

Supplier **Commitments**

MARCH 2023



> Foreword



Dave Evans
CEO Highbourne Group LTD

Introducing the Highbourne Group Supplier Commitments Document.

The Highbourne Group includes the following brands:

- City Plumbing
- The Bathroom Showroom
- PTS
- Plumbnation
- Plumbworld
- DHS
- NSS
- The Underfloor Heating Store

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 Highbourne Group supplier, you'll be required to acknowledge the significance of Quality, Environmental, Social and Governance 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 General Product Safety Regulations.

This 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 subcontractors 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.

Thank you.

Yours faithfully

Dave Evans
CEO Highbourne Group Limited (and its group companies)

> 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 four Behaviours of our business: **Make it safe for everyone, Create the future, Be the Customer choice and Grow Stronger Together**. The table below explains our approach and how this would be reflected in our relationship with you.

Our behaviours and expectations from suppliers

Make it safe for everyone

Success and safety go hand in hand. When we make sure everyone is safe they bring the best of themselves. We won't stop until we make it safe, for everyone.

At Highborne Group we promote colleague safety, ownership & accountability, everyone looks out for each other and everyone is expected to step up and play their part in making the right choices. We have built an inclusive working environment in which everyone can contribute because everyone is listened to, valued and respected.

Our Expectations of Suppliers

- Having a robust Health & Safety process in place
- Providing a safe, well-maintained working environment
- Employing competent, well-trained staff
- Ensuring safe deliveries

Create the future

Our business must adapt to grow. Everyone can innovate, in fact we won't change fast enough unless we all do! Be bold, try new things and create the future.

Our Expectations of Suppliers

- Continuous improvement
- Innovation in products and packaging
- Reduced carbon and waste production

Be the customer's choice

When we really understand our customers they trust us and buy more from us. We aim to become their most valuable partner and in turn be the customer's choice.

Our Expectations of Suppliers

- Excellent product quality and service
- Reliable product supply
- Sustainable sourcing
- Compliance with legislation

Grow stronger together

As our business grows we only win as one team. We're at our best when we trust and support each other. If we can help each other shine we will grow stronger together.

Our Expectations of Suppliers

- A collaborative working environment
- High ethical standards
- A positive, inclusive culture
- An open and honest relationship with the Group, including:
- Efficient business processes and strong leadership
- Robust recruitment and training programmes
- Sustainable business operations

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1 Quality and Product

Highbourne Group aims to only source safe products that are fit for purpose and which meet or exceed our customers' expectations as to quality. We require each product that enters our supply chain to comply with all applicable legislation.

As a supplier, you commit to:

- Operating an effective Quality Management System (QMS) that is registered or commitment to register to ISO 9001 using an accredited 3rd party
- Cascading requirement for ISO 9001 throughout your supply chain
- Only supply products that:
 - Meet the applicable Regulations, Directives, BS, EN or ISO Standards and carry the UKCA mark where required
 - Are suitable for our supply chain and that are safe to handle and store
 - Are fit for purpose, as described, safe to use and meet our quality requirements.

Ensuring continuing product compliance with any testing carried out by accredited laboratories

Providing the end user with suitable and sufficient information on how to use products safely.

Notifying us immediately of any product non-conformances

2 Environmental Responsibility

Highbourne Group 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:

- Operating an effective Environmental Management System (EMS) that is registered or commitment to register to ISO 14001 using an accredited 3rd party
- Cascading requirement for ISO 14001 throughout your supply chain
- Complying with all applicable environmental legislation in all areas of your operations and supply chain.
- Managing the extraction of any natural materials with care and consideration for local communities and the environment.
- Minimising 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
- Reducing the impact by manufacturing your products and packaging using the lowest achievable amount of natural resources
- Ensuring that at least 30% of your plastic packaging should be from recycled plastic
- Reducing waste by working towards making your products and packaging as recyclable as possible, and simple for our customers to recycle.
- Complying with Extended Producer Responsibility requirements

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3 Social Responsibility

Highbourne Group 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:

- Operating an effective Health & Safety Management System that is registered or commitment to register to ISO 45001 using an accredited 3rd party
- Cascading requirement for ISO 45001 throughout your supply chain
- Protect your workers, customers, communities and all relevant stakeholders from safety risks relating to the manufacture, distribution or delivery of your products (including deliveries to our sites)
- Ensuring all workers involved in product manufacture and supply are treated fairly and with respect for their human rights.
- As a minimum, meeting the principles of the Ethical Trade Initiative (ETI) Base Code
- Taking positive steps to ensure that Modern Slavery has no place in your businesses or supply chain
- Having a working environment for diversity and inclusion
- Finding new sources for any minerals contained in your products where these are identified as coming from recognised areas of conflict.

4 Governance

Highbourne Group is committed to promoting legal and ethical conduct in all of its activities and throughout the supply chain – and we want to work with responsible providers who share our values and our published Behaviours.

As a supplier, you commit to:

- Conducting your operations in line with all applicable laws (including competition law)
- Acting ethically and with integrity
- Preventing the use of, and not condone any corrupt activity, bribery or inducement with the aim of securing an improper or unfair business advantage
- Securing and protecting any data belonging to, or provided by, the Highbourne Group or its customers that you expect to handle in the course of supplying goods and/or services
- Following the Highbourne Group requirements for data processing and data transfer.

You can find supporting guidance and additional information relating to all the Supplier Commitments on the Highbourne Group website by following this link:

<https://www.highbournegroup.co.uk/our-responsibilities>

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