



Historic Royal Palaces is the charity that looks after:

Tower of London
Hampton Court Palace
Banqueting House
Kensington Palace
Kew Palace
Hillsborough Castle

We help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built.

We raise all our own funds and depend on the support of our visitors, members, donors, sponsors and volunteers.

Historic Royal Palaces

Supplier Manual

V3

23 February 2021



1. INTRODUCTION TO HISTORIC ROYAL PALACES

Historic Royal Palaces (HRP) is a registered charity responsible for the care, conservation and presentation to the public of the unoccupied royal palaces: HM Tower of London, Hampton Court Palace, Kensington Palace State Apartments, the Banqueting House at Whitehall and Kew Palace with Queen Charlotte's Cottage. In 2014 HRP assumed management of Hillsborough Castle, official residence of HM The Queen in Northern Ireland and residence of the Secretary of State for Northern Ireland.

Historic Royal Palaces Enterprises Limited (HRPE) is the trading arm of the charity, and therefore all income from retail sales enable us to continue to conserve these magnificent palaces for future generations.

We exist to stir every spirit in order to inspire and provoke change.

With four principles overarching this:

- Everyone's in - Everyone feels the palaces are for them
- Style and panache - Everything is lifted beyond the ordinary
- History with a twist - Stories surprise and are made relevant to today
- Surprisingly personal - People are welcomed as guests with individual needs

HRP does not receive any government funding and derives its income principally from admission, retail, function, sponsorship and other commercial activities. For further information please visit: www.hrp.org.uk

2. SUPPLIER MANUAL OVERVIEW

The work you do with us to support HRP helps us ensure these great monuments of British history along with the legacy of the Kings and Queens that resided within them are available for future generations to enjoy, experience and learn from.

We feel very passionately about the product we offer to our customers and we strive to bring quality, inspiration, value and educational product to our palaces.

To ensure customers take away a fond memory and experience during their visit we rely on our suppliers to deliver quality at all levels of our relationship.

We hope that you will feel proud working with us and help continue delight our customers through the work we do.

This Supplier Manual contains details of the policies and standards suppliers must abide to.

Suppliers must familiarise themselves with the policies and standards contained within and ensure that it is shared with all relevant parties in their organisations, including any sub-contractors.

This Supplier Manual replaces all previous versions.

Please contact your usual HRP contact immediately if you have any queries or there has been a breach of these policies and standards.

3. MODERN SLAVERY ACT 2015 (MSA)

HRP fully endorses the provisions of the Modern Slavery Act 2015 (MSA).



See HRP's Modern Slavery Act statement [here](#).

So far as it is applicable to the goods and services in question, HRP requires that all Suppliers comply with the provisions of the MSA whether they are legally required to by virtue of their level of turnover or not.

If at any point HRP requires further information or evidence related to a Suppliers' compliance with the MSA we expect this to be provided without delay and at no cost to HRP.

4. CRIMINAL FINANCES ACT (2017)

Suppliers must undertake that they are in compliance with the Criminal Finances Act (CFA) 2017 and notify HRP of any breach of the CFA.

HRP requires suppliers to have in place prevention procedures (as defined in the CFA 2017 and endorsed by top-level management) and to comply with any prevention policies HRP may in the future publish.

Should HRP request details of the Suppliers' prevention policies, these should be provided within two working days, and at no cost to HRP.

Any breach of the CFA 2017 will be deemed a material breach and entitle HRP to terminate any Agreement immediately by providing written notice.

5. FRAUD, BRIBERY AND CORRUPTION

HRP requires Suppliers to adhere to anti-corruption laws, including but not limited to the Bribery Act 2010, and anti-money laundering regulations.

We expect Suppliers to have robust processes in place to ensure that any subcontractors in their supply chain also comply with these laws.

HRP has zero tolerance for any form of corrupt practices including extortion and fraud that we become aware of and we expect Suppliers to be vigilant and proactively look for fraud, and the risk of fraud, in their business.

Suppliers should immediately notify HRP where fraudulent practice is suspected or uncovered and disclose any interests that might impact their decision making or the advice that they give to HRP.

Careful consideration should be made to offering gifts, gratitude's or hospitality and its appropriateness.

Please be aware HRP staff are subject to strict guidelines and may be required to refuse such offers, particularly in the lead up to and during a tender process.

6. FREEDOM OF INFORMATION

HRP is subject to the requirements of the Freedom of Information Act 2000.

Suppliers should familiarise themselves with the requirements of the Act and agree to assist HRP as and when necessary to enable HRP to comply with its disclosure requirements.

Should there be a circumstance where HRP is lawfully compelled to publish information that might reasonably be considered commercially sensitive, we will always advise Suppliers in advance in order that such disclosure may be discussed prior to being published, on the basis that HRP's decision is final on order to comply with law.



7. SAFEGUARDING

HRP welcomes over 5m visitors a year to our palaces.

This welcome to 'everyone' includes children, young people and vulnerable adults.

We want their experience of engaging with our palaces and their stories to be meaningful, enjoyable and safe.

The safeguarding policies and procedures provide a framework for operating a competent safeguarding system and strengthen safeguarding practice within HRP.

Suppliers and their staff / sub-contractors working on our sites must become familiar and adhere to these policies which are detailed in full on our website, via the following links:

<https://www.hrp.org.uk/media/2331/2019-safeguarding-policy-children.pdf>

<https://www.hrp.org.uk/media/2330/2019-safeguarding-procedures-children.pdf>

<https://www.hrp.org.uk/media/2329/2019-vulnerable-adult-safeguarding-policy.pdf>

<https://www.hrp.org.uk/media/2328/2019-vulnerable-adult-safeguarding-procedures.pdf>

8. WHISTLEBLOWING

HRP has facilitated means by which our employees can safely and securely "whistleblow" if they see or suspect any wrong-doing, illegal or inappropriate behaviour, or suspected wrong-doing, illegal or inappropriate behaviour, by any person or organisation.

We expect our Suppliers to have reciprocal arrangements in place.

In the event that the Supplier, HRP or any employee of the Supplier or HRP has any concerns relating to any conduct or, behaviour such matters may be raised through one or all of the following methods as most appropriate:

- i) SupplierConcerns@hrp.org.uk (accessible by HRP Head of Procurement);
- ii) Concerns@hrp.org.uk (accessible by the HRP Head of Audit and Risk);

Such reports shall remain anonymous unless otherwise agreed with the individual raising the matter concerned and must be responded to within 10 working days outlining the action that shall be taken and how the results and findings of that action shall be reported.

9. PUBLIC SERVICES (SOCIAL VALUE) ACT 2012

Intrinsically much of what HRP does 'day to day' contributes to Social Value.

That doesn't however mean HRP are complacent and, in due course, we will be developing policies encouraging / requiring Suppliers to demonstrate how they too contribute to social value.

This will be both generally within wider society and also when working with HRP, for example supporting an apprentice scheme or supporting a local charity.

The following link provides further information:

<https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources>



Potential suppliers may be asked to demonstrate how they, or their proposals, support the Social Value Act and may be assessed on this as part of contract award decisions. Full details will be within invitation to tender documentation where this applies.

10. ETHICS/ DISCRIMINATION

HRP expects its Suppliers to display the highest ethical standards and behaviour.

Honesty, openness and transparency are key tenets within our organisation and suppliers should demonstrate the same standards.

HRP is an inclusive organisation and has zero tolerance for discrimination in all its forms, requiring Suppliers to comply with the Equality Act (2010).

11. REAL LIVING WAGE / LONDON LIVING WAGE

The Real Living Wage is defined as, 'the threshold at which people can live above the poverty level, with a sufficient safety net, to also provide for quality of life'.

This sets it apart from the statutory National Minimum Wage, set by the low pay commission at a level the market will bear, rather than the level required to live.

HRP expects Suppliers shall conform to the Real Living Wage as set by the Living Wage Foundation as a minimum with respect to all staff salaries, regardless of age or employment type. And in some contracts, we will insist upon it and seek evidence of such compliance from time to time.

Within London, the real living wage is more commonly known as the London Living Wage.

Current rates can be found here: <https://www.livingwage.org.uk/what-real-living-wage>

12. SOCIAL MEDIA & PUBLICITY GUIDELINES

Suppliers are frequently involved in many varied projects across the palaces and are often keen to publicise their work with us on social media or through PR activity.

There are restrictions on Suppliers and third-party publicity and social media activity at the palaces, as noted in our Memorandum of Understanding with the Royal Household.

HRP and the palaces themselves cannot be used to promote commercial third-party products or services, or in a way that is seen to favour one supplier, product or service over another.

However, there may be some scope for Suppliers to factually present their work with us to their clients and other interested parties, once a project has been completed to a high standard (as confirmed by the contract manager).

The following advice is intended as a guide to what may be permissible.

This policy covers the use of all current and future social media platforms, including (but not limited to) Facebook, Twitter and Instagram.

- Suppliers are asked to refrain from sharing images and content via social media or to press during the course of a project or delivering your services to HRP.

Any social media / PR activity around an ongoing project will be led by the Media and PR team at HRP, in order to co-ordinate and maximise the impact of our communications.



- Once the work or project has been completed to a high standard as confirmed by the HRP contract manager, there may be opportunities for Suppliers to share information on social media. This should be approved by the Media and PR team in advance.

Similarly, once a project is complete, sharing details with trade media outlets may also be possible. Media materials and proposed contacts should be shared with the Media and PR team in advance.

- In the event of a major incident or emergency, Suppliers should refrain entirely from posting any comments, pictures or updates on any social media channel.

This activity may interfere with the work of Emergency Services and the Media and PR team in managing the situation.

- If Suppliers are uncertain or concerned about the appropriateness of any proposed external communications activity related to HRP, please refer to the Media and PR Team for guidance.

13. INTELLECTUAL PROPERTY AND COPYRIGHT

Suppliers should be aware that full details in respect of copyright and Intellectual Property Rights and ownership will be outlined in the order terms and conditions or contract issued.

In the interests of transparency, we wish to reiterate that HRP expects to retain all intellectual property and copyright in work and / or deliverables produced for or in relation to any project or the delivery of services to include the right to use them in the future as we may wish.

We do not expect to have ownership of your own knowledge, skills and equipment brought to any work.

14. DATA PROTECTION

Data Protection and privacy is a key priority for HRP, with the possibility of large fines and reputational damage in the event of non-compliance.

The Supplier must agree that in the performance of their respective obligations it shall comply with the provisions of all data protection laws, including the Data Protection Act (2018).

Specific contract clauses will outline responsibilities and requirements where appropriate, including in some cases a separate data processing agreement.

15. CONFLICTS OF INTEREST

A conflict of interest is a set of circumstances that could lead to a person's impartiality being questioned, and in the context of procurement and purchasing activity, in respect of the fairness or a tender process or any contract award.

There is no definitive list of such situations that could be classed as a conflict, but below are some examples:

- A Supplier's employees' spouse, other family member or personal friend works at HRP in a position of influence;
- A HRP employee or family member owns shares or other financial investment or interest in a Supplier;
- Offering gifts or hospitality to HRP employees prior to (or during) a tender process.



Any such circumstances should be declared to the relevant Procurement contact or contract / project manager at the earliest opportunity in order for the impact to be assessed.

16. ENVIRONMENTAL IMPACT OF SUPPLIERS

HRP strives to purchase and source goods, services and works which have the least negative impact on the environment.

With consideration to the overall HRP Strategy, we look to work in partnership with Suppliers to ensure that:

- 1) Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air and water pollution are adopted. In the case of hazardous materials emergency response plans are in place.
- 2) Undue and unnecessary use of materials is avoided, and recycled materials used whenever practically and economically possible.
- 3) Processes and activities are monitored and modified as necessary to ensure the conservation of scarce resources, including water, flora and fauna and productive land in certain situations.
- 4) All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.
- 5) Any ideas and innovations our Suppliers are aware of or are adopting elsewhere with other clients are proposed and discussed with HRP as part of on-going contract management.

We expect our Suppliers to comply with all statutory and other legal requirements relating to the environmental impacts of their business. We encourage our suppliers to be accredited to the relevant ISO standards.

In the event that we work in partnership with a Supplier in good faith, but subsequently discover unacceptable practices either at the Supplier or within the Supplier's supply chain, we will engage with the Supplier constructively to address identified weaknesses.

17. SUSTAINABILITY

HRP recognises the importance of sustainable development, as an organisation we exist for tomorrow, not just for today.

We are committed to giving the palaces, their environments, and our organisation a future as valuable as its past. Our 2018 Sustainability Strategy which focuses on five pillars of sustainability:

- Carbon
- Water
- Waste
- Biodiversity and
- Supply Chain.

Our most up to date sustainability strategy can be found here:

https://www.hrp.org.uk/media/2177/2018-09-21_sustainability_strategy_final_v3.pdf



18. HEALTH AND SAFETY AND FIRE GUIDELINES

At all times whilst on HRP premises, the Supplier and the Supplier's personnel must comply with statutory Health & Safety Regulations including the Health and Safety at Work Act (1974), if relevant the Construction Design and Management regulations (2015) and any additional regulations relating to submission of risk assessments, security of HRP property and the safety of the general public.

Safety or security instructions given by HRP personnel on site must be complied with at all times.

More generally the Supplier must deliver the Services to the highest professional standards in line with industry norms.

Suppliers are responsible for ensuring all legislative and licencing requirements and standards are met in relation the Services being provided to HRP.

Suppliers must make themselves familiar with fire guidelines in use at the site in which they are working, and complete related questionnaires and risk assessments as required.

Specifically, Suppliers and their employees have a level of responsibility to meet Health and Safety regulations and should:

- follow the relevant rules, procedures and instructions for the work in question;
- be aware of the hazards relevant to the work job;
- only use work equipment if authorised to do so and in-line with guidance issued;
- report any accidents or near misses and damage to equipment or property to HRP;
- cease use and inform the appropriate person of any hazards or defective equipment;
- inform the appropriate person of any concerns relating to health and safety;
- seek help where it is necessary in order to work safely;
- do not fool around or play practical jokes;
- adhere to safety warning signs;
- do not obstruct fire doors or exit routes;
- do not bring illegal drugs to work or use on to site;
- only deposit waste in recognised disposal bins
- not smoke or vape on site, except in designated smoking areas.

19. SCHEDULED MONUMENT CLEARANCE

All our sites are scheduled monuments.

As such, they are protected and any work that involves any fixing to or adjustment of the fabric of the buildings requires permission from not just HRP by also Heritage England.

Suppliers should never undertake any such work that may affect the fabric of the buildings without those permissions.

In addition, the erection of large structures may require planning permission.

Advice should be sought from the HRP Property Manager.



20. CONSERVATION AND COLLECTION CARE (CCC)

The buildings and interiors that HRP is responsible for are historically important, and many are quite fragile.

It is important, therefore, to treat them with respect and care to preserve them for future generations.

Below are some key considerations for Suppliers working within the palaces.

- All work in the palaces is supervised / overseen by CCC staff.
- Use of mobile phones is not permitted in display areas open to the public
- No food or drink is permitted within the palace, apart from in the green room and kitchen area designated for artists.
- Conservators need to check all props, costumes or furniture introduced into the palaces as they could harbour pests and may need to be put through a freezing procedure which takes two weeks.
- Ensure a clean and tidy working environment as far as is practically possible.
- Doors are to be opened by their hardware, never pushed open using the foot.
- All items are to be placed on the floor directly and never rested against a wall or any HRP object. Items are to be placed down gently and never dropped. CCC will provide and install protective sheeting if required.
- No HRP object is to be touched or moved without prior consent and supervision by CCC. No equipment or supplies can have contact with the objects on display.

Please ask our conservators for further help and advice.

21. SUB-CONTRACTORS

It is understood that sub-contractors are on occasion required to deliver services.

HRP require the principle supplier/contractor to ensure that sub-contractors are aware of the obligations in this Supplier Manual, extend any applicable terms and conditions of contract to them, and be responsible for their actions.

22. EMERGENCIES & ACCIDENTS

Suppliers and their personnel should not call the emergency services directly if there is an accident requiring first aid.

The relevant control room should be contacted, as follows:

020 3166 6599: Hampton Court Palace, Kew, Kensington and Banqueting House

020 3166 6299: Tower of London

028 9268 1324: Hillsborough Castle

If the Supplier, their staff or you are involved in an accident or near miss, please ensure a HRP contact is notified immediately so they can assist you in completing the appropriate form and communicating to the right people.

23. SECURITY PROTOCOLS & CLEARANCES

HRP is home to many precious artefacts, including the Crown Jewels at HM Tower of London, and a potential target for terrorist activity.



As such, Suppliers must ensure their staff and sub-contracts have the relevant security clearance before attending site and comply with all security guidance and instructions that may be provided from time to time.

Please note that requirements may vary dependent on palace. 'Basic' security clearance can take a matter of days whereas Counter Terrorist Clearance can take many weeks – contact the contract manager for further details.

Longer lead times apply where counter terrorism clearance is required (relevant to Hillsborough Castle and areas within Kensington Palace and the Tower of London).

All the Supplier's personnel must wear or carry their HRP security pass at all times, and be prepared to co-operate with HRP personnel in identifying themselves when asked. Only authorised entrances and exits may be used.

24. IT SECURITY

In respect of IT systems suppliers or consultants that may require access to our systems, we require Suppliers to provide an appropriate level of cyber security and readiness.

Certification against the ISO27001 standard or, at a minimum, the UK gov Cyber Essentials+ scheme must be provided.

A separate questionnaire may be provided to better understand and evaluate the Suppliers cyber security environment.

HRP provides specific and defined technologies and methods of remote access to its systems and maintains these requirements and controls. Suppliers are required to use methods of remote access and controls that are defined and provided HRP.

25. PCI

The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements intended to ensure that all organisations that process, store, or transmit credit card information maintain a secure environment. Its purpose is to manage PCI security standards and improve account security throughout the transaction process.

HRP has committed to not storing ANY electronic card data on its network or systems. This is a vital element of the compliance mechanism for HRP.

Payment card data that is subject to the PCI regulations is defined as the primary account number ("PAN," or credit card number), Cardholder Name, Expiration Date and Service Code (3 digit security number).

To fully meet the PCI regulations the following data must not be stored or retained in electronic format:

- PAN numbers (the long 16 digit number)
- PIN numbers
- CSV numbers (shown on the back of cards)

PCI regulations also encompass paper records of electronic card data. File print-outs and paper receipts need to be physically secured and locations / contents logged as part of the Information Asset Owners (IAO) quarterly audit process. Only Managers responsible for the collection of



Payment Card data can authorise the sending of it to approved external parties. The data sent must be logged, protectively marked and sent via secured courier or other delivery method that can be tracked.

Any organisations, third parties or contractors that HRP employs, uses or partners with must demonstrate PCI compliance if they process payment card transactions.

26. INSURANCE

HRP's sites are historic in nature and open to members of the public.

As such it is important that Suppliers working on our sites have adequate insurance cover and indemnify HRP in the event of an accident they cause.

Our standard minimum requirements are:

- £10m Public and Products Liability insurance
- £10m Employers Liability insurance.

Other coverages may be required dependent on the nature of the services being provided.

The most typical is Professional Indemnity insurance (£1m) when providing consultancy or advisory services.

The Supplier is required to maintain the relevant cover of insurance throughout the term of any contract with HRP.

27. INVOICING AND PAYMENT

Invoices shall be submitted upon completion/delivery of the goods/works/services or as otherwise agreed in writing. Payment will be made within 30 days of receipt of each invoice, via BACS.

HRP reserves the right to withhold payment where The Services have not been provided in accordance with this Agreement and shall notify The Supplier accordingly.

HRP has the right to charge interest on late payments for income contracts.

