



Our Supply Chain Charter

At SP Electricity North West we champion the interests of the North West and we're proud that it's our network that connects communities and helps to keep the electricity flowing.

Our purpose sets out that 'Together we have the energy to transform our communities' and suppliers in our supply chain help us to achieve this. The principles we follow to achieve this purpose are set out below:

Our principles		
We are switched on	We are adaptable	We take pride
to our colleagues, customers and the world around us:	and always looking for better ways to get things done:	in all we do because it matters to people's lives:
• We are attuned to their needs and deliver for them • We are responsive and do whatever it takes to get the job done safely • We are always looking for ways to build trust.	• When we're faced with a challenge, we find a solution • We embrace change and make the most of it • We innovate to improve things for the future.	• We do the best we can in all our work, big and small • We all embrace the sense of responsibility we feel to our communities • We know people rely on us. We can all make a difference.

In line with our 'Purpose and Principles', our Supply Chain Charter aims to set out our expectation of all who are or wish to become suppliers within our supply chain and in return, what you can expect from us.

Our procurement activities are governed by the [ScottishPower Purchasing Policy](#). This Supply Chain Charter explains how SP Electricity North West applies those principles in its relationships with suppliers.

This Charter complements the [Iberdrola/Scottish Power Code of Conduct for Suppliers](#). The Code sets the mandatory ethical, legal and sustainability standards expected of all suppliers, while this Charter explains how SP ENW applies those standards and works collaboratively with its supply chain. Suppliers must comply with both documents, together with applicable law and their contractual obligations.

Procurement opportunities

Our customers are at the heart of what we do, and we are committed to the ethical procurement of goods, services and works to ensure we generate maximum value for our customers and the communities in which they live.

As a business that applies relevant procurement legislation, we aim to operate a transparent and fair procurement process.

When we are sourcing goods, services and works above the relevant UK Procurement Threshold (Utilities Contracts), we ordinarily use the Achilles Utilities Vendor Database (Achilles UVDB) as our pre-qualification system. This is a fair, open and transparent system which any supplier can join (visit www.achilles.com for further information). Moving forward, we will be using GoSupply as our pre-qualification system in order to be consistent with the Iberdrola Group processes. Please refer to the ['Becoming a supplier'](#) page on our website. We actively encourage suppliers to register on GoSupply.

Whether the value of the procurement exercise is above or below the UK Threshold, we will, as appropriate, use a combination of a pre-qualification system and local arrangements for the purchase of goods, services and works. In addition, we will endeavour to:

- Include clear specifications for all procurements.

- Ensure that the local community and supply chain are informed of new opportunities and given fair opportunity to compete.

Ethical standards

High ethical standards are required throughout all our business operations.

- We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate, and we expect the same of our suppliers.
- We act with integrity and will treat suppliers all tiers with respect. We expect all suppliers to behave in the same way.

Health and Safety

Industry leading health and safety performance is an essential part of our business.

- Our suppliers at any tier must consistently meet, as a minimum, our health and safety notified requirements. For high risk works and services we may use internal or third party assurance services.
- We target being a zero-accident organisation. To support this, we expect our suppliers to identify and eliminate any hazardous situations in the work place continuously.

Performance and reporting

We will provide honest and clear feedback on performance, and our expectation is that suppliers will be open and transparent and provide information as requested. We aim to:

- Give clear and precise information on our requirements covering safety, quality, time and cost, to achieve a 'right first time' approach.
- Use objective data to analyse key indicators on supplier performance and regularly communicate potential issues to suppliers. We will be open with our suppliers about the data we are using to undertake this analysis.
- Use lessons learnt and knowledge sharing with the supply chain to aid and inform ongoing activities and continuous improvement.

Corporate Social Responsibility - our purpose led responsibility framework

As we work with our local communities to transition to a low carbon business model, it is vital that we behave in a manner that is recognised to be responsible, acknowledging the impact and the transformative role we and our suppliers have in our local communities. This is articulated in our approach to Corporate Social Responsibility (CSR) through our 'Transforming our communities' purpose led responsibility framework. This incorporates our approach to working with our suppliers, and this Supply Chain Charter is part of our framework.

Real living wage

We are an accredited real living wage employer which means that our employees are paid at least the real living wage.

Additionally, we're required to show that those working for our key framework contractors are already paid at a level at least equal to the real living wage or that these contractors are working to achieve these pay levels.

To ensure we continue to adhere to the requirements of a real living wage employer, we have included a real living wage requirement in our tender documents.

Modern slavery

We have a zero-tolerance approach to modern slavery and are committed to acting ethically and with integrity in all our business dealings and relationships. We are also committed to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place in our own business or in any part of our supply chains.

Third-party harassment under the Employment Rights Act 2025

Employers are expected to take all reasonable steps to prevent harassment of workers in the course of their employment, including harassment by customers, suppliers, contractors and other third parties.

We expect all suppliers, their employees, agency workers, subcontractors and representatives to:

- Treat SP ENW employees, contractors and visitors with dignity, courtesy and respect at all times.
- Refrain from any conduct that could constitute bullying, harassment, discrimination, victimisation or intimidation.
- Comply with all applicable equality, diversity and inclusion legislation and employment-related legal obligations.
- Ensure that any concerns, complaints or allegations relating to inappropriate conduct are promptly reported and investigated.
- Co-operate fully with any investigation undertaken by us in relation to alleged harassment, discrimination or inappropriate conduct involving supplier personnel.
- Take appropriate corrective action where misconduct is identified.
- Have measures in place to meet your obligations to your own employees, contractors and visitors.

For the purposes of this requirement, unacceptable conduct includes behaviour related to any protected characteristic under the Equality Act 2010, including age, disability, gender reassignment, race, religion or belief, sex and sexual orientation.

Where we reasonably believe that a supplier's employee, agent or representative has engaged in inappropriate conduct towards our employees or other workers, we reserve the right to

require the immediate removal of the individual from our sites, suspend work activities and/or review the ongoing commercial relationship.

Environment

Our plan, 'Leading the north West to zero carbon', outlines our ambition to meet the region's carbon emissions target and illustrates the initiatives and investments which will ensure we take a significant step on the road to achieving rapid decarbonisation. We are committed to working with suppliers and local communities to transition to a low carbon economy and we expect our suppliers to understand their impact on local and wider communities. We will seek suppliers who share the same philosophies and are willing to use comparable environmental practices, including energy efficiency, waste reduction and recycling to achieve a sustainable reduction in carbon footprint.

Our purpose and principles

Our purpose and principles are set out in this Supply Chain Charter. We look forward to working with current and potential suppliers who wish to join us on our journey and are willing to demonstrate acceptance of these and work with us. We are open to discussion and feedback on the approach set out in this document. If you would like to discuss any matters raised, please contact procurement@enwl.co.uk.