

# Supplier Code of Conduct

## Our vision

The Medical Defence Union (MDU) is the UK's leading medical defence organisation, dedicated to providing professional indemnity to doctors, dentists and other healthcare professionals.

The MDU is committed to partnering with suppliers who uphold the highest standards of professional practice and who share our core values of integrity, ethical conduct, and quality, corporate responsibility, and environmental stewardship.

This Supplier Code of Conduct (Code) sets out the minimum standards and behaviours expected from all entities providing products or services to the MDU. Compliance with these principles is essential for building strong, lasting partnerships based on mutual respect, shared values and ethical responsibility.

We work closely with suppliers to support adherence to this Code and provide guidance where needed to ensure these standards are met consistently. The MDU may periodically update this Code, with the latest version available at [themdu.com](https://themdu.com)

## Purpose

This Code complements, rather than replaces, the terms of our supplier contracts and procurement requirements. Contractual terms will always take precedence. The Code reflects our commitment to ethical business practices, and we see our supplier base as a vital extension of our operations and success.

We appreciate your ongoing commitment to compliance, integrity and collaboration as you work with the MDU. We also expect all suppliers, and their supply chains, to adopt and adhere to this Code. By sharing these standards within your organisation and with your suppliers, you help us build a culture of integrity and collaboration that benefits everyone involved.

## Laws and regulations

Suppliers must operate in full compliance with all applicable laws and regulations, including labour, human rights, health and safety, environmental, and anti-corruption laws, to maintain ethical and lawful business practices.

## Labour and human rights

### No forced or child labour

We expect our suppliers to stand firmly against modern slavery and human trafficking, fully complying with applicable laws, including the Modern Slavery Act 2015. This includes ensuring that forced labour, child labour, bonded labour, indentured labour or prison labour have no place anywhere in your supply chain. Together, we can uphold the dignity and rights of every worker.

### Human rights

We believe in fostering a global supply chain that respects and upholds internationally recognised human rights. Suppliers must adhere to the principles outlined in the International Bill of Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work. Together, we can champion dignity and equality for all workers.

### Equal opportunities

As a proud equal opportunity employer, the MDU partners with suppliers who share our commitment to fairness and inclusion. Suppliers must ensure that employment decisions are based solely on merit and ability, free from discrimination on the basis of race, gender, religion, age, disability or other personal characteristics. Let's create workplaces where everyone can thrive.

### Freedom of association

We value the rights of workers to have a voice. Suppliers must respect employees' rights to form or join trade unions and to engage in collective bargaining without fear of reprisal. Empowered workers lead to stronger partnerships.

### Safe working environment

Every worker deserves a safe and respectful workplace. Suppliers must comply with health and safety laws, actively work to eliminate risks and provide appropriate protective equipment when hazards cannot be avoided. The MDU upholds a zero-tolerance policy against physical or verbal abuse, bullying, harassment, violence or any other forms of unprofessional behaviour, ensuring that every individual is treated with respect and dignity.

### Wages and remuneration

Fair pay is fundamental. Suppliers must ensure workers receive wages, benefits, and overtime pay that meet or exceed the highest standard of applicable laws, industry norms or collective agreements – always enough to cover basic living expenses.

## **Data protection, information security and intellectual property**

Suppliers must handle personal data responsibly, fully complying with applicable data protection laws including the UK GDPR. Safeguarding the confidentiality and integrity of MDU information is essential, and any use of MDU trademarks, logos or brand identifiers requires prior written consent.

## **Environmental responsibility**

We are dedicated to a greener future and expect our suppliers to share this commitment. Suppliers must adhere to all environmental regulations, including those related to waste disposal, emissions, and hazardous materials.

Sustainability should be a core principle in all aspects of service delivery, from resource use to packaging, with a focus on minimising environmental impact wherever possible.

## **Business integrity**

Integrity is the foundation of everything we do. We are committed to adhering to laws and regulations that prevent financial crime and this responsibility extends to our suppliers. We expect suppliers to report any concerns related to financial crime, including money laundering, fraud, tax evasion or sanctions violations.

Suppliers must also comply with all applicable anti-bribery, anti-fraud and anti-corruption laws, including the Bribery Act 2010 and the Criminal Finances Act 2017. The offering or acceptance of bribes, kickbacks or improper payments is strictly prohibited and undermines the ethical principles of our partnerships.

## **Unfair business practices**

Fair competition drives innovation and trust. Suppliers must adhere to competition laws, refraining from practices like price fixing, bid rigging or any other actions that compromise fair business practices. Let's build a partnership rooted in transparency and respect.

## **Our commitment to regulators**

We are committed to meeting regulatory standards with integrity, diligence and accountability. By treating others fairly, upholding high ethical standards and maintaining open communication with regulators, we ensure our operations are compliant, well managed, and focused on delivering exceptional service to our members.

## **Supply chain transparency**

We value transparency and fairness in managing supply chain risks. We expect suppliers to oversee their suppliers responsibly, ensuring risks are not unfairly shifted or mismanaged.

Collaboration is key and suppliers should work with us to identify, assess and address potential risks, sharing insights to safeguard our mutual interests.

By working together, we can effectively mitigate significant operational and commercial risks, such as the impact of losing a key supplier, and ensure a resilient, dependable supply chain.

## **Reporting concerns**

We encourage suppliers to report any concerns about misconduct or unethical behaviour in our supply chain. We respect confidentiality and anonymity where possible and thoroughly investigate all reports. Retaliation against reports raised in good faith is not tolerated. We appreciate supplier cooperation in addressing and resolving issues swiftly and effectively. For guidance or to report a concern, please reach out to our Head of Procurement at [procurement@themdu.com](mailto:procurement@themdu.com).

## **Compliance with this code**

Suppliers must be able to demonstrate full compliance with the MDU supplier code of conduct, including providing clear evidence of adherence. This may involve audits conducted by the MDU or an appointed third-party firm, which could include facility inspections, reviewing supplier records, assessing business practices and speaking with employees.

At the MDU, we are passionate about building strong, ethical partnerships with suppliers who share our commitment to integrity, quality and corporate responsibility.

By embracing the principles outlined in this Code, you help us set the standard for excellence across our operations, benefiting our members and the broader community. We deeply value your dedication to these standards and are excited to collaborate with you.

Together, we can continue to provide exceptional service and uphold the trust and respect of all our stakeholders, making a lasting impact on those who rely on us.