

Vendor Code of Conduct

The Vendor Code of Conduct (the “Code”) sets the minimum principle-based performance standards that Vendors shall follow to establish and maintain a business relationship with Peel Region (“Peel”).

The Code applies to all Vendors offering goods and services to or on behalf of Peel, which shall include but not be limited to individuals, partnerships, corporations, and organizations, and their employees, owners, contractors, consultants, suppliers, service organizations and all sub-contractors in their supply chains.

The Code shall be read as an additional requirement further to Vendors abiding by all contracts, agreements and applicable laws and regulations including Federal, Provincial and Municipal laws, including, but not limited to, environmental matters, occupational health and safety, employment and labour practices, human rights, accessibility, product safety, shipping and product labelling.

In addition, Vendors agree to uphold the human rights, as defined by the United Nations (UN) declaration on Human Rights, of workers in compliance with the core labour conventions and standards of the International Labour Organization (ILO):

- Freedom of association and the effective recognition of the right to collective bargaining;
- The elimination of all forms of forced and compulsory labour;
- The effective abolition of child labour; and
- The elimination of discrimination in respect of employment and occupation.

Principles of the Code

Legal and Ethical

Peel’s Vendors shall:

- comply with national and other applicable laws of the country of manufacture for products including laws relating to labour, worker health and safety and the environment. Where the provisions of law and the Code address the same issue, the provision that is most stringent will apply.

Child Labour

Peel's Vendors shall:

- not hire any person under the age of 15, unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply; and
- acknowledge that according to the UN Convention on the Rights of the Child, a person is a child until age 18. Vendors will ensure young workers in the age group 15-17 are employed according to the protective restrictions prescribed by local laws. Where local laws do not exist or where they set lower standards than the ILO, the ILO standards shall prevail.

Forced Labour

Peel's Vendors shall:

- not use forced, illegal, or prison labour, including indentured or bonded labour, or any form of compulsory labour to manufacture products;
- not require workers to lodge deposits or their identity papers as a condition of employment, or financially penalize workers for resigning; and
- not require any foreign contract worker to remain in employment for any period of time against his or her will and will pay any required agency recruitment commissions.

Disciplinary Practices

Peel's Vendors shall:

- treat workers with respect and dignity and ensure workers are not subjected to any form of physical, sexual, psychological, or verbal harassment or abuse; and
- ensure workers are free to express their concerns about workplace conditions without fear of retribution of losing their jobs. Workers should have access to a formal avenue to express concerns directly to their management or Peel's designated representative(s).

Freedom of Association

Peel's Vendors shall:

- recognize and respect that workers, without distinction, have the right to form or join trade unions of their own choosing and to bargain collectively;
- facilitate and not hinder the development of parallel means for independent, free association and bargaining, where the right of freedom of association and collective bargaining is restricted under law; and
- ensure that workers' representatives are not discriminated against and have reasonable access to carry out their representative functions in the workplace.

Wages and Benefits

Peel's Vendors shall:

- comply with national and legal requirements, whichever is higher, for wages and benefits within the country of manufacture for products, irrespective of special status granted to a company, worksite, or geographic area that permits the organization to compromise applicable standards;
- meet or exceed industry standard benchmarks for prevailing wages and benefits where such benchmarks are readily available;
- recognize that wages are essential to meeting employees' basic needs and will make every effort to ensure that workers receive wages that meet basic needs by local standards;
- pay workers directly and provide workers with clear, written accounting of hours worked, deductions, and regular and overtime wages in a language workers can understand; and
- not make direct wage deductions from employee pay as a disciplinary measure. Where an employee is temporarily suspended without pay, infractions must be proven openly and promptly.

Hours of Work

Peel's Vendors shall:

- ensure regular working hours do not exceed 48 hours per week, and that the combination of regular hours and required overtime hours do not exceed 60 hours per week except in emergency circumstances; and
- ensure overtime hours are compensated either according to the law, or where the law is silent, at premium rates for hours in excess of 48 hours and that hours worked in excess of 60 hours per week are on a voluntary basis

Discrimination

Peel's Vendors shall:

- consider employees for positions on the basis of their qualifications and abilities and not discriminate on the basis of race, gender, political or religious beliefs, social, ethnic or national origin, marital status, age, union affiliation, sexual orientation, or disability; and
- ensure pregnant workers are assigned work tasks appropriate for, and not threatening to their condition.

Health and Safety

Peel's Vendors shall:

- provide their workers with safe and healthy work environments, which, as a minimum standard, is in compliance with country and local health and safety laws and regulations; and
- take adequate steps to prevent accidents or injuries to health arising out of, associated with, or occurring in the course of work.

Environmental Commitment

Peel's Vendors shall:

- comply with all applicable environmental legislation, regulations and standards;
- have appropriate environmental practices, policies and procedures in place to minimize negative environmental impacts;
- support Peel's move towards a circular economy by reducing, reusing, repairing, recycling, remanufacturing and recovering products so that resources and materials are circulated at their highest value; and
- support Peel's efforts to reduce greenhouse gases and adapt to climate change as detailed in the Climate Change Master Plan of Peel Region.

Diversity and inclusion

Peel's Vendors shall:

- respect the diversity and richness of Peel region's communities; and recognize that Peel region is a place where everyone enjoys a sense of belonging and has access to the services and opportunities they need to thrive throughout each stage of their lives; and
- support Peel to prioritize a safe, inclusive, connected community by identifying and addressing systemic barriers, building trust, and strengthening relationships with Indigenous communities, equity seeking and marginalized populations.

Vendor Conduct at Regional Workplaces

Peel's Vendors shall:

- Along with adherence to any contractual obligations, comply with the rules outlined in Appendix A while working at a Regionally owned and/or operated workplaces or providing services in public on behalf of Peel.

Compliance and Implementation

Peel expects its Vendors to respect the Code and believes in cooperation with Vendors to improve performance where necessary.

Peel's Vendors shall:

- actively do their utmost to achieve the principles of the Code;
- maintain documentation to demonstrate compliance to the Code;
- implement corrective actions immediately to address any contraventions; and
- be aware that their responsibility and accountability to the Code may be evaluated within Peel's Vendor Performance Management program, or through other means as deemed necessary by Peel.

At its discretion, Peel is entitled to request information from Vendors as to their compliance with the principles of the Code.

Appendix A

Guidance for Vendor Conduct at Regional Workplaces

A Vendor's employees, suppliers, and sub-contractors may perform work for Peel Region ("Peel") at workplaces, which include, but not limited to, any building, facility or equipment over which Peel has control and/or jurisdiction, and the grounds of Regional worksites, including parking lots, owned or operated by Peel. Certain Regional facilities and contracts may have their own separate expectations for conduct specific to the workplace that must be followed by the Vendor in addition to the expectations listed within this guidance.

The Vendor must comply with the following list of rules while they are on a Regional workplace or providing services in public on behalf of Peel.

Working at Workplaces

- Work shall be carried out at workplaces in the least disruptive manner possible and in consultation and approval from Peel.
- The Vendor shall be responsible to adhere to relevant requirements in the most current Occupational Health and Safety Act and regulations when at Regional workplaces, to carry out work.
- The Vendor shall be responsible to adhere to relevant requirements in the most current Occupiers; Liability Act and regulations when at Regional workplaces, to carry out work.

Site Access

- Any areas not typically accessible to the public may be accessed under the supervision of building security and/or facilities staff, as approved by Peel.
- Access days and hours vary by Regional workplace; therefore, all site visits and work performed shall comply with contractual requirements and be approved and coordinated through Peel's facilities staff.
- After-hours and weekend work may be accommodated upon Peel's prior approval. Workplace access may be restricted during statutory holidays.
- Unless otherwise stated in the contractual requirements, or instructed by Peel, facility access days/times for Vendors shall generally occur Monday through Friday, from 7:00am to 4:30pm.
- A list of all Vendor personnel who will be at the workplace shall be provided to Peel upon request.
- Unless otherwise instructed by Peel, Vendor personnel shall sign in and out each time they arrive or leave the workplace.

- Where a Vendor receives a Peel Region access card for temporary access to a facility it may be restricted to the specific areas where work is being performed. All Peel Region access cards shall remain the property of Peel Region and must be surrendered when work is completed, or at the request of Peel.
- Vendor personnel shall not park their vehicles in unauthorized parking areas.
- Where parking is available, designated areas for parking, deliveries, storage, garbage bins, etc. will be assigned by Peel. At workplaces without established parking areas, a Vendor must identify and designate areas for parking, deliveries, storage, garbage bins, etc. within their agreed upon site plan.

Conduct at Workplaces

- Inappropriate behaviour or offensive language will not be permitted.
- Vendor personnel shall follow Peel's scent-considerate guidelines and refrain from using or wearing scented products while at work or prior to coming to work and avoid bringing scented products to work at Regional workplaces.
- Vendors play a role and share responsibility for upholding diversity, equity and inclusion.
- Vendors have the responsibility to provide and maintain an environment that is safe, respectful, supportive and productive. Peel supports a respectful workplace culture that does not tolerate hate, harassment, and discrimination.
- Food and drink are not to be consumed in facilities except in designated areas.
- Smoking and vaping are not permitted at workplaces and facilities including parking lots.
- Drugs and alcohol are not permitted on site.

Attire on Site

- Vendors must wear and display their company identification when onsite, unless otherwise required by Peel.
- Vendors must maintain a professional image. Clothing considered to be offensive or unsuitable for a public building shall not be worn by the Vendor's staff.
- Personnel involved in operations where shoes and clothing are badly soiled (roofing, concrete work, demolition, etc.) shall refrain from entering any finished areas of the building.

For more information visit [peelregion.ca](https://www.peelregion.ca)