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 supplychain@gilbert-ash.co.uk
Our Supply Chain Charter clearly 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 that are mutually beneficial. 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.

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.

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 partnered with Business in the Community to implement the CORE Responsible Business Standard 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 becoming a more sustainable business we will improve our overall performance while ensuring we secure our place within future business.

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. 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.
The health, safety and welfare 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 performance ensuring it remains high on our corporate 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.

### Commitment & Discipline

- **We require a commitment to achieving our goal of our destination of zero incidents.**
- **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 competence 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 sub-contracting 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 ensure all permissions (e.g. 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.**
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. 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.

**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 require you to complete an annual health check and forward any new documents (i.e. certificates) to replace any that might have expired.

**Quality Assurance (QA) Control**

- All project quality plans must be kept up to date at all times;
- 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 quality 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 individual performance can be obtained from the Quality Manager at any time.
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 within our Sustainability Strategy including resource efficiency, carbon emissions and use of natural resources. We therefore require supply chain partners that are passionate and committed to delivering and achieving our challenging goals.

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."

1. We require evidence of your company’s environmental performance including an environmental policy and / or evidence of an accredited and / or internal environmental management system.

2. You must demonstrate how you identify and score significant environmental risks and associated mitigating actions.

3. A commitment to sustainable and responsible procurement.

4. Compliance is considered mandatory for all applicable environmental legislation, Gilbert-Ash policies and procedures and all client and contract requirements.

5. You must demonstrate how your company is made aware of legislative requirements and how they ensure compliance.

6. You must provide copies of all applicable licences, permits, certificates, waste transfer notes, discharge consents.

7. We require cooperation at all times when completing environmental audits to ensure ongoing compliance.

8. To ensure we can accurately report on performance we require all supply chain members to monitor, measure and report on environmental performance.

9. We expect all members of our supply chain to commit to working with us to deliver our challenging environmental targets and objectives and those set by our clients (e.g. BREEAM, Considerate Constructors Scheme etc).

10. A commitment to on-going training and development of personnel.

11. We operate an open door policy and therefore welcome any suggestions regarding how we might improve our overall environmental performance.
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.

YOU CAN EXPECT

- THE OPPORTUNITY TO WORK WITH A WORLD-CLASS AWARD WINNING TEAM ON A WIDE RANGE OF HIGH PROFILE AND EXCITING PROJECTS
- FAIR AND TRANSPARENT PAYMENT PRACTICES FOR OUR SUPPLY CHAIN MEMBERS
- A HIGH STANDARD OF PROFESSIONALISM FROM THE GILBERT ASH TEAM
- AN OPEN & COLLABORATIVE APPROACH TO PROJECTS BETWEEN ALL STAKEHOLDERS, TO ENSURE THAT WE DELIVER PROJECTS THAT MEET AND EXCEED OUR CUSTOMERS EXPECTATIONS
- ON-GOING TRAINING AND DEVELOPMENT OPPORTUNITIES IN RELATION TO HEALTH, SAFETY, ENVIRONMENTAL AND QUALITY MANAGEMENT
- AN OPEN DOOR POLICY THAT WELCOMES IDEAS AND SUGGESTIONS FOR IMPROVING OUR DELIVERY OF PROJECTS
- OPEN AND HONEST FEEDBACK REGARDING YOUR ON-GOING PERFORMANCE
- AN OPPORTUNITY TO TAKE A FRESH PERSPECTIVE ON BUILDING BY WORKING WITH GILBERT-ASH
- AN OPEN & COLLABORATIVE APPROACH TO PROJECTS BETWEEN ALL STAKEHOLDERS, TO ENSURE THAT WE DELIVER PROJECTS THAT MEET AND EXCEED OUR CUSTOMERS EXPECTATIONS
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If you require further information or would like to discuss our supply chain process with a member of the Team, please get in touch:

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