



Supplier Commitments

July 2025





Dave Evans
CEO Highbourne Group

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

Foreword

We are committed to being the best we can 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 will be required to acknowledge the significance of Environmental, Social and Governance in your conduct, and continuously improve your 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 and services from suppliers who can either meet these requirements or demonstrate a commitment to improve on any unacceptable lower standards within a reasonable timescale.

It is 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 Quality Assurance team in the first instance.

Thank you.

Yours faithfully



Dave Evans
CEO Highbourne Group
(and its group companies)

> Key business principles

Our business is focused on supporting our customers and exceeding their expectations, from providing first-class service to sourcing products and services 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 information below explains our approach and how this would be reflected in our relationship with you.

> Our behaviours and expectations from suppliers

1. 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 Highbourne Group, we promote colleague safety, ownership and 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 our suppliers include that they:

- Having a robust Health & Safety process in place
- Providing a safe, well-maintained working environment
- Employ competent, well-trained staff
- Ensuring safe deliveries
- Raising concerns with our site colleagues if needed
- Reporting near misses or injuries to us if these occur at our sites
- Supporting us to investigate any incidents relating to deliveries, products or staff

2. 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 our suppliers include that they:

- Continuously improve
- Innovate their products and packaging
- implement a Carbon Reduction Plan

3. Be the customer's choice

When we 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 our suppliers include that they ensure:

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

4. 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 our suppliers include that they have:

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

> Your Supplier Commitments

1. Quality and Product

We aim to only source safe products that are supplied in accordance with our contract with you, are fit for purpose, are of satisfactory quality, and are as described and also meet or exceed our customers' quality expectations. We require each product that enters our supply chain (both products for resale and Goods Not for Resale) to comply with all applicable laws.

As a supplier, you commit to:

- Operate an effective Quality Management System (QMS) preferably registered or with a commitment to register to ISO 9001, using an accredited 3rd party
- Cascade 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 CE and UKCA mark where required
 - Are suitable for our supply chain and are safe to handle and store
 - Are fit for purpose, as described, safe to use and meet our quality requirements
- Ensure continuing product compliance with any testing carried out by accredited laboratories
- Provide the end user with suitable and sufficient information on how to use the products safely
- Provide additional information as requested by our Quality Assurance Team across exclusive/own brands (such as Technical Data Sheets using our templates)
- Notify us immediately of any product non-conformances

2. Environmental Responsibility

We are 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 Quality Management System that is preferably registered or with a 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
- Minimise 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 environmental impact by manufacturing your products and packaging using the lowest achievable amount of natural resources
- Ensure plastic packaging has a minimum of 30% recycled content
- Reducing waste by working towards making your products and packaging as recyclable as possible, and simple for our customers to recycle

> Your Supplier Commitments (continued)

3. Social Responsibility

We are committed to promoting positive working conditions and practices throughout our supply chain, and we want to work with responsible suppliers who share our values.

We aim to work collaboratively and to create an environment that enables transparency throughout the supply chain. We are proud to confirm that we are a member of Sedex and request that our suppliers also consider this (in particular if you are supplying exclusive/own brand products to us).

As a supplier, you commit to:

- Operating an effective Health & Safety Management System that is preferably registered or with a 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
- Not sourcing products or materials from recognised areas of conflict

4. Governance

We are committed to promoting legal and ethical conduct in all of our 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 condoning any fraudulent or corrupt activity including bribery or any 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

If you have any questions in relation to these commitments, please email: suppliercommitments@cityplumbing.co.uk



Contact us:

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