

Supplier Commitments

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

1. Environmental Responsibility

City Plumbing Supplies Holding Limited 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:

- Only supply timber products from legal and sustainable sources that don't cause deforestation or degradation.
- 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 water and energy throughout your operations.
- 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.
- Reduce waste by working towards making your products and packaging as recyclable as possible, and simple for our customers to recycle.

2. Social Responsibility

City Plumbing Supplies Holding Limited 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 from dangerous or harmful operations whilst they're engaged in manufacturing 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.

3. Quality and Product

City Plumbing Supplies Holding Limited 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).
- 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.
- 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 approved laboratories.
- Work with us on our risk-based programme for product surveillance testing.
- Provide an Environmental Product Declaration (EPD) for any resource-intensive commodity materials and products you supply to us, such as cement, insulation, gypsum or timber.

Further Information and Guidance

The Supplier Commitments form part of your contract with the City Plumbing Supplies Holding Limited 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 Holding Limited website .