

City Plumbing Supplies Holdings Limited

# Supplier Commitments

October 2021





**Dave Evans**  
**CEO City Plumbing Supplies**  
**Holdings LTD (CPSHL)**

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## > Foreword

### **Dear Supplier**

#### **Introducing the City Plumbing Supplies Holdings Supplier Commitments Document.**

We are committed to being a good corporate citizen in all our dealings with customers, colleagues, suppliers and in the communities where we work. To ensure a consistent approach throughout our supply chain, we expect our suppliers to have or adopt similar business principles to our own.

As a City Plumbing Supplies Holdings supplier, you'll be required to acknowledge the significance of social, environmental and ethical matters in your conduct, and to work towards improving your quality standards and performance in these areas. In short, we encourage and expect the adoption of responsible behaviour throughout your supply chain.

Above all, we expect you to be able to demonstrate compliance with all UK and international legislation that applies to your business operations from Modern Slavery, Anti-Bribery and Health & Safety laws to product-specific regulations, such as Construction Products Regulations, UKCA mark and GPSR.

The following "Supplier Commitments" document sets out our minimum requirements in all these areas. Our aim is to source products from suppliers who can either meet these requirements, or demonstrate a commitment to improve on any unacceptable lower standards within a reasonable timescale.

It's your responsibility to make sure that all relevant staff within your organisation, and any sub-contractors or other third parties that work for us on your behalf, are aware of all the requirements set out in our Supplier Commitments document, and are adhering to them.

If you have any questions about our Supplier Commitments, please speak to your Commercial contact or our QA team in the first instance.

Yours faithfully,

**Dave Evans**  
**CEO City Plumbing Supplies Holdings LTD (CPSHL)**

## > Key business principles

Our business is focussed on supporting our customers and exceeding their expectations, from providing first class service to sourcing products and materials from our suppliers in a responsible and sustainable way. Everything we do is underpinned by the five values, or principles, of our business. The table below explains our approach and how this would be reflected in our relationship with you.

### Our approach

This is what makes us different from our competitors. Together, we work hard to deliver results and have some fun along the way. It's about doing the right thing. We're straightforward and value honesty, trust and kindness.

Safety will always be at the top of our agenda. Keeping all of our colleagues, customers and communities safe is part of our underlying philosophy that 'everyone affected by our business should return home safe and well at the end of the day'.

The success of our business relies on strong relationships. This is about a 'can do, will do' attitude and understanding the lifelong value of each customer relationship.

We always strive to create value for our employees, customers, suppliers and owners. Our success depends on building business relationships based on trust and respect that are strong enough to keep going through both good and bad times.

Our aim is to set the bar high and make our customers, colleagues and suppliers feel special. It's essential that we attract and retain the best people, so we can run a market-leading business in every area where we operate.

### Our Expectations of Suppliers

- Collaborative working environment
- High ethical standards
- Positive, inclusive culture
- Open and honest relationship with the Group

- Robust Health & Safety policies and procedures
- Safe, well-maintained working environment
- Competent, well-trained staff

- Commitment to quality
- Sustainable sourcing
- Compliance with legislation

- Value for money
- Innovative products
- Commitment to improving product quality and performance
- Delivery to specification

- Efficient business processes and strong leadership
- Robust recruitment and training programmes
- Sustainable business operations

# > Appendix 2 Supplier Commitments

There are **3 key areas** where we'd like your support:  
Environmental Responsibility, Social Responsibility and Quality and Product.

## 1 Environmental Responsibility

City Plumbing Supplies Holdings LTD (CPSHL) is committed to making positive choices in our supply chain that will reduce our impact on the global environment. We understand the nature and scale of our impact and the importance of working with our supply chain partners to reduce it.

### As a supplier, you commit to:

- Operate an effective Environmental Management System (EMS) using the principles of ISO 14001
- Comply with all applicable environmental legislation in all areas of your operations and supply chain.
- Manage the extraction of any natural materials with care and consideration for local communities and the environment.
- Minimise the use of energy and fuel throughout your operations and source renewable energy and use renewable technologies wherever possible, supporting the Global drive to achieve net zero carbon.
- Minimise the use of water throughout your operations and improve the water efficiency of your products (where relevant).
- Reduce costs by manufacturing your products using the lowest achievable amount of natural resources and by selecting packaging that has a minimal impact on the environment.
- Remember that at least 30% of your plastic packaging should be from recycled plastic from April 2022.
- Reduce waste by working towards making your products and packaging as recyclable as possible, and simple for our customers to recycle.
- Remember that packaging Extended Producer Responsibility legislation will be introduced from 2023.

## 2 Social Responsibility

City Plumbing Supplies Holdings LTD (CPSHL) is committed to promoting positive working conditions and practices throughout our supply chain – and we want to work with responsible providers who share our values.

We aim to work collaboratively; and to create an environment that enables transparency throughout the supply chain.

### As a supplier, you commit to:

- Protect your workers, customers, communities and all relevant stakeholders from safety risks relating to the manufacture, distribution or delivery of your products
- Make sure all workers involved in product manufacture and supply are treated fairly and with respect for their human rights.
- Meet, or work towards meeting, the principles of the Ethical Trade Initiative (ETI) Base Code.
- Take positive steps to ensure that Modern Slavery has no place in your businesses or supply chain.
- Find new sources for any minerals contained in your products where these are identified as coming from recognised areas of conflict.
- Conduct your operations in line with all applicable competition laws.
- Prevent the use of, and not condone any corrupt activity, bribery or inducement with the aim of securing an improper or unfair business advantage.
- Protect any personal information belonging to City Plumbing Supplies Holdings LTD (CPSHL) or its customers that you expect to handle in the course of supplying goods and/or services, following City Plumbing Supplies Holdings LTD (CPSHL) requirements for data processing and data transfer.

### 3 Quality and Product

City Plumbing Supplies Holdings LTD (CPSHL) aims to only source safe products that are fit for purpose and which meet or exceed our customers' expectations. We require each product that enters our supply chain to comply with all applicable legislation.

#### **As a supplier, you commit to:**

- Operate an effective Quality Management System (QMS) using the principles of ISO 9001
- Only supply products (including packaging) that are suitable for our supply chain and that are safe to handle and store.
- Only supply products that are fit for purpose, safe to use and meet our quality requirements.
- Notify us immediately of any products you supply to us that contain any substances of very high concern (SVHCs), explosives precursors or poisons or have other restrictions on sale (i.e. knives).
- Take steps to replace any products that contain restricted substances or SVHCs with suitable alternatives.
- Ensure continuing product compliance by arranging regular product inspection and testing by accredited laboratories.
- Ensure the end user is provided with suitable and sufficient information on how to use products safely.

### Further Information and Guidance

The Supplier Commitments form part of your contract with City Plumbing Supplies Holdings LTD (CPSHL) and apply both to suppliers of "goods for resale" and "goods not for resale". We believe that they're a fair reflection of the three key areas that a good corporate citizen would require throughout their supply chain. You'll be sent a copy of the Supplier Commitments on a regular basis (usually every 2 years), with updated content where applicable. We'll also send you an online questionnaire, which you must complete and return to us. You'll be required to answer a series of questions to demonstrate how you're complying with our Supplier Commitments.

When we receive your questionnaire, we'll use it to generate a risk rating for your company. Depending on the results, you may be required to provide further documentary evidence or undertake additional tasks to ensure compliance or mitigate risk. Note that failure to complete the online form will, by default, result in your business being classified as a Critical Risk. In the event that adequate evidence for compliance or risk mitigation can't be provided or verified, we may need to carry out an audit on your supply chain.

Alternatively, and with our agreement, you may provide us with a recognised and accredited audit to demonstrate compliance and transparency in your supply chain.

**You can find supporting guidance and additional information relating to all the Supplier Commitments on the City Plumbing Supplies Holdings LTD (CPSHL) website by following this link:**

[www.cityplumbing.co.uk/Supplier-Commitments](http://www.cityplumbing.co.uk/Supplier-Commitments)



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