

# Supply Chain Code of Conduct

## Our Code of Conduct

Our Code of Conduct sets out how we do business at Miller Homes. It's an opportunity to ensure that we deliver on our values throughout our supply chain, ensuring that the people we partner with are listened to, and that they prosper through their partnership with Miller Homes. It's about ensuring we can all take pride in the communities we deliver together, through great performance and a safe, sustainable, and respectful supply chain.

### Health and Safety

Health and Safety comes first. We want everyone who works with us to go home healthy and safe at the end of every day, no matter what their role or the pressures of the working day. Miller Homes maintains robust management and supervision arrangements including a drug and alcohol policy and we encourage our supply chain to do the same.

### Bullying, Harassment and Discrimination

We do not tolerate bullying, harassment or discrimination. A thriving, inclusive and diverse organisation where everyone can flourish equally is our goal.

### Human Rights and Child Labour

We require that you share our commitment to respecting, protecting, and promoting Human Rights. Our business practices in relation to human rights and child labour are guided by recognised international principles. We require that you share our commitment to respecting, protecting and promoting human rights

### Real Living Wage

As an Accredited Living Wage Employer Miller Homes is committed to paying all our employees the Real Living Wage. This is a higher rate than the UK Minimum Wage and the National Living Wage. It is our expectation that all labour provided to Miller Homes on behalf of or directly by our subcontractors also receive the Real Living Wage.

### Our Communities

We work with the communities we operate in to enrich and enhance through every development we deliver. We expect suppliers and subcontractors to work with us in ensuring a positive experience for the communities we work in.

### The Environment

We will deliver increasingly sustainable developments and homes and implement robust and measurable strategies for reducing our environmental impact across our business.

### New Homes Quality Code

We are registered developers under the NHQC and are committed to meeting the requirements of the Code. We require our suppliers and subcontractors to support us in complying with both the principle and practice of the Code at all times.

### Quality

We are committed to delivering high quality developments where people and planet prosper. Our supply chain partners are required to supply goods and services that, as a minimum, meet our specifications and industry standards in order to deliver homes and places we can all be proud of.

### Service

We require our suppliers and subcontractors to ensure their products and services are provided to us in good order and in time to meet our build programmes. Suppliers should expect to provide performance KPI measures and to comply with service level agreements as required.

### Our Customers

We are committed to excellence for our customers at all stages of their journey with us. Our expectation is that all our supply chain partners respect and enhance this relationship through their own interactions with our customers.

### Legal obligations and Compliance

We will always work in accordance with, and expect our suppliers and partners to comply with all legal and other requirements and obligations as they apply to us, our supply chain, our products, and operations.

### Data Protection and Confidentiality

We comply with all data protection and privacy laws and are committed to the secure management of confidential data. We expect our sub-contractors and suppliers to manage data in line with all legal requirements and to protect confidential information against improper disclosure when it is received, stored, transmitted, or disposed of.

### Bribery and Corruption

We will never offer, give, or receive bribes or facilitation payments, and we will not engage in or tolerate dishonest or corrupt business practices.

Do you still have questions?  
Contact [jo.stott@miller.co.uk](mailto:jo.stott@miller.co.uk)

## What you can expect from Miller Homes

- A respectful and co-operative approach to delivering the best possible outcomes in line with the requirements of this code
- A commitment to working together to resolve issues should they arise
- Transparency on work programmes and clear Service Level Agreements
- Agreed measures of performance including KPIs where appropriate
- Great performance is rewarded by long term and mutually prosperous arrangements
- Prompt payment
- A rigorous approach to managing serious deviations from this Code
- Demonstrating adherence to the Miller Homes' Supply Chain Code of Conduct

To ensure that we have confidence that the principles of this code of conduct are being upheld, we will periodically ask you to share evidence on the topics included in this document. This forms part of our ongoing Supplier Assessment process.

### Raising a concern

We care about people, and we listen. But should things go wrong we ensure everyone has safe access to the Safecall service where concerns relating to Miller Homes can be raised confidentially.

Reports can be made to Safecall's trained and multilingual team on [0800 915 1571](tel:08009151571) or via their website [www.safecall.co.uk/report/](http://www.safecall.co.uk/report/)

Do you still have questions?  
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**millerhomes**

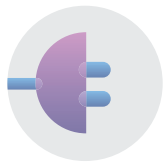


valued  
partners

We value our suppliers, sub-contractors, local communities, planners and land owners, and demonstrate that every time we interact with them. We are also committed to supporting a wide and diverse range of charities.

# creating better places where people and planet prosper

We are building homes in a way that allows us to build better places for people to belong. We are building better homes for homeowners to live in, better places where healthy communities and nature can flourish. We are also working hard at being a better business where our employees, suppliers and subcontractors feel motivated and encouraged to fulfil their potential.



sustainable living

We are committed to meeting our own sustainability targets and supporting our customers to live sustainably



building responsibly

From the way we acquire land to working towards net zero, and from reducing waste to using sustainable timber, we are focused on building responsibly



happy customers

From first contact to settling in, we want our customers to enjoy the process and feel satisfied with every aspect of our service



healthy communities

Beyond the four walls of a new home, we create spaces that encourage real communities to grow and prosper



thriving teams

We take care of our people through robust wellbeing initiatives, putting safety first, being open and inclusive and supporting them through training and up-skilling



informed investors

We value transparency and straightforwardness in each other and are committed to demonstrating those qualities ourselves



valued partners

We value our suppliers, subcontractors, local communities, planners and land owners, and demonstrate that every time we interact with them. We are also committed to supporting a wide and diverse range of charities



quality homes

We build to the highest standards and hold ourselves accountable to our delivery of that commitment