

QBD.31 Purchasing and Supplier Policy

1. Introduction

This policy outlines the procedures and standards for purchasing goods and services and managing supplier relationships to ensure compliance with UK laws and regulations. Our goal is to achieve value for money, maintain transparency, and promote ethical practices in all procurement activities.

2. Scope

This policy applies to all employees, contractors, and third parties involved in the procurement process.

3. Legal and Regulatory Compliance

We comply with the following UK laws and regulations:

- **Public Contracts Regulations 2015:** Governs the procurement of goods, services, and works by public sector bodies.
- **Utilities Contracts Regulations 2016:** Applies to procurement in the utilities sectors.
- **Concession Contracts Regulations 2016:** Covers the award of concession contracts.
- **Procurement Act 2023:** Streamlines procurement processes and enhances transparency and oversight.
- **Modern Slavery Act 2015:** Ensures that our supply chains are free from slavery and human trafficking.
- **Bribery Act 2010:** Prevents bribery and corruption in procurement activities.

4. Procurement Principles

Our procurement activities are guided by the following principles:

- **Value for Money:** Achieving the best mix of quality and effectiveness for the least outlay over the period of use.
- **Transparency:** Ensuring openness and clarity in procurement processes.
- **Fairness:** Treating all suppliers equally and without discrimination.
- **Sustainability:** Considering environmental and social impacts in procurement decisions.
- **Ethical Standards:** Upholding high ethical standards and preventing conflicts of interest.

5. Supplier Selection and Evaluation

We select and evaluate suppliers, distributors, and local partners based on the following criteria:

- **Quality:** Ability to meet specified requirements and standards.
- **Cost:** Competitive pricing and overall value for money.
- **Reliability:** Track record of timely delivery and performance.
- **Sustainability:** Commitment to environmental and social responsibility.
- **Compliance:** Adherence to legal and regulatory requirements.
- **Innovation:** Ability to provide innovative solutions and improvements.
- **Financial Stability:** Demonstrated financial health and stability.

6. Procurement Process

The procurement process includes the following steps:

- **Needs Assessment:** Identifying and defining the requirements for goods or services.
- **Market Research:** Conducting market analysis to identify potential suppliers.
- **Tendering:** Issuing invitations to tender and evaluating bids based on predefined criteria.
- **Contract Award:** Selecting the supplier that offers the best value for money and meets all requirements.
- **Contract Management:** Monitoring supplier performance and ensuring compliance with contract terms.

7. Ethical and Sustainable Procurement

We are committed to ethical and sustainable procurement practices, including:

- **Fair Trade:** Supporting suppliers that adhere to fair trade principles.
- **Environmental Responsibility:** Preferring suppliers with strong environmental policies and practices.
- **Social Responsibility:** Encouraging suppliers to support social initiatives and community development.

8. Risk Management

We identify and mitigate procurement risks through:

- **Risk Assessments:** Conducting regular risk assessments to identify potential issues.
- **Contingency Planning:** Developing contingency plans to address potential disruptions.
- **Supplier Audits:** Conducting audits to ensure supplier compliance with contractual and regulatory requirements.

9. Training and Awareness

We provide regular training to employees involved in procurement to ensure they understand their responsibilities and the importance of compliance with this policy

10. Monitoring and Review

We continuously monitor procurement activities and review this policy regularly to ensure it remains effective and compliant with current laws and regulations.

11. Reporting and Accountability

All employees are responsible for adhering to this policy. Any breaches or concerns should be reported to the procurement department or relevant authorities.

12. Supplier Onboarding Requirements

To progress with onboarding, suppliers must complete and return the following:

- Approved Supplier Questionnaire
- Business Code of Conduct
- Services Agreement

And provide:

- SIA ACS Certificate (If applicable)
- Insurance Certificates
- ISO 9001 Certificate to Quality Policy
- ISO 45001 to Health & Safety Policy
- Modern Slavery Policy
- ISO 14001 to Environmental Policy
- Cyber Essentials to Cyber Policy
- Additional relevant accreditations (e.g. COP 119, CIS)
- Account & VAT Registration Details (Finance)
- Key Contacts List

13. Credit Report

We run a credit report on all potential suppliers to assess their financial stability and ensure they meet our standards.

14. Direct Employment

All services must be provided by direct employees of the supplier, with no subcontracting or use of third parties without prior agreement from Rayan FM Directorship. Rayan FM reserves the right to audit at any time with reasonable notice.

15. Regular Spot Checks and Audits

We regularly conduct spot checks and audits of our suppliers to ensure ongoing compliance with our standards and contractual obligations.

16. Nutral Assured Workforce

We request all our suppliers to sign up to the Nutral Assured Workforce program to demonstrate their commitment to ethical and responsible labour practices.

Signed:



Siobhan Hamill
Managing Director
Date: 10/03/2026



RAYAN
FACILITIES MANAGEMENT LTD