

November 2025

Cadent
Your Gas Network

Supplier Code of Conduct



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Welcome

Supplier Code of Conduct

As a supplier you play an important part in helping us to keep the energy flowing.

Our relationship with you is crucial for delivering our business plan and driving our business forward. This Supplier Code of Conduct outlines our expectations regarding how our suppliers and their supply chain partners should act when providing goods or services. We expect all suppliers to adhere to the highest ethical standards and comply with all relevant laws, regulations, and licences. By working together, we can ensure that our operations are safe, sustainable, and responsible, supporting our shared commitment to integrity and excellence.

If you have any questions as to the intent of this document or its content, then please get in touch at:
procurementservices@cadentgas.com



Victoria Hinchliffe

Director of Procurement

Health, Safety and Wellbeing

Health, safety, and wellbeing are core values at Cadent.

Suppliers must comply with relevant legislation, continuously improve their health and safety management systems, and promote a safe working environment. Cadent's Safe+Well Framework provides a structure for achieving excellence in health, safety, and wellbeing.

We have a zero-tolerance approach to any form of discrimination, harassment or bullying and we expect our Suppliers to uphold these values.



Data Protection

Suppliers must adhere to Cadent's data protection standards and relevant UK legislation. This includes ensuring the security and confidentiality of personal data and reporting any data breaches promptly. Suppliers should follow data privacy principles such as purpose limitation, lawfulness, fairness, transparency, data minimisation, accuracy, integrity, confidentiality, and accountability.

You must report any data breach, potential data breach, or concerns regarding personal data related to us to dataprotection@cadentgas.com and the Cadent Contract manager.

If you are a data processor you must pass any Subject Access Requests (SAR) made relating to your work for Cadent immediately using the contact details below, giving the date you received the request.

For customer requests:

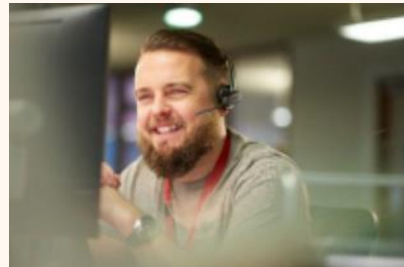
wecare@cadentgas.com

For employee requests:

mypeopleservices@cadentgas.com

Please note that a SAR can be made by customers or employees verbally or in writing.

If you have any queries, you can contact dataprotection@cadentgas.com



Protecting the Environment

We are committed to environmental sustainability and expect our suppliers to actively support and align with our environmental objectives. Suppliers must comply with all applicable environmental legal and obligation requirements, including those related to carbon emissions, waste, water, and hazardous materials. We expect our suppliers to have an environmental management system and collaborate with us to achieve the UN Sustainable Development Goals. Our suppliers should set and make available measurable environmental and sustainable targets, such as net zero emission reduction, waste management, and resource consumption, and monitor and disclose environmental performance metrics.

Our Ethical Culture and Responsibilities

Cadent is committed to conducting business with integrity, honesty, and ethical behaviour. Suppliers are expected to uphold these standards, promote an inclusive culture, and address any unethical behaviour promptly. This includes embracing Cadents' commitment to being an equitable and diverse employer and supporting the creation of an inclusive culture for all employees and partners.

Fraud, Bribery, Corruption, and facilitation of tax evasion

Cadent have a zero-tolerance approach to fraud, bribery, corrupt practices, and tax evasion. Suppliers must have programs to prevent and detect these activities and comply with all applicable laws, including the UK Bribery Act 2010, the Fraud Act 2006 and in accordance with the Economic Crime and Corporate Act 2023. If you find any such practices, report them using the contact details provided.

If you find that fraud, bribery, tax evasion, or any other potentially corrupt practice has taken place, and this relates to work done on our behalf or otherwise relates to our business, you should contact us using the details below:

Internal - 0800 376 0113
businessconduct@cadentgas.com

External - 0800 988 9094
report@seehearspeakup.co.uk

Our people and our partners are expected to embrace our values:



We work together



We drive performance



We take responsibility



We shape the future

Entertainment, Hospitality, Gifts, and Cash Rewards

Suppliers are required to comply with our rules regarding business rewards, including gifts, meals, hospitality, and entertainment. Gifts or hospitality must not be offered to our employees as this could create a conflict of interest. Employees are prohibited from accepting cash or cash equivalents and from engaging in any activities that could compromise their impartiality or judgment.



Testimonials

We will not give testimonials, and you should not request them. This includes testimonials in return for a potential discount.

Resilience and Business Continuity

Suppliers must have business continuity arrangements to ensure service provision during disruptions. These arrangements should consider people, premises, processes, and providers. More details will be provided through the procurement process and individual contracts.

Security and Cyber Security

We require suppliers to demonstrate commitment to security and have appropriate policies and procedures in place. Suppliers must ensure cyber security controls are in place to prevent unauthorised access, damage, or interference with our information assets. Report any cyber security incidents immediately.

All suppliers must achieve and maintain Cyber Essentials Plus certification as a minimum standard; higher-level certifications, such as ISO 27001:2022, will also be accepted where held.

If you don't have Cyber Essentials Plus, for information on how to get started, please visit [Cyber Essentials - NCSC.GOV.UK](https://www.ncsc.gov.uk/cyber-essentials)

Human Rights and Prevention of Slavery and Human Trafficking

Suppliers must respect their employees and provide a safe workplace free from harm, intimidation, bullying, harassment, victimisation, fear, and discrimination. Suppliers should adhere to the Ethical Trade Initiative Base Code, UN Global Compact Principles, and local employment

legislation. We promote equal opportunities and expect suppliers to do the same. Organisations meeting certain criteria are strongly encouraged to publish their statements on the UK Government's [Modern Slavery Statement Registry](https://www.gov.uk/modern-slavery-statement-registry). We have published our statement here and encourage our suppliers to do the same.

Conflict Minerals

We are committed to avoiding the use of conflict minerals and using ethical sourcing that may directly or indirectly contribute to human rights abuse. We expect our suppliers to uphold the highest standards of due diligence and transparency in their supply chains. We expect suppliers to have established and robust policies, procedures, and controls to identify and prevent the use of conflict minerals. Suppliers must disclose the presence and origin of any conflict minerals to Cadent, including Columbite-tantalite (tantalum), Cassiterite (tin), Wolframite (tungsten) and gold ores (gold). Cadent encourages suppliers to continuously improve their sourcing practices and contribute to industry-wide efforts to promote ethical mineral supply chains.

Community and Supplier Diversity

Suppliers should positively impact their local communities and prioritise internal diversity and inclusion activities. We aim to provide equal opportunities for small, local, and diverse businesses in our procurement processes. We are committed to being a [Disability Confident Leader](#) and Business in the Community's [Race at Work Charter](#) and we actively encourage our suppliers to commit to these as well.

Monitoring and Reporting

Suppliers are required to assess their operations to ensure adherence to this Code of Conduct. Robust processes must be in place to address any breaches, instances of non-compliance, or issues identified through audits, reviews, or inspections.

Subcontracting and Supply Chain

If your contract with us allows you to subcontract work or services to third parties, you must ensure those third parties are informed of this Supplier Code of Conduct and comply with its requirements. This obligation also applies to any third parties that supply goods to your organisation in connection with your contract with us.

**If you have any questions as to the
intent of this document or its content,
then please get in touch at**

procurementservices@cadentgas.com

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