

## Introduction

Performance and adherence to high business standards is an important and integral part of Aviva's value chain. Aviva promotes the application of high legal, ethical, environmental and employee related standards within our own business and among our suppliers.

We will seek to understand our suppliers' own commitments on Corporate Responsibility (CR) performance, and where significant gaps are identified (within Aviva or within our supply chain) seek to address such gaps through mutual dialogue.

Aviva respects that suppliers may have differing CR objectives, however Aviva hopes that by working together, over time we can collectively improve our impact on the world.

The purpose of this Code of Behaviour is for a supplier and Aviva to confirm a commitment to behave in a certain way when dealing with each other. Please also take time to read our [Business Ethics Code](#).

## Behaviours

<b>Integrity</b>	We should mutually expect to act honestly, fairly, with integrity and care in all aspects of our business together.
<b>Clarity</b>	Communications between us should be clear, unambiguous, and timely and not acting in a way that may put our integrity into question.
<b>Responsible</b>	We should expect to act in a socially responsible manner pursuant to the countries in which we operate.
<b>Feedback</b>	We should be open in our feedback to each other to facilitate a successful working relationship, discussing when things are going well and when they are not.
<b>Equal Opportunities</b>	We should promote equal opportunities for everyone in employment - free from discrimination on the grounds of gender, gender reassignment, sexual orientation, pregnancy and maternity, marital status, creed, colour, race, religion, age, ethnic origin, nationality, union status or disability (which can include both physical and mental conditions).
<b>Health &amp; Safety</b>	We recognise that the quality of products & services, consistency of production, and workers morale, are enhanced by a safe & healthy working environment.
<b>Human Rights</b>	We should respect all internationally proclaimed human rights and should be guided in the conduct of our business by the provisions of the United Nations Universal Declaration of Human Rights and the International Labour Organisation (ILO) core labour standards, including all specific provisions on prevention of modern slavery and forced labour.
<b>Child Safeguarding</b>	We should ensure that, where applicable, guidelines and procedures are in place to respect children's rights.
<b>Environment</b>	We should mutually respect the environment and our environmental responsibilities to take reasonable measures to prevent damage to the environment. Consideration should be given to a products life cycle (raw materials, manufacturing, packaging, transportation, energy consumption and end of life disposal). Plastics reduction is a key part of what we're doing to minimise our impact on the environment, and we have pledged to be single-use plastic free in the UK from mid-2019. We continuously collaborate with suppliers to reduce our wider plastic consumption globally and source suitable sustainable alternatives.
<b>Supportive</b>	We should actively support local communities where we have an interest to do so; such initiatives may include supporting local charities, community groups or initiatives with the intent of making life better for those in the community.
<b>Progressive</b>	We should feel able to actively engage each other if we believe efficiencies, value add activities or innovation could be achieved through continuous improvement in all our dealing together.
<b>Challenging</b>	If either party feels that an employee has not supported this Code of Behaviour then a complaint should be lodged with the Aviva Group Procurement Director or the Suppliers' Commercial Director, where it will be investigated.
<b>Procurement</b>	Suppliers should, when conducting their own procurement activities, seek similar behavioural commitments as above from its own supply chain, in addition to any legally binding commitments within a formal contract.
<b>Financial Crime</b>	We should adopt a zero-tolerance approach towards acts of financial crime being undertaken in our business dealings with each other and all other areas of our business operations. To achieve this, both parties must comply with all applicable financial crime laws and regulations including, but not limited to, bribery and corruption, facilitation of tax evasion, fraud, market abuse, money laundering and financial sanctions.
<b>Respect</b>	We should treat each other with respect and consideration in all aspects of our operations.
<b>Vulnerable Customers</b>	Where appropriate we should have procedures in place to ensure the identification, fair treatment and protection of vulnerable customers.

**Tom Spink**  
Group Procurement Director

**Will McDonald**  
Group Corporate Responsibility Director