



All Saints Home 众圣之家
11 Tampines Street 44, Singapore 529123
Tel: 6788 2345 | **Fax:** 6787 1588
www.allsaintshome.org.sg **UEN:** S87SS0068F

Supplier Code of Conduct

At All Saints Home, we are committed to providing high-quality care and services to our residents and clients. We recognise that our suppliers play a crucial role in supporting our mission and values. This Supplier Code of Conduct outlines the expectations we have for our suppliers in conducting business with integrity, transparency, and respect for all individuals.

- 1. Compliance with Laws and Regulations:** Suppliers must comply with all applicable laws, regulations, and industry standards related to their products and services. This includes but is not limited to healthcare regulations, labour laws, environmental standards, and data protection regulations.
- 2. Quality and Safety:** Suppliers are expected to deliver products and services that meet the highest standards of quality, safety, and effectiveness. This includes adhering to industry best practices, quality control measures, and relevant certifications.
- 3. Ethical Business Practices:** Suppliers must conduct business with honesty, integrity, and transparency. They should avoid any form of bribery, corruption, or conflicts of interest. Fair and ethical treatment of employees, customers, and stakeholders is paramount.
- 4. Respect for Human Rights:** Suppliers must uphold and respect the human rights of all individuals, including employees, customers, and community members. This includes prohibiting any form of discrimination, harassment, or exploitation.
- 5. Labour Practices:** Suppliers must adhere to fair labour practices and provide safe and healthy working conditions for their employees. This includes compliance with wage and hour laws, prohibiting forced labour and child labour, and respecting the right of employees to freedom of association and collective bargaining.
- 6. Environmental Responsibility:** Suppliers are encouraged to minimize their environmental impact by adopting sustainable practices, reducing waste, and conserving natural resources. This includes compliance with environmental laws and regulations, as well as efforts to promote energy efficiency and reduce carbon emissions.
- 7. Confidentiality and Data Protection:** Suppliers must respect the confidentiality of all proprietary information and sensitive data shared by All Saints Home. They should implement appropriate measures to safeguard data privacy and security, in compliance with applicable laws and regulations.
- 8. Continuous Improvement:** Suppliers are encouraged to actively seek feedback, engage in dialogue, and collaborate with All Saints Home to identify opportunities for improvement and innovation in products and services.





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- 9. ESG Compliance.** Supplier shall use commercially reasonable efforts to comply with applicable environmental, social and governance (“ESG”) laws and regulations and shall foresee any known or expected future changes in the requirements and take all reasonable actions to ensure compliance. Supplier shall respond diligently to requests of information ESG matters received from All Saints Home. In case any ESG incident occurs, Supplier shall proactively inform All Saints Home as soon as practicable.
- 10. Compliance and Reporting:** Suppliers are expected to adhere to this Supplier Code of Conduct and promptly report any concerns or violations to the Procurement Department at procurement.team@allsaintshome.org.sg. Failure to comply with this code may result in corrective action, including but not limited to termination of the supplier relationship.
- 11. Reporting concerns:** We strongly encourage individuals or organisation to report any unethical behaviour, misconduct, or violations to this Supplier Code of Conduct. We expect suppliers to ensure that there is no retaliation against any employees and subcontractors who make a report in good faith.

Reports can be made anonymously by contacting the Audit and Risk Committee Chairman directly via the following channels:

- I. **Email:** whistleblowing@allsaintshome.org.sg
- II. **Mail:** Private & Confidential
The Audit and Risk Committee Chairperson
All Saints Home (Tampines), 11 Tampines Street 44, Singapore 529123

