

Supplier code of conduct

February 2026

On the
Beach 





The Legal Bit

This Supplier Code of Conduct sets out what On the Beach and its group companies expect of its suppliers. When we refer to suppliers this includes: our direct or third-party suppliers, their sub-contractors, our consultants and anyone else who provides goods and/or services to us.

This Code sets out the minimum standards expected of our suppliers. This Code is supplemental to and doesn't vary or supersede any contract unless explicitly stated within the terms of that contract.

Introduction

Hi there – We're **On the Beach!**

We like doing things differently – we know it's the only way we're going to be able to meet the ever-changing demands of our holidaymakers. We also know that we can't do this alone; we're going to need the help of all of our suppliers.

As one of the UK's leading online retailers of beach holidays, we pride ourselves on having the highest standards of integrity and social responsibility. We expect this from ourselves as well as those we work with, and we don't work with just anyone.

Our Visions and Values

For many of our customers, their holiday is the most important week of the year (and as beach enthusiasts ourselves, we get it). This means we need to be reliable at all times, so – to use a bit of a cliché – we need to be a well-oiled machine, totally aligned with a network of partners and suppliers who share in our vision and values.

We truly believe that teamwork makes the dream work, and we're asking our suppliers to be an oh-so-important member of our team. Our core values are the ideas we live and breathe by – the stuff that makes On the Beach such a great place to work, and why (we think) our customers keep coming back to us.

We're Bold

We set our sights high and we deliver. We like to stand out from the crowd too.

We're Open

We pride ourselves on being great hosts: warm and welcoming, a bit like your favourite beach.

We're Dynamic

Travel's part of who we are and embedded in everything we do. Fast, flexible and full of energy; that's us.

Our Suppliers

We'll speak regularly with our suppliers, we'll offer fair payment terms, and we'll collaborate on decisions. Most of all, we treat others fairly (because we like being treated fairly ourselves).

It should go without saying but all of our colleagues, customers, and partners deserve to work, holiday, and go about their day-to-day knowing that they're being looked after. For that reason, we only ever choose suppliers who take appropriate health and safety measures and provide high standards of customer care.

So, what do we expect?

If we've not made it clear already, we love holidays, just as our customers do! That's how we're able to send so many happy customers on their jollies every year. But in order to get those customers to their lilos, beach umbrellas and poolside cocktails, there's a lot of work that goes on behind the scenes (at least that's what our legal team tells us).

As such an important member of our team, we expect our suppliers to comply with all laws, regulations, and industry standards. In short, we're all in this together.

We can't address every scenario and eventuality but, to put it simply, we expect our suppliers to demonstrate ethical behaviour and to act with honesty and integrity. We also ask that our suppliers educate their staff and any other representatives to ensure that they do too.

Compliance

Bribery, Corruption and Economic Crime – We're dead against fraud, including bribery, and won't tolerate any form of corruption. Our suppliers must comply with the Bribery Act 2010, the Criminal Justice (Corruption Offences) Act 2018, the Economic Crime and Corporate Transparency Act 2023, and all other applicable legislation. This means our suppliers must have 'reasonable procedures' in place to detect and prevent fraud.

Our suppliers mustn't offer, give, promise or accept any financial or other advantage (such as services, entertainment, employment or contract award) in order to obtain an improper advantage. Just don't do it.

Oh, and if our suppliers become aware of any suspected fraud or non-compliance with any anti-bribery obligations they must let us know sharpish at corporate@onthebeach.co.uk, please.

Tax Compliance – Look, nobody *likes* paying tax, but it's something we all have to do. We do it, and we expect our suppliers to do it too. That goes for all applicable tax legislation and reporting and payment obligations (our accountants do a fantastic job – please don't make them sad).

Competition Law – Holidays are important to our customers and – especially in this day and age – it's super important that they're able to find a range of great holidays and deals, and to know that their rights are protected.

We expect our suppliers to comply with all applicable competition laws. This means no anti-competitive practices such as price-fixing, market sharing, bid-rigging, or any other behaviour that could distort the market and fair competition. It's just not cool.

Financial Stability – We look to build long-term partnerships with our suppliers. To help us do this, we carry out financial due diligence which involves running credit assessments through third-party credit reference agencies to ensure the continued stability of our supply chain.

Sanctions – We require our suppliers to comply with all applicable sanctions laws, which means they must not work with or support individuals or organisations that are officially sanctioned.

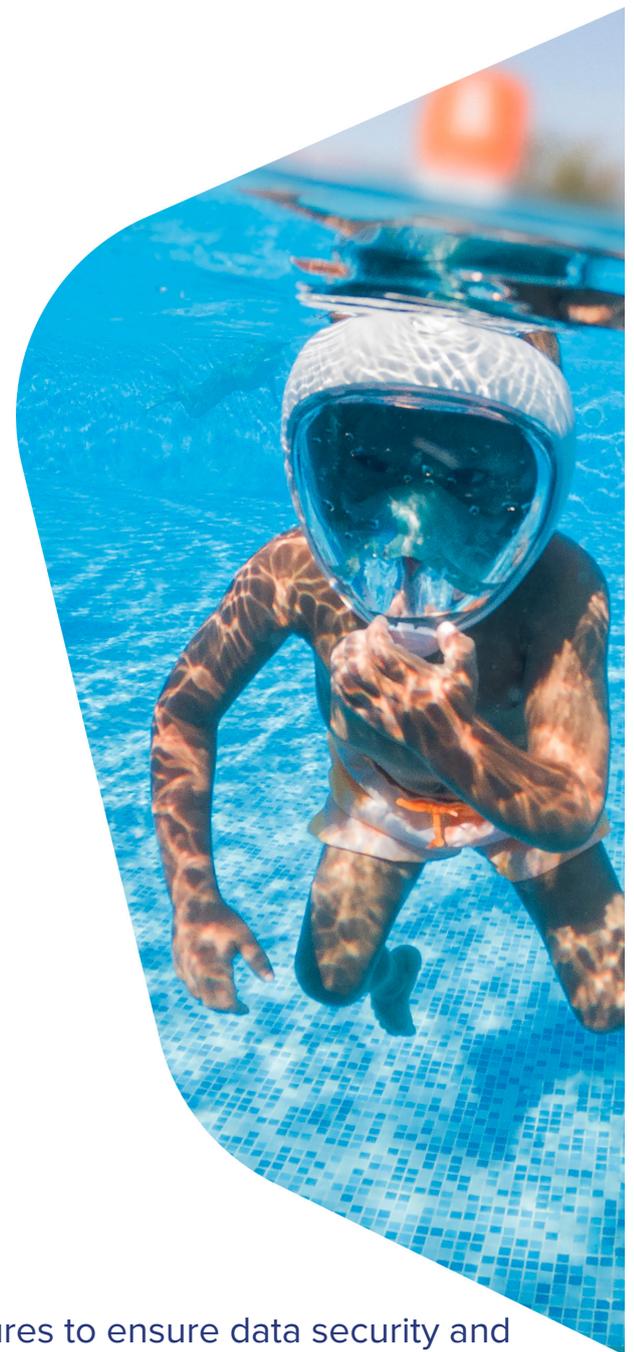
Safety, Security and Data Protection

Data Protection – We receive personal data from our customers, colleagues and suppliers. They trust us to handle their personal data responsibly and in accordance with all relevant data protection laws. We also need our suppliers to comply with all data protection laws and regulations when processing any data on our behalf and must only use personal data for the right reasons.

Cyber Security – There are some clever people out there, people who would love to get their hands on our secrets! Our suppliers must therefore implement all appropriate technical and organisation

measures to ensure data security and confidentiality to protect the privacy of our customers, employees and corporate information.

Health and Safety – The health and safety of our customers and employees is – above all else – the most important thing to us. We have a regularly reviewed health and safety management system in place and we monitor health and safety in our supply chain. Our suppliers must comply with all applicable health and safety laws and regulations and ensure a safe environment for their workers including employees and/or contractors and ultimately our customers.



Working Conditions

Modern Slavery – We have a zero-tolerance approach to any form of modern slavery and we expect our suppliers to uphold the same values. Together, we're committed to supporting human rights through our compliance with laws and through our policies to help eradicate any modern slavery in our business and supply chains.

We'll never knowingly conduct business with anyone engaged in modern slavery practices. More information about the steps we take to combat modern slavery can be found in our [Modern Slavery Statement](#).

Diversity, Equality and Inclusion– We maintain a focus on equality, diversity and inclusion and this runs right through our business and is considered in everything that we do. We're proud of the many unique voices in our business and are committed to fostering a diverse and inclusive environment, both within our organisation and throughout our supply chain. We don't tolerate any discriminatory behaviour and we expect our suppliers to do the same.

Policies and Procedures – Our suppliers must ensure that suitable policies and procedures are implemented for their employees and within their own supply chain to ensure confidentiality and expected behaviour in the workplace.

Sustainability

We're committed to conducting our business the right way. We want to provide safe and accessible holidays that empower and inspire customers to travel more sustainably. We expect our suppliers to share in these values and to adopt sustainable practices in their operations, minimising their environmental impact where possible; so that we're all doing our bit to help the environment.

We encourage our suppliers, particularly our hotels to obtain a sustainability accreditation where possible.

Our Brand

We're proud of our brand, we've worked very hard on it! Our suppliers mustn't use it or any of our trademarks without our written consent. This ensures our brand is used appropriately and safeguarded against unauthorised use or disclosure. Just ask, we'll probably say yes!



**Now where did I put
that San Miguel?**

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