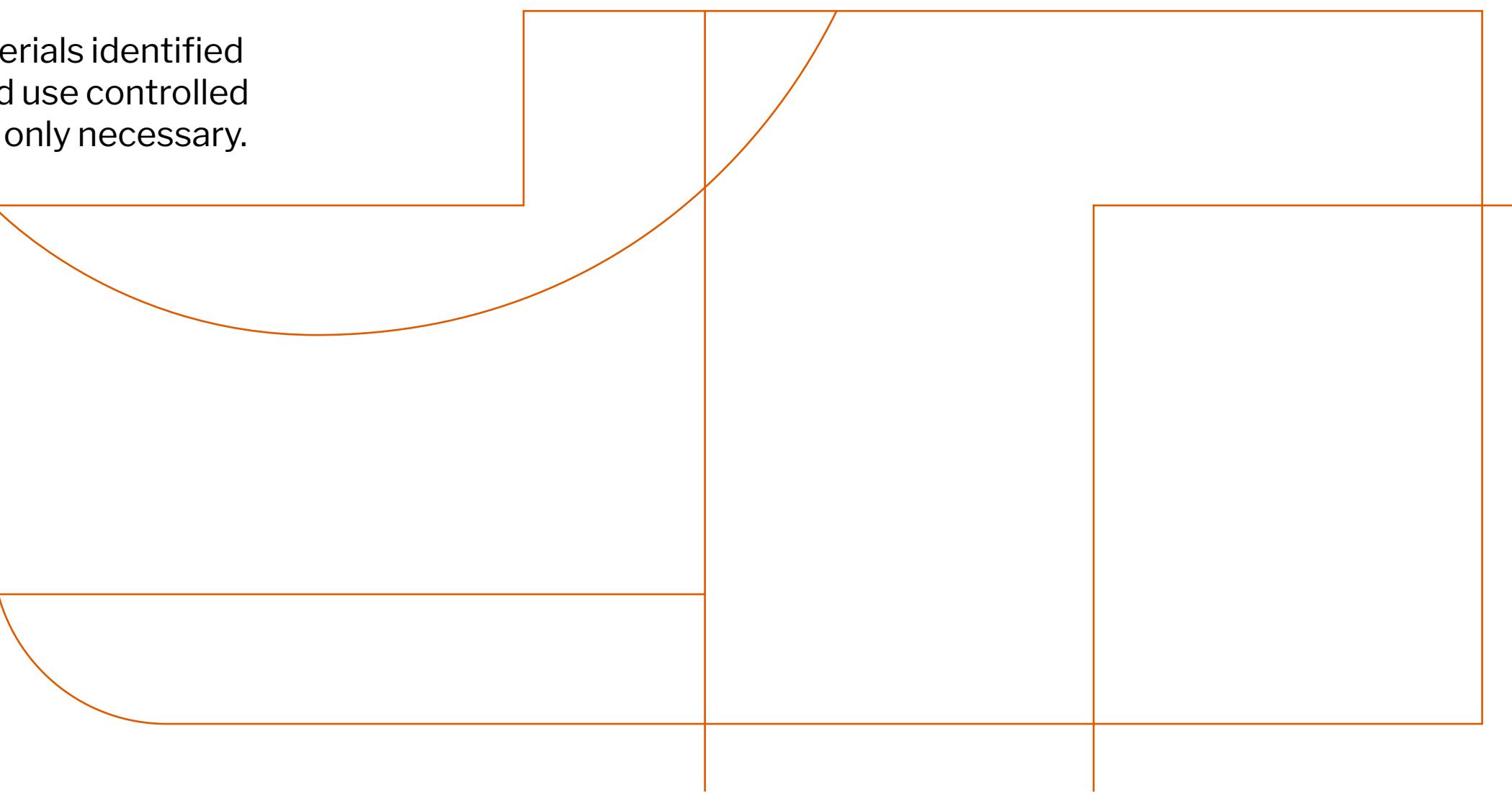
## Advanced expectations:

Relevant suppliers should aspire to achieve the following standards:

- Engage with suppliers to improve information and data sourcing on specific materials and ways of responsibly sourcing and certifying the material.
- Prioritise design that removes over-specification and manufacturers that deliver future repair and replacement options for their products. New specifications should be designed in layers, to promote future adaptability and recovery.
- Devise and offer innovative solutions to reusing materials, circularity, and optimising packaging.



*Sourcing and using materials responsibly*



## 10.

# Waste, resource efficiency and circular economy

## Our commitment

Recognising that the world has finite resources, we all need to be smarter when using natural resources and managing waste.

- By 2030, we will be a zero-waste business. In practice, this means that we will be integrating circular economy principles into everything we do, including preventing waste whenever possible and recovering materials at their highest value through reuse and recycling.

## Standard requirements

All relevant suppliers are expected to meet the following entry-level standards for waste management:

- Reduce operational and construction waste by observing the waste hierarchy and keeping materials at their highest possible value.
- Design and specify for future demountability and reuse.
- Reject unsustainable materials where an alternative exists.
- Prioritise the retention of existing fabric and structure.
- Prioritise durable and long-lasting materials and systems. The circular potential of waste should be considered during the design/ procurement stages.
- Design, build and operate facilities in a way that eradicates non-hazardous waste to landfill, reduces waste intensity and optimises materials.

- Work with us to phase out avoidable single-use plastic packaging. Where appropriate, consider products that use zero or biodegradable packaging or have a take-back scheme.
- Suppliers producing construction waste must capture all site deliveries and waste removal data, and report data annually.



## Advanced expectations:

Relevant suppliers should aspire to achieve the following standards:

- Work with us to reduce waste at source and develop new solutions to waste management through whole life costing and an approach based on the circular economy.
- Work with us to reduce the amount of hazardous waste, that cannot be reused or recycled, going to landfill.
- Review opportunities for alternative ownership models to extend maintenance and refurbishment cycles, as well as takeback schemes that focus on preventing waste and recovering or adapting products for future use.



*Eradicating waste*

## 11.

# Valuing nature

## Our commitment

We understand the symbiotic relationship humans have with nature. In particular, the role of green spaces in cities to enhance biodiversity and help us to mitigate and adapt to climate change.

We follow the principles set out in our Valuing Nature strategy and our Biodiversity Buffet and we expect our suppliers to support us in delivering our strategy, especially those who support us with our green infrastructure.

- By 2030, our UK property business portfolio will have achieved a significant net biodiversity gain, responding to the need to halt the decline of the UK's wildlife and restore ecosystems.
- By 2025 we will have achieved a 100% increase in biodiversity on developments.
- By 2025 we will have achieved a 10% increase on managed green space, rising to 20% in 2030.
- We will avoid losing biodiversity that cannot be offset by gains elsewhere, and we will incorporate purposeful green infrastructure into places we design, create and manage.
- We will work in partnership with other like-minded organisations to help accelerate the restoration of the natural environment of the communities in which we operate.

## Standard requirements

All relevant suppliers are expected to meet the following entry-level standards for valuing nature:

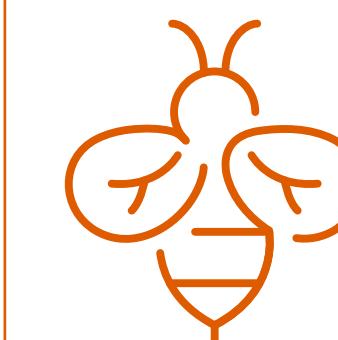
- Design, construct, refurbish and maintain our buildings to the best available guidance and practice for biodiversity net gain, water conservation and nature-based solutions, aligning with our Valuing Nature strategy.
- Make a presumption in favour of sustainably-sourced materials in design and procurement.



## Advanced expectations:

Relevant suppliers should aspire to achieve the following standards:

- Offer innovative nature-based solutions and case studies that support our objectives to: achieve significant biodiversity net gain; create multifunctional and climate resilient green assets and infrastructure; reconnect people with nature; and maximise return on investment.
- Measure, baseline, monitor and improve on your natural capital impact and water footprint, reporting annually.



*Valuing nature*

## 12.

# Air quality

### Our commitment

We recognise that our operations have a significant effect on indoor and outdoor air quality. And through our partnership with King's College London and the London Air Quality Network we are already monitoring NOx levels in our London portfolio to help us understand local air quality and the impact of our interventions.

- Continue to develop delivery and waste consolidation offerings to customers to reduce traffic pollution.
- Phase out diesel usage for all our service contracts by 2025.

### Standard requirements

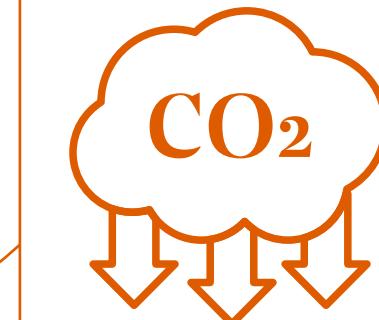
All relevant suppliers are expected to meet the following entry-level standards for air quality:

- Help us to reduce traffic to our sites through logistics consolidation.
- Design, construct, refurbish and maintain our buildings to ensure high standards of indoor air quality for occupiers.
- Where it is absolutely necessary to use diesel power, use only the highest available Euro category engines on plant and heavy vehicles to service our contracts.

### Advanced expectations:

Suppliers should aspire to achieve the following standards:

- Use low carbon transport for deliveries where possible.
- No diesel or petrol vehicles to be purchased after 2025 and no diesel or petrol plant or equipment to be purchased after 2030.
- Adhere to the Plant Category Group's minimum standards for plant and equipment, prioritising low and no-carbon alternatives and technologies, where applicable.
- Support staff and suppliers to upskill and undertake training on air quality.
- Devise and share innovative case studies and solutions to help improve indoor and outdoor air quality.



*Helping to  
reduce pollution*

# Definitions

1. **Support:** recommended relevant sources of information to help our suppliers meet our standard and advanced requirements.
2. **The ETI Base Code:** an internationally-recognised code of labour practice, which is founded on the conventions of the International Labour Organisation (ILO). Its principles are:
  - Employment is freely chosen.
  - Freedom of association.
  - Working conditions are safe and hygienic.
  - Child labour shall not be used.
  - Living wages are paid.
  - Working hours are not excessive.
  - No discrimination is practiced.
  - Regular employment is provided.
  - No harsh or inhumane treatment is allowed.
3. **Work:** mental or physical activity as a means of earning income. Job shadowing and work experience where the person does not contribute to Grosvenor Property UK business is not considered to be work.
4. **Fairness, Inclusion and Respect (FIR):** a programme of work sponsored by The Construction Industry Training Board (CITB) to promote equality and diversity through workplace behaviour.
5. **Local:** the geographical region defined as local by a project or contract. This will vary depending on stakeholder and planning requirements.
6. **Local supplier:** a supplier is considered local for London if they service the contract from any of the 32 London Boroughs. For other parts of the UK it is the geographical area of the authority in which the supplier pays business rates (or Council Tax for a micro enterprise). Local branches of national firms are included if within the defined area.
7. **Local employee:** an employee is considered local if they are resident in the area defined as local and paying Council Tax to the Local Authority.
8. **Waste at source:** surplus materials or packaging that will not be used either to service an asset or as part of an asset are considered to be waste at source.
9. **Small or medium enterprises (SMEs):** Defined as per the UK Government definition as any organisation with fewer than 250 employees and a turnover of less than €50 million or a balance sheet total less than €40 million.

# Contact us

If you require further information about our Supply Chain Charter or would like to discuss the supplier process with a member of the team, please get in touch.

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