

# Supply Chain Policy 2022



## Supply Chain Policy

### **Our scope...**

Hemlow's Supply chain is at the heart of our business, it is fundamental for us to build partnerships with the right companies who share our drive, passion, and dedication to join us on our journey by **making buildings better...**

Hemlow is well respected for delivering service excellence and technical expertise, so the way we manage our supply chain has a significant impact on our reputation, continued successes, innovation and sustainability objectives. Our supply chain gives us that support to be able to continue delivering on our commitments to our clients.

Companies who work with us are more than just suppliers and sub-contractors, they are our partners, we understand the importance of these relationships and treat our partners as an extension of Hemlow.

### **Our Aim:**

It is our aim to build and develop local supply chain partners to deliver service excellence and innovation as well as support local communities. We aim to establish long term relationships and find partners to join us on our journey to success.

### **Making buildings better...**

At Hemlow we continue to strive to make buildings better through our technical expertise and service excellence. We look to identify supply chain partners who share these values and ambition within their own fields of expertise.

We actively encourage innovation throughout our supply chain to help make conscious positive contributions to our society, environment and most importantly to our client's buildings.

## Our core values...

What's important to us:

- **Service excellence:** nothing less than that, passion, integrity and our ability to overcome problems with solutions to provide that high service expectation.
- **People:** Treating people with respect and supporting others together so we can achieve all our goals and ambitions. We are all in this together.
- **Compliance:** Doing things the right way, to protect each other in what we do by mitigating risks and complying with legislation, regulations and processes.

## Our people...

We know that this is a business about people and that our success is only as strong as the relationships we build with each other, and this applies to our supply chain too. At Hemlow we have built a culture of safety, where we provide equal opportunities and have built a diverse workforce within a positive work environment.

## Our partnerships expectations...

When building new relationships we look to align ourselves with partners who share our core values, beliefs, and goals. We look to identify people who can:

- Continuously deliver service excellence, innovation and support us with sustainable solutions to provide to our clients.
- Build and develop key relationships, with honest and equal understanding so we can work together to deliver and fulfil our clients' needs and exceed expectations.
- Help reduce the impact of inefficiencies, by utilising risk mitigation and using innovative solutions to overcome the problems we face.
- Respect and take accountability for their actions, treat everyone equally, source responsibly and eliminate modern slavery.

- Continuously strive to find the most sustainable and innovate practices to reduce environmental impact and carbon footprint.
- Have clear lines of communication. We believe that communication is key and is a major factor in building successful relationships.