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Supplier code of ethics and conduct

Standards for responsible supply

Equipment hire, delivery, collection
and related services.

HIRESAVE LTD

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HireSave Supplier Code of Ethics and Conduct

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HIRESAVE LTD, trading as HireSave, company number 17491082. Registered office: Unit 1 Lancaster Gate, Holton Le Clay, Grimsby, North East Lincolnshire, United Kingdom, DN36 5YS.

Contact and reporting: support@hiresave.co.uk

1 Purpose, scope and contractual status

1.1 This Code sets out the standards HireSave expects in equipment hire, delivery, collection and related services. It applies to suppliers, contractors and approved subcontractors, and to their personnel working in connection with HireSave jobs. Requirements apply to the extent relevant to their work and applicable law. HireSave will apply the same principles of lawful, fair and responsible conduct in its dealings with suppliers.

1.2 This Code is part of a supplier's contract where the accepted HireSave Supplier Agreement or another express written agreement incorporates the identified version. Publication or continued portal use alone does not record acceptance. The complete Code version incorporated in the Supplier Agreement is retained with that agreement and its acceptance record.

1.3 The Supplier Agreement governs commercial terms, payment, liability, suspension, termination and disputes and takes priority if there is a conflict. This Code does not create additional charges, a separate indemnity, a different liability cap or an automatic right to withhold an undisputed payment. Mandatory legal duties continue to apply.

1.4 Suppliers must make relevant requirements known to their personnel and approved subcontractors, impose equivalent obligations for their work, and remain responsible for subcontracted performance under the Supplier Agreement. Approval of subcontracting remains subject to that agreement.

2 Lawful and honest business

2.1 Suppliers must comply with laws applicable to their business and work, including competition, employment, health and safety, environmental, data-protection, anti-bribery, sanctions and tax requirements. They must hold the licences, registrations, permissions and insurance required for the services supplied and report material loss or restriction promptly.

2.2 Suppliers must not offer, request, give or receive bribes, kickbacks or facilitation payments. Gifts or hospitality must be modest, lawful, transparent and incapable of improperly influencing a decision. Suppliers must disclose any proposed benefit that could create a conflict before it is offered or accepted.

2.3 Fraud, false accounting, misleading product or stock information, falsified safety records, duplicate or inflated invoices and dishonest claims are prohibited. Suppliers must keep accurate records, cooperate with a proportionate investigation and report suspected fraud connected with HireSave promptly.

2.4 Suppliers must not evade tax or facilitate another person's tax evasion. Their invoices and tax information must accurately reflect the services supplied and their actual tax status.

2.5 Suppliers must comply with applicable sanctions and trade restrictions and must not supply prohibited equipment or services or involve a prohibited person in a HireSave job. They must carry out checks appropriate to their activities and notify HireSave immediately of a designation, ownership or control change, restriction or other issue that may make performance unlawful.

2.6 Suppliers must disclose actual or potential conflicts of interest promptly, including personal or financial relationships that could improperly influence procurement, pricing, allocation or approvals. They must not exchange competitively sensitive information unlawfully, engage in bid rigging or use HireSave information to coordinate prices with competitors.

3 People, human rights and fair treatment

3.1 Forced labour, slavery, servitude, trafficking, unlawful child labour and exploitative recruitment are prohibited. Work must be freely chosen. Suppliers must not retain identity documents or impose recruitment debts to prevent workers leaving, and must take proportionate steps to identify and address exploitation in the supply chains used for HireSave work.

3.2 Suppliers must provide lawful pay, working hours, rest, employment conditions and freedom to raise workplace concerns. Any statutory modern-slavery statement or other disclosure must be made where the law requires it; this Code does not claim that every supplier has the same reporting duties.

3.3 Suppliers must treat people with dignity and respect and prevent unlawful discrimination, bullying, harassment, sexual harassment, threats and abuse. This applies to their own personnel, HireSave personnel, customers, site staff and the public. They must provide reasonable adjustments and equal treatment where required by law and act promptly on concerns.

3.4 Suppliers must not retaliate against anyone who raises an honestly held concern, cooperates with an investigation or makes a lawful protected disclosure. A concern need not ultimately be proved for this protection to apply.

4 Right to work and competence

4.1 Suppliers must ensure that people engaged on HireSave work have the right to carry out that work, perform and retain the checks required by the law applicable to the working arrangement, and require equivalent compliance from relevant staffing agencies and approved subcontractors. They must not assume that a worker's description as self-employed removes applicable duties.

4.2 Suppliers must promptly address any doubt about work authorisation and notify HireSave immediately where it may affect a job. People must not be deployed where doing so would be unlawful. Reasonable evidence of compliance may be requested subject to confidentiality and data-protection safeguards; unnecessary identity documents must not be sent through ordinary email or uploaded to unrelated job records.

4.3 Personnel must be trained, competent, properly supervised and authorised for their tasks, including driving, equipment operation, lifting, servicing and site work. Required qualifications, examinations and licences must be current.

5 Health, safety and equipment

5.1 Suppliers must provide safe equipment, transport and working methods, with inspections, maintenance, testing and thorough examinations required by law, manufacturer instructions and the agreed work. Applicable requirements include PUWER and LOLER where relevant. Current instructions, safety information and compliance evidence must accompany or be available before use.

5.2 Suppliers must observe site induction, access, traffic, permit, risk-assessment, method-statement and protective-equipment requirements. They must explain material risks and restrictions and must not continue work that presents an uncontrolled serious safety risk. Stop unsafe work, make the area or equipment safe and obtain competent assistance.

5.3 Notify HireSave immediately of an urgent danger, serious accident, recall or dangerous defect affecting a HireSave job. Other job-related accidents, injuries, near misses and damage must be reported promptly and in any event within 24 hours of awareness. Use the agreed urgent operational contact as well as email for an urgent matter; do not wait for an email response where people are at risk.

5.4 Take immediate protective action, provide the facts then available, preserve relevant evidence, cooperate with investigation and corrective action, and supply proportionate investigation records. Each party remains responsible for its own statutory reports, including RIDDOR where applicable. Reporting to HireSave does not replace reporting to an authority or emergency services.

6 Personal data, confidentiality and security

6.1 Suppliers must use HireSave, customer and site information only for authorised job fulfilment, support, safety, invoicing and lawful records. They must minimise access and retention, protect confidential information and personal data, and not use shared job information for unrelated marketing, sale or unauthorised disclosure. Data roles and processing instructions remain governed by the Supplier Agreement and its processing schedule.

6.2 Access must be limited to authorised personnel using their own accounts and appropriate roles. Suppliers must protect passwords, keys and tokens, remove access promptly when personnel leave or change roles, and use reasonable security measures appropriate to the risk. Shared logins, access-control bypasses and unauthorised scraping are prohibited.

6.3 Integrations must use approved credentials and connection methods, supported software and proportionate vulnerability management. Suppliers must maintain appropriate incident records, keep production information out of development or testing unless expressly authorised with safeguards, and notify HireSave in advance of material integration changes that could affect security or agreed processing. This does not authorise automated job acceptance.

6.4 Notify HireSave without undue delay and in any event within 24 hours of awareness of an actual or reasonably suspected security incident affecting HireSave systems, credentials or shared information, including a personal-data breach. Report available facts first and provide updates; incomplete information must not delay initial notification. Notify suspected credential compromise immediately. Take prompt containment action and cooperate on recovery, investigation and legally required notifications.

6.5 Each party remains responsible for its own statutory deadlines and notifications. An incident report must not contain passwords, live tokens or unnecessary personal information. Access restrictions and operational alternatives for active jobs remain governed by the Supplier Agreement.

7 Environmental care

7.1 Suppliers must comply with applicable environmental, waste and transport requirements, including relevant registrations, permits and waste-transfer records. They must handle fuels, oils, batteries, chemicals and other hazardous materials safely and prevent pollution.

7.2 Take immediate steps to contain a spill or environmental incident safely, notify HireSave promptly where its jobs or customers are affected, and cooperate with remediation and any required authority notification. Responsibility and recoverable costs remain subject to the Supplier Agreement and applicable law.

7.3 Suppliers should reduce avoidable waste, idling, unnecessary journeys and resource use where practicable, maintain efficient equipment and favour reuse and recycling where safe and lawful. Environmental claims and any data provided to HireSave must be accurate, supportable and clear about their limits. This Code does not require a particular certification, emissions target or annual ESG audit unless separately agreed.

8 Reliable service and accurate records

8.1 Keep company, depot, coverage, specification, availability, pricing and compliance information accurate. Accept only work that can be performed as agreed, obtain approval for substitutions, and report delays, shortages, breakdowns and other material changes promptly through the existing job and service-case processes.

8.2 Delivery, collection, hire and invoice records must accurately reflect what happened. A customer's handover signature must not be represented as approval of an extra charge or contract change. Preserve records needed for safety, claims, accounting and agreed job evidence in accordance with lawful retention requirements.

8.3 Performance reviews and service cases support reliable supply. A supplier score or portal status is not a certification of legal compliance, safety or equipment availability. Suppliers must not manipulate scores, reviews or records.

9 Reporting concerns

9.1 Report concerns connected with HireSave to support@hiresave.co.uk, using a clear subject such as "Supplier conduct concern", "Safety incident" or "Security incident". Include the supplier name, job reference where relevant, what happened, when it became known, immediate action and a safe contact method. For urgency, also use the agreed operational contact and emergency services where needed.

9.2 You may request confidential handling. HireSave will handle reports sensitively and limit disclosure to people who need the information to assess or address the matter, subject to legal requirements. Absolute confidentiality or anonymity cannot be guaranteed. If a concern involves the usual contact, ask for it to be referred to a director who is not involved.

9.3 Nothing in this Code prevents reporting to the police, a regulator, an appropriate external authority or a legal adviser, or restricts a lawful protected disclosure. No prior permission from HireSave is needed for such a report.

10 Evidence, remedial action and breaches

10.1 HireSave may request proportionate evidence relevant to a job or an applicable obligation, such as insurance, inspection, training or compliance records. Requests and any agreed review must protect confidential material and personal data and give reasonable notice where practicable. This is not unrestricted access to a supplier's premises, systems or unrelated customer records.

10.2 Where a concern is identified, the parties should assess it promptly, protect affected people and information, and agree proportionate corrective action and timing where appropriate. Serious or urgent risks may require immediate protective steps. The Supplier Agreement determines suspension, remedies, termination and any opportunity to remedy a breach. Undisputed accrued payments remain payable.

11 Version control and review

11.1 HireSave will review this Code at least annually and when a material legal or operational change requires it. The version and date identify each edition. Revised editions will be made available with a clear explanation of substantive changes.

11.2 A material contractual change requires notice and recorded acceptance under the Supplier Agreement. A later website or PDF edition does not silently replace the version already accepted, and accepted jobs retain their applicable terms unless the parties expressly agree otherwise. The agreed copy remains available in the supplier portal.