

WORKING WITH US

SUPPLIER GUIDE



National
Oceanography
Centre





INTRODUCTION

WELCOME TO OUR SUPPLIER GUIDE

At the National Oceanography Centre (NOC), we are proud to be a world leader in marine science and innovation. As a registered charity, we are committed to advancing ocean science for the benefit of society, while also delivering the UK's National Capability on behalf of the UK Government and the wider marine research community.

This responsibility brings with it a duty to operate with the highest moral and ethical standards - going beyond legal compliance to ensure our work is socially, culturally and environmentally responsible.

We take a holistic view of our supply chain and expect our suppliers to share our commitment to ethical conduct, sustainability and social responsibility.

We aim to partner with like-minded organisations that reflect our values and vision. This handbook outlines what we expect from our suppliers and how we can work together effectively.

WHO ARE OUR SUPPLIERS?

We work with a wide range of suppliers from across the globe. From essential commodities to cutting-edge technologies and strategic services, our suppliers play a vital role in enabling our operations.

We rely on this diverse and innovative network to help us deliver world-class marine science and support our mission.

Whether you're providing specialist equipment, logistics support or professional services, your contribution helps us advance oceanographic research and maintain our global reach.

SUPPLIER CODE OF CONDUCT

OVERVIEW

We are committed to working with suppliers who share our values of integrity, sustainability and social responsibility. The Supplier Code of Conduct outlines the standards we expect from all suppliers, subcontractors and partners. These expectations apply across all areas of operation and throughout the supply chain.

PEOPLE & COMMUNITIES

We believe all workers have fundamental human rights. We comply with all relevant legislation and support our suppliers in maintaining best working practice by ensuring the highest standards of safety, fairness and respect in the workplace are met.

We expect our suppliers to ensure that:

- All workers are safe, free from harassment and treated with respect at all times.
- They adhere to all applicable laws and legislation concerning underage labour, freedom of association, non-discrimination, diversity and inclusion, modern day slavery, working hours, wages and benefits.
- Their suppliers and subcontractors also meet these standards.
- They are fully aware of, and compliant with, all relevant health and safety legislation - for both land and sea based activities.

THE ENVIRONMENT

We are committed to sustainability and reducing carbon emissions across our operations and supply chain. Our suppliers must share this commitment and work towards minimising their environmental impact.

We expect our suppliers to:

- Secure, and keep current, all required environmental permits, approvals and registrations.
- Aim to reduce their carbon emissions and minimise the use of hazardous substances in their operations.

ETHICAL SUPPLY CHAIN

We operate with transparency and integrity and expect the same from our supply chain. Ethical conduct must be embedded at every level.

We expect our suppliers to:

- Treat their own suppliers fairly and transparently.
- Promote the highest ethical standards throughout their supply chain.
- Act immediately on any concerns about ethical violations and report these to us as soon as possible
- Manage personal data in accordance with all applicable data protection laws and regulations.
- Avoid an actual or perceived conflicts of interest.

COMPLIANCE

Compliance with our Supplier Code of Conduct is non-negotiable.

We expect our suppliers to:

- Proactively notify us as soon as any breach, or potential breach, of this code is identified.
- Cooperate fully with any audits or information requests initiated by us or our nominated auditors.
- Understand we operate a continuous loop of supplier monitoring. Any violations of this code may jeopardise their business relationship with us.





WORKING WELL WITH US

OVERVIEW

To ensure a smooth and efficient working relationship, we ask all suppliers to follow the guidance below. These practices help us maintain high standards of accuracy, compliance and service across our operations.

QUOTATIONS

When submitting a budgetary quote, please include the following information as a minimum:

- Issue date
- Total delivery charge
- Any additional packing costs
- Point of sale
- Proposed Incoterms
- Unit of measure (e.g. Each, Pack of six)
- Part numbers or SKU
- Country of origin
- Delivery date (lead time)
- Currency
- Milestone payments (if applicable)
- HS Code / HTS Code (US only)
- ECCN / End User Agreements
- EORI number (if applicable)
- Quote validity period
- Price excluding VAT
- Price including VAT (for the full scope of supply)

Note: Quotes are not considered binding until a Purchase Order (PO) has been issued by NOC.

DELIVERIES

All goods delivered to NOC must be accompanied by a detailed packing list. The documentation must include:

- The Purchase Order number clearly stated on each label
- Description and quantities
- Part numbers or SKU
- Country of origin
- HS Code / HTS Code (US only)
- ECCN / End User Agreements
- EORI number (if applicable)

Important: Always check the shipping address on your Purchase Order before dispatch.

For overseas shipments:

- Instruct your appointed carrier that all UK/EU customs clearances must be completed by Peters & May.
Contact: seafreight@petersandmay.com
- Incoterms must be strictly followed. Orders placed under FCA terms must **not** be sent on a freight prepaid basis. Instead, they must be booked by, or under the instruction of, Peters & May.

PURCHASE ORDERS

To protect both you as a supplier and NOC as the buyer, all goods and services must be covered by a valid Purchase Order (PO) issued by NOC, along with our Terms and Conditions.

- Do not begin work or dispatch goods until a PO has been issued
- Confirm receipt of your PO with the requester listed on the document - procurement@noc.ac.uk
- We operate a customs warehouse and supply goods to research ships. Any special requirements are communicated within the delivery address on the Purchase Order, and these must be replicated on the invoice and delivery note.

INVOICES & PAYMENTS

Accurate invoicing helps us process payments efficiently and without delay. Please ensure:

- All invoices reference a valid Purchase Order (PO) number. Invoices without a PO number will be returned unpaid.
- Invoices are only submitted once goods or services have been received.
- Invoice details match the PO (item descriptions, delivery costs, pricing, currency, etc.)

Submission: All invoices must be submitted to nocfinance@noc.ac.uk. We are committed to paying all suppliers within 30 days of invoice date, for all non disputed invoices.

CONTACT US

If you have any questions about how best to work with us, we're here to help:

PROCUREMENT – PROCUREMENT@NOC.AC.UK

For questions about sourcing, tenders, supplier onboarding or general procurement processes. This is your first stop for anything related to becoming or working as a supplier.

INVOICING & PAYMENTS – NOCFINANCE@NOC.AC.UK

For queries about invoice submission, payment timelines or resolving discrepancies. Please ensure your email includes a valid Purchase Order number to avoid delays.

LOGISTICS & DELIVERIES – LOGISTICS@NOC.AC.UK

For help with shipping instructions, customs clearance, delivery schedules or packing documentation. If you're sending goods from overseas, this team will guide you through the correct procedures.

NOC.AC.UK



National Oceanography Centre is a company limited by guarantee, set up under the law of England and Wales, (Company no. 11444362) and a registered charity (England & Wales: 1185265 & Scotland: SC049896).

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