

Supplier Code of Conduct

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Our Commitment

At Nottingham Building Society, we're all about caring for your money - something we've been doing well since 1849. As a mutual building society, you own us, not shareholders. That means we pass our profits and extra benefits directly to you instead of paying dividends. For over 175 years, we've helped people own homes, keep their savings safe and manage their money. Being smart with money is what we do.

We work with integrity, fairness and responsibility. And we expect the same from every supplier, partner and contractor we work with. This Supplier Code of Conduct sets out the standards we expect, covering ethical business, the law, people and the environment.

How we manage supplier relationships

Before we start working with any supplier, we run due diligence checks. We do the same checks at sensible intervals while we work together. We risk-assess suppliers and may ask for evidence each year that you're sticking to this code. Sometimes that includes an on-site assessment at your premises.

The standards below set out what we expect from suppliers who provide products and services to Nottingham Building Society. They don't replace anything in your contract with us. They sit alongside it. We expect you to meet these standards where they apply, and to make sure your own supply chain meets them too.

Please read the standards carefully and let us know straight away if your own company standards don't line up with ours. We work with Hellios to gather and assess this information. You'll need a Hellios membership, set up under a separate agreement between you and Hellios, which may involve an annual fee. You can read about our due diligence process by following the link.

Following the law

You must follow all the laws and regulations that apply to the work you do for us. These include:

- **Financial Services Regulations** relevant to the services provided
- **Anti-Bribery and Corruption Laws** (e.g., UK Bribery Act 2010)
- **Anti-Money Laundering (AML) and Sanctions Requirements**
- **Data Protection and Privacy Laws** (e.g., UK GDPR)
- **Modern Slavery Act 2015** and international human rights standards
- **Health and Safety Regulations** for a safe working environment.

How we expect you to do business

We expect you to:

- Be honest and open in your dealings with us
- Avoid conflicts of interest and tell us straight away if one comes up
- Never offer or accept bribes, facilitation payments or improper gifts
- Compete fairly and follow competition law.

Data protection and confidentiality

You must:

- Protect personal and confidential information
- Only use data for what we've agreed and follow data protection laws
- Tell us straight away about any data breach or security incident.

Information security

You'll need security measures in place to protect systems and data, including:

- Secure handling of sensitive information
- Robust cyber security controls
- Reporting any incident affecting our data or services as soon as it happens.

Human rights and labour standards

You must:

- Prohibit forced, bonded, or child labour
- Provide fair wages and working conditions
- Keep your workplace safe and healthy
- Promote diversity, inclusion, and non-discrimination.

Looking after the environment

You should:

- Follow environmental laws and regulations
- Minimise your environmental impact through sustainable ways of working
- Reduce waste, emissions, and energy consumption where possible.

Keeping an eye on things

We may:

- Ask for evidence that you're meeting the standards
- Carry out audits or assessments.
- Take corrective action or end our relationship for serious breaches.

Always getting better

We're always looking for ways to improve, and we'd love to work with you on raising standards in ethics, sustainability and operational resilience.

What you can expect from us

We treat suppliers fairly and aim to pay on time, within the agreed payment terms. We work out payment terms from the invoice date. UK payments go out via BACS, and international payments via PLEO. If something means we can't pay on time, we'll let you know before your payment terms lapse.

Guidance and support for suppliers

1. All PDF invoices should be emailed to invoices@thenottingham.com
2. All statements and technical communications (e.g., bank detail changes) should be sent to NBS.PurchaseLedger@thenottingham.com
3. A Purchase Order (PO) Number should be shown on all invoices.

If you haven't received a PO number, please speak to the Nottingham Building Society colleague who first asked you to supply the goods or services. They'll get you a valid PO number before you invoice.

Supplier contract questions: TPM@thenottingham.com

Complaints or disputes: Please contact your dedicated Relationship Owner first. If that's not possible email TPM@thenottingham.com

How to contact us

Got questions on the Supplier Code of Conduct? Heard about an incident affecting the service you provide us? Or has something changed in your circumstances that might affect your ability to follow this code? Get in touch as soon as you can by:

- Contacting your Relationship Owner, or
- Emailing Procurement at TPM@thenottingham.com

If you are a critical supplier, please contact Procurement first.

We review and update our Supplier Code of Conduct every year, in line with our review of related policies. You can find the latest version on our website.

