



# Supply Chain Charter

**GA**

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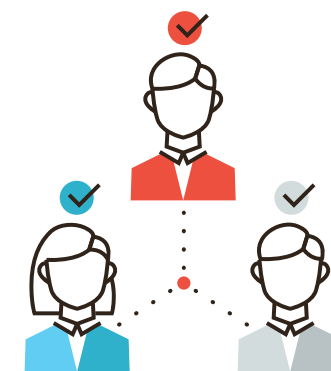
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## Supply Chain Management Process



## Supply Chain Management

At Gilbert-Ash we want to be a partner of choice. We recognize the value of building a strong diverse supply chain by working with like-minded companies that can add value. We aim to build mutually beneficial relationships with our supply chain partners and have developed a process that will encourage engagement and collaboration throughout all stages of our projects.



To find out more about the Gilbert-Ash Supply Chain Management Process email Maria Bradley at [belfast@gilbert-ash.com](mailto:belfast@gilbert-ash.com)



ONE

# Supply Chain Charter Policy Statement

Our Supply Chain Charter sets out what we expect from our supply chain members, and in turn what our supply chain members can expect from us. It outlines our core company values that are central to the business and aims to develop long-term collaborative relationships. We believe that by developing these relationships we can continue to exceed our customer expectations and achieve the highest possible standard across all of the projects we undertake.

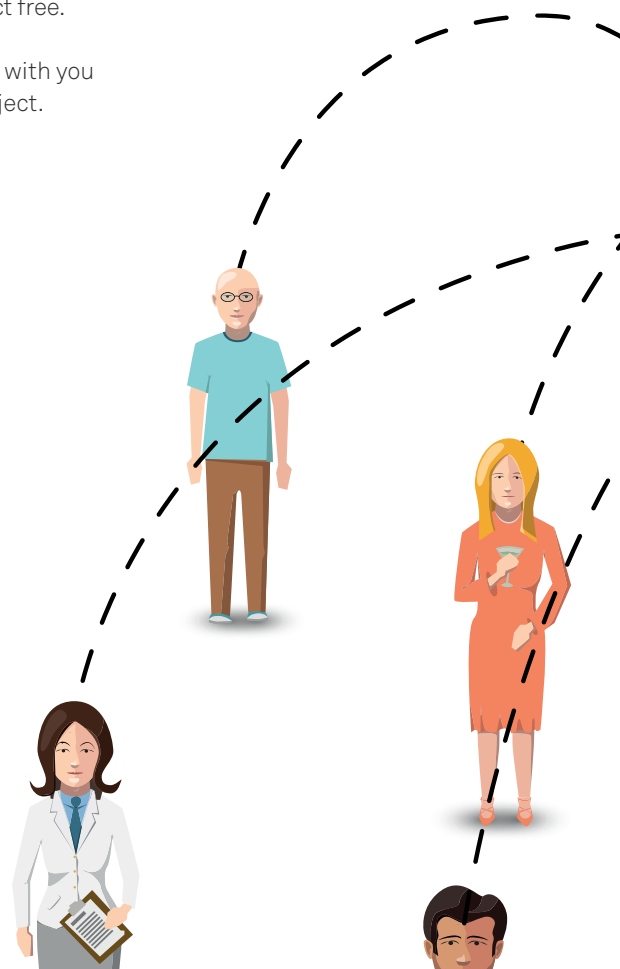
Our Supply Chain Charter aims to:

- Develop effective partnering relationships with current and new supply chain members;
- Promote a culture of collaboration across our entire supply chain;
- Deliver the highest standard of sustainability, quality, environmental and health & safety management across all of our projects;
- Successfully deliver our projects on time, on budget and defect free.

We look forward to working with you on a future Gilbert-Ash project.

**Ray Hutchinson**  
MANAGING DIRECTOR

Through this Charter we will not only strengthen the relationships with our existing supply chain members, but also develop new relationships with like-minded companies that will ultimately improve our overall company performance adding real value to our clients and our business.



TWO

# What we expect from our supply chain members

OUR EXPECTATIONS

# Environmental Social Governance

Gilbert-Ash understand the importance of becoming a more sustainable business and therefore we expect our supply chain members to support us in achieving this goal. We have developed our ESG strategy with targets set for 2030 & 2040 to ensure we operate our company in a responsible and ethical manner.

We acknowledge our responsibility in working to achieve an equal balance by protecting and when possible, enhancing the natural environment. This will ensure we have a positive impact on the communities in which we work, while continuing to profit financially. We now believe that by achieving this "Triple Bottom Line" we will improve our overall performance while ensuring we secure our place within future business.

We therefore expect our supply chain members to support us in delivering the following CORE principles across our business and projects:

**People**

Health, safety & wellbeing  
Being an employer of choice  
Ethical workforce practices

**Planet**

Energy & emissions  
Sustainable resource use  
Nature & land

**Place**

Protecting heritage & architecture  
Being a good citizen

**Profit**

Sustainable Procurement  
Circular Procurement  
Creating meaningful jobs

Gilbert-Ash has developed policies and procedures to ensure the CORE principles are integrated into all aspects of the business. We therefore require all our supply chain members to ensure they familiarise themselves with our policies and procedures and commit to working with us to achieve our goal of delivering more sustainable projects and therefore becoming a more sustainable contractor. We consider this a two-way process and therefore welcome suggestions and / or innovative ideas from our supply chain members to improve our sustainable practices. Please get in touch for more information on the CORE Responsible Business Standard.

Gilbert-Ash has developed policies and procedures to ensure the core principles are integrated into all aspects of the business. We therefore require all of our supply chain members to ensure they familiarise themselves with our policies and procedures and commit to working with us to achieve our goal of delivering more sustainable projects and therefore becoming a more sustainable contractor.



OUR EXPECTATIONS  
**Health & Safety**

The health, safety and wellbeing of our employees, supply chain and indeed all stakeholders affected by our operations are considered of critical importance to Gilbert-Ash. We are therefore committed to maintaining and improving our health, safety and wellbeing performance ensuring it remains high on our agenda. We have launched our "Don't Walk By" campaign with the aim to achieving zero incidents. The following outlines our expectations with regards the health and safety performance of our supply chain members.

Gilbert-Ash aim to achieve zero incidents on all projects and therefore heavily rely on our supply chain member's performance to ensure we meet this goal.

Commitment & Discipline

- 

We require a commitment to achieving our goal of our destination of zero incidents. We expect a zero tolerance approach to poor practice and / or unsafe behaviour of your employees
- 

We expect you to allocate adequate resources to ensure the health & safety of your workforce to carry out works safely
- 

We expect you to adhere to the Gilbert-Ash health & safety policy and procedures at all times. This includes a commitment to our "Don't Walk By" campaign

Competence

- 

We require you to demonstrate overall competency through our supply chain approval prequalification process
- 

We expect you to allocate competent supervision of works being carried out
- 

We expect all personnel to be competent with the required training criteria as outlined in our prequalification questionnaire
- 

We expect you to assess and demonstrate the competence of your contractors before subcontracting out any works
- 

We expect you to continually develop and improve the health & safety performance of your employees through training

Communication, Consultation & Participation

- 

We expect you to co-ordinate all works with our site teams and other supply chain members to ensure works are completed safely
- 

We expect you to communicate all site requirements to your personnel
- 

We expect you to inform your personnel of any changes to your method of works and agree a new method before commencing
- 

We expect you to ensure all permissions (i.e. permits) are sought prior to work being completed
- 

We expect your attendance at all site meetings when applicable
- 

Gilbert-Ash prides itself on its proactive approach to health & safety. Therefore we expect all site personnel to commit to the Gilbert-Ash "Don't Walk By" campaign
- 

We expect you to promote safe working and lead by example
- 

We operate an open door policy at all times and therefore welcome any suggestions regarding how we might improve our overall health & safety performance



OUR EXPECTATIONS  
**Quality Management**

Gilbert-Ash is committed to ensuring that all of our projects are delivered to the highest standard possible. To ensure quality is maintained at all times, Gilbert-Ash implements ISO9001 Quality Management System (QMS) which is third party accredited. Therefore all activities considered critical to the successful delivery of the specified quality are controlled using our written quality management procedures. Gilbert-Ash is committed to complying with the requirements of our QMS and indeed the clauses within the international standard. This requires the full cooperation and support of our supply chain members. The following outlines our expectations with regards quality management across all of our projects.

Gilbert-Ash is committed to ensuring that all of our projects are delivered to the highest standard possible. To ensure quality is maintained at all times, Gilbert-Ash has developed and implemented ISO9001 quality management system (QMS) which is third party accredited.

**Prequalification & approval**

All sub-contractors looking to work with us must first complete our prequalification questionnaire so we can determine the level of competency and experience. We expect accurate and reliable information from our supply chain members to ensure this process is completed adequately. Once completed and if successful you will be added to our Approved List of Suppliers.

**Annual Review**

To ensure we maintain an up to date register of approved suppliers, we ask that you complete an annual health check and update us if there are any changes.

**Quality Assurance (QA) Control**

- 

You must be familiar with and adhere to our quality control procedures
- 

We require you to provide us with your quality assurance process upon receipt of an order for work detailing how you will demonstrate that all works have been checked and meet the required specification prior to handover
- 

We expect all works to be carried out to the highest standard with the overall aim of achieving zero defects
- 

Any snags / defects must be dealt with effectively and efficiently so as not to impact upon the completion and handover of the project
- 

All non-conformances must be reported immediately and any corrective and / or preventative action assigned to you must be completed within the timescales specified

**Project Review**

We review the performance of our supply chain with regards add quality and safety management throughout a project and at the Post Contract Review.

A rating based on performance is agreed and then added to other projects you might also be working on, so we get an overview of your overall performance working on Gilbert-Ash projects.

Feedback on performance can be obtained from the Quality Manager at any time.



OUR EXPECTATIONS  
**Environment**

Gilbert-Ash respects the natural environment and understands the intrinsic relationship it has with our business operations. We seek to work with like minded supply chain partners who will help us to deliver our core ethos of protecting, preserving and enhancing the environment. We are on a journey to achieve the goals outlined in our Environmental Social Governance strategy including sustainable resource efficiency, energy and emissions and use of natural resources. We therefore require supply partners that are passionate and committed to delivering and achieving our net zero goal by 2040.

The following process outlines what we expect from our supply chain with regards environmental management:

We seek to work with like-minded supply chain partners that will help us to deliver our core ethos of protecting, preserving and enhancing the environment.



OUR EXPECTATIONS  
**Monitoring, Measuring & Reporting**

We monitor, measure and report on all aspects of performance across all projects. We therefore require all subcontractors and suppliers to assist us with this by providing evidence and performance. This information is used to report on our quality, environmental and health, safety and wellbeing performance. It also assists with reporting on BREEAM, Considerate Constructors Scheme and many other legal and contract requirements. Gilbert-Ash measures its performance using ESG reporting software. When issued an order from Gilbert-Ash, please check the terms and conditions and familiarize yourself with our reporting requirements.

## OUR EXPECTATIONS Compliance

We require confirmation from our supply chain that they commit to complying with:

All suppliers must provide verification that their employees are legally entitled to work in the uk.

1 Gilbert-Ash integrated management system policies and procedures

2 Applicable legislation

3 Contract requirements

4 Dealing with all instructions from the project team as effectively and efficiently as possible

5 Client requirements

## Prequalification & approval

All suppliers must provide verification that their employees are legally entitled to work in the UK. We therefore require evidence of what checks have been carried out and what documentation is inspected to ensure compliance with all applicable legislation including the Modern Slavery Act.

In accordance with data protection and General Data Protection Regulation (GDPR), we ask that all suppliers confirm that Gilbert-Ash can retain their company information once added to our approved list of suppliers.

We will issue a request for information prior to your company being added to our approved list of contractors.



### THREE

## Performance Ratings

All subcontractors working on a Gilbert-Ash project are performance managed using our rating system. Our performance ratings are based on four criteria.

Each subcontractor will receive an overall percentage score based on a set of questions that are completed by our contracts managers and contracts surveyors. Any performance issues will be discussed between the contracts manager and subcontractor.

We use the subcontractor performance ratings to complete trend analysis and identify opportunities for business improvement.



### FOUR

## Performance Management

Gilbert-Ash operates a yellow and red card system for subcontractor performance. A yellow card is issued to highlight an issue that must be dealt with. The subcontractor will receive details of the issue and a timescale to improve performance. The Contracts Manager will engage with the subcontractor throughout to ensure any performance issues are resolved.

Two yellow cards issued during a six-month period will result in a red card being issued. Once a red card is issued the Surveying Director is notified. He will then liaise with the contracts manager and subcontractor to discuss performance and what action is required.



## What you can expect from partnering with Gilbert-Ash

Gilbert-Ash is committed to continually developing and improving our supply chain. We value the quality of workmanship and level of expertise that we can offer our customers as a result of our strong and dedicated supply chain. We aim to continue to develop our existing supply chain members while identifying and

approving other like-minded companies that add further value to the service we offer our clients. Our reputation is based upon the quality of our projects and therefore the quality of our supply chain goes hand in hand. We therefore want a collaborative relationship with all of our supply chain members.

We aim to continue to develop our existing supply chain members while identifying and approving other likeminded companies that add further value to the service we offer our clients.

### You can expect

 <p>The opportunity to work with a world-class award winning team on a wide range of high profile and exciting projects</p>	 <p>Fair and transparent payment practices for our supply chain members</p>	 <p>A high standard of Professionalism from the Gilbert-Ash team</p>	 <p>An open &amp; collaborative approach to projects between all stakeholders, to ensure that we deliver projects that meet and exceed our customers expectations</p>
 <p>You can expect training and development opportunities in relation to health, safety, environmental and quality management</p>	 <p>An open door policy that welcomes ideas and suggestions for improving our delivery of projects</p>	 <p>Open and honest feedback regarding your on-going performance</p>	 <p>An opportunity to take a fresh perspective on building by working with Gilbert-Ash</p>

## How to join our team

### Below is a simple guide to becoming an approved supply chain member with Gilbert-Ash.

1. Visit the supply chain section of our website - <https://gilbert-ash.com/supply-chain>
2. Complete and submit the online pre-assessment form answering the questions as accurately as possible.
3. On submission your pre assessment form will be reviewed by a member of the Gilbert-Ash team to determine your pre assessment approval status.
4. If you meet the pre assessment requirements you will be added to our system as Pre-Approved and will now be made visible to our procurement teams (Note: Pre-Approval status does not guarantee that you will be contacted by our procurement teams).
5. All suppliers must be fully approved prior to appointment to a Gilbert-Ash project. Prior to appointment you will be asked to provide further supporting documentation. Failure to supply the supporting documentation may result in the removal of your pre approval status.
6. Fully approved suppliers will be added to our Approved List of Suppliers and can be appointed to a Gilbert-Ash project.
7. If unsuccessful this time, you can take the opportunity to improve upon those areas within your business that we require you to have in place, and then reapply.
8. Please note that becoming an approved supply chain member does not guarantee appointment to a Gilbert-ash project.



## Request for further information & contact details

### **Address**

Gilbert-Ash Limited  
60 Boucher Place  
Belfast  
BT12 6HT  
United Kingdom

### **Telephone**

028 9066 4334

### **Email**

[belfast@gilbert-ash.co.uk](mailto:belfast@gilbert-ash.co.uk)

The logo consists of the letters 'GA' in a bold, white, sans-serif font, centered within a solid red rectangular background.

[gilbert-ash.co.uk](http://gilbert-ash.co.uk)