

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, including sexual harassment, or discrimination. A thriving, inclusive and diverse organisation where everyone can flourish equally is our goal and we all share responsibility for challenging inappropriate behaviour, speaking up and creating a culture where everyone feels safe and respected.

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.

Modern Slavery

We are committed to preventing, identifying and addressing Modern Slavery, and require the same commitment from our supply chain. We expect our supply chain to take all reasonable steps to combat modern slavery, and to promptly notify us of any suspected or actual incidents of Modern Slavery in their supply chain or operations.

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. All labour provided to Miller Homes on behalf of or directly by our subcontractors should also receive the Real Living Wage. We are committed to sharing details of changes to the Real Living Wage rate with our supply chain annually, and to implementing those changes for our own employees.

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, respectful experience for the communities and environments we work in.

Environment and Sustainability

We are committed to delivering increasingly sustainable homes and communities. We require our supply chain to support our sustainability initiatives, share relevant data and information, and adhere to our policies to reduce waste, prevent pollution, reduce carbon emissions, and protect the natural environment. We welcome opportunities to work more sustainably with our supply chain.

Sustainable Timber

We require our supply chain to provide only legal and sustainable timber, certified by either the Programme for Endorsement of Forest Certification (PEFC) or Forest Stewardship Council (FSC) schemes, and to provide evidence of compliance with this requirement annually.

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

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 or via their website www.safecall.co.uk/re