



# ISO 9001:2015

## Clause 8.4

### Supplier Code of Conduct

---

Distribution List	
Copy Number	Owner
1	Master copy – Quality Manager

Document No QM00 Rev 1

Uncontrolled Copy ☐ Controlled Copy ☒ Y Date 05/02/2021


#### COMPANY PROPRIETARY INFORMATION

Prior to use, ensure this document is the most recent revision by checking the Master Document List. To request a change, submit a Document Change Request to the Document Control Representative.

INTENTIONALLY LEFT BLANK

## Approvals

The signatures below certify that this procedure has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Chris Hunt		Group Quality Manager	05/02/2021
Approved by	Jeremy Nash		CEO	

## Amendment Record

This procedure reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
	New Document	1	

INTENTIONALLY LEFT BLANK

---

# Contents

---

<b>CONTENTS</b>	<b>5</b>
<b>1. INTRODUCTION</b>	<b>7</b>
1. INTRODUCTION & PURPOSE	7
<b>2. GENERAL REQUIREMENTS</b>	<b>9</b>
2.2 <i>References</i>	9
<b>3. SOCIAL SUSTAINABILITY</b>	<b>10</b>
3.1 FREE WILL	10
3.2 CHILD LABOUR	10
3.3 OCCUPATIONAL HEALTH & SAFETY	10
3.4 NONDISCRIMINATION AND EQUAL EMPLOYMENT	10
3.5 CORRUPTION AND BRIBES	10
<b>4. QUALITY</b>	<b>11</b>
<b>5. ENVIRONMENT</b>	<b>11</b>
<b>6. SECURITY AND CYBER SECURITY</b>	<b>12</b>
6.1 <i>Customer Satisfaction Surveys</i>	12
<b>7. COMPLIANCE OBLIGATIONS</b>	<b>12</b>
7.2 <i>Export control</i>	12
7.3 <i>Conflict Minerals</i>	12
7.3 <i>Counterfeit parts avoidance</i>	13
7.4 <i>Non conformances</i>	13
<b>8. DOCUMENTATION &amp; RECORDS</b>	<b>13</b>

INTENTIONALLY LEFT BLANK

# 1. Introduction

---

## 1. Introduction & Purpose

For over 30 years, Centerprise International Group has been acknowledged as one of the largest and most respected IT providers in the UK. A real British success story, CI has developed a steadfast reputation for delivering large scale IT projects within the Corporate, Education, Government and Reseller sectors. Initial success grew in manufacturing high quality customised desktop PCs, notebooks and servers in Basingstoke. Over the last decade in response to customer demands, CI has diversified and enhanced their services to include Total Service Provision, System Integration, and Full Managed Services, and has become a significant reseller of many Tier 1 branded products.

The main processes are:

- IT Sales
- IT Service Management
- IT Production
- Disaster Recovery and Data Continuity Solutions (both onsite and offsite)



In an ever-changing and highly digital world, there is a need for IT systems that are fit for purpose and produce the desired effect. Centerprise International Ltd (CIL) provides unique solutions to those needs with high quality, speed, and accuracy.

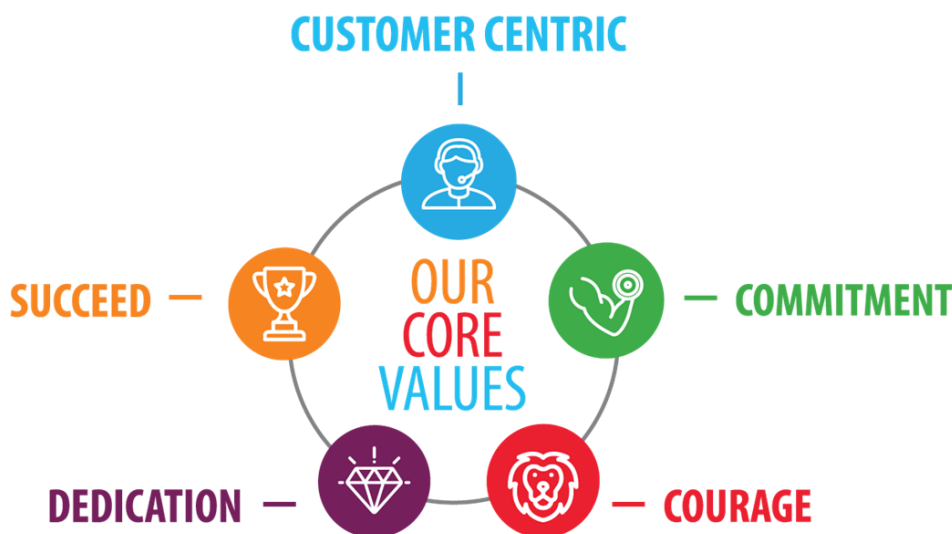
CIL strives to conduct business responsibly and in compliance with statutory and legal obligations.

Our Suppliers play an important part in our sustainability journey and we can never succeed without our partners and suppliers in the value chain. In our vision to become; Your preferred choice for IT solutions, we therefore need all Supplier's full commitment to support us on this sustainability journey through the care they invest in the parts, components and services they deliver.

We encourage our suppliers and partners to establish their own codes of conduct based on similar standards and to flow down these standards to all persons and entities supplying goods or services to CIL.

This code applies to all stakeholders providing a product or service to the CIL Group of Companies. If a supplier fails to meet our expectations as set out in the Supplier Code of Conduct, CIL's general approach is to encourage improvement. Critical deviations or repeated unwillingness to make improvement, however, may jeopardise the supplier's relationship with CIL.

At CIL we believe in healthy business relations with customers, suppliers, partners, colleagues, and other stakeholders. At all levels, people shall be treated with a service minded approach and utmost respect. To reinforce this approach, the CIL Group of Companies has adopted a set of core values:



Adding to the core values, CIL has through this Supplier Code of Conduct adopted the principles described in the ISO Standards that CIL has achieved.



## 2. General Requirements

2.1 CIL develops, designs, and sell products and services to a variety of industries and business segments. Therefore, CIL has unique supplier quality requirements specific to these industries and business sectors. Processes and tools described in the CIL Supplier agreement represent the core expectations and requirements of our business partners.

CIL Supplier agreement details requirements for CIL 's Key Suppliers on the supply requirements for manufacturing to drawings or delivering a categorised important product, to CIL in addition to this Suppliers Code of Conduct.

### 2.2 References

The following documents support this Code of Conduct:

Supporting documentation:

Ref	Title & Description	
QM001	Quality Manual	(ISO 9001:2015)
QM001.4	Group Equality and Diversity Policy	(ISO 9001:2015)
QM001.5	CI Group Ethical Trading Policy	(ISO 9001:2015)
QM001.6	CI Group Declaration of Conformity to EU Council Directives	(ISO 9001:2015)
QM001.7	CI CSR Policy	(ISO 9001:2015)
QM001.8	CI Group Anti-Slavery and Human Trafficking Policy	(ISO 9001:2015)
QM001.10	CI Group Product Safety Policy	(ISO 9001:2015)
QP009	Design and Development Procedure	(ISO 9001:2015)
QP010	Purchasing Procedure	(ISO 9001:2015)
QP013	Identification and Traceability Procedure	(ISO 9001:2015)
QP015	Preservation of Product Procedure	(ISO 9001:2015)
QP019	Inspection and Testing Procedure	(ISO 9001:2015)
QP020	Control of Non-Conformances	(ISO 9001:2015)
QM002	Customer Complaints	(ISO 10002:2018)
QM003.7	Green ICT Policy	(ISO 14001:2015)
QM003.13	WEEE policy and Directive	(ISO 14001:2015)
QM003.15	CI Group RoHS and REACH Statement	(ISO 14001:2015)
QM005.11	Corporate Hospitality and Bribery Act Policy	(ISO 27001:2013)
QM006.6	CI Group H&S COSHH Policy	(ISO 45001:2018)
QM006.8	CI Group H&S Contractor Policy	(ISO 45001:2018)
QM007.4	Business Continuity Plan	(ISO 22301:2012)

---

## 3. Social Sustainability

---

### 3.1 Freewill

Products and services bought by CIL, shall be provided by people who are working by their own free will.

### 3.2 Child Labour

CIL does not accept child labour. suppliers and partners shall comply with international Conventions as well as national legislation in the country where the product is manufactured, or the service is performed.

### 3.3 Occupational Health & Safety

Working hours and minimum wages shall comply with national legislation in the country where the products are manufactured, or the service is performed. CIL strives for its entire supply chain to work in compliance with national occupational health & safety legislation to promote safe & healthy workplaces.

### 3.4 Nondiscrimination and Equal Employment

Employees shall be treated with respect and in accordance with the seven grounds of discrimination in the Discrimination Act and any other characteristics protected by law. Everyone is entitled to a working climate where no one should have to be subjected to bullying, discrimination or any other form of harassment.

People who manufacture products or perform services for CIL will be respected in their trades and shall not be discriminated in any way that conflicts with above.

### 3.5 Corruption and Bribes

CIL promotes healthy long-term business ethics with all its stakeholders and counteracts any form of corruption. CIL is strongly committed to comply with applicable antitrust laws that prohibits illegal agreements between competitors that undermine competition, this includes bribes, influence payments, kickbacks or other unlawful payments to any government or similar agency officials.

When representing CIL local laws and regulations apply for representation, gifts as well as general expenses made in a business context.

## 4. Quality



Certificate No 6786  
ISO 9001 / ISO 14001  
ISO 22301 / ISO 27001  
ISO 45001

Certificate No 6786  
ISO 10002  
BS 15713

Certificate No 6786  
ISO 20000-1

The Supplier shall meet all CIL requirements, to deliver flawless and working products on time, through their controlled processes. This is to be achieved by:

- Being able to demonstrate that the Supplier meets and works in accordance with the requirements of ISO 9001:2015 or equivalent.
- When goods are delivered, a dimension control form shall be supplied for the mechanical items and a certificate of conformity for the electronical parts. This certificate confirms that the Supplier has controlled/measured/inspected the goods and that it has met the requirements of the relevant drawing/specifications, including this document.
- The supplier should ensure adequate training by setting up a training program for all personnel.
- The supplier should have an adequate system in place to control, investigate and correct customer complaints.

## 5. Environment

The Supplier shall meet all CIL requirements, to use Environmentally friendly manufacturing methods, wherever possible. This is to be achieved by:

- Being able to demonstrate that the Supplier meets and works in accordance with the requirements of ISO 14001:2015 or equivalent.
- Define and implement appropriate and effective processes to ensure compliance to applicable environmental regulations such as REACH, RoHS and Conflict Minerals and shall regularly assess the organisations compliance with these, as well as the conformance of its suppliers.
- All product supplied and work performed under this agreement, unless specifically agreed in writing, shall comply with all applicable laws governing the environmental compliance of the products or the manufacturing of them.
- The supplier should make an active effort to inflict as little damage on the environment, as possible by setting up environmental targets to comply with local regulations.

---

## 6. Security and Cyber Security

---

### 6.1 Customer Satisfaction Surveys

The Supplier shall meet all CIL requirements, to handle information and data in a secure manor, through their controlled processes. This is to be achieved by:

- Being able to demonstrate that the Supplier meets and works in accordance with good and relevant Cyber security practices.
- Define and implement appropriate and effective processes to ensure compliance to applicable regulations regarding risk, security and cyber security and shall regularly assess the organisations compliance with these, as well as the conformance of its suppliers.
- The supplier should ensure adequate training by setting up a training program for all personnel.

## 7. Compliance Obligations

---

7.1 The Suppliers must operate in compliance with mandatory requirements, such as applicable laws and regulations, applicable organisational and industry standards, contractual requirements and any codes of practice. The supplier should have documented processes for passing down applicable requirements through their supply chain.

CIL reserve the right to conduct audits and inspections with respect to the manufacture, sale and delivery of products, environmental capability, and all other supplier activities stated in this document, or other requirements agreed upon at the time of order placement.

CIL assumes that the supplier will be available to be audited if required, to fulfil any contractual agreement. The supplier will be notified, by CIL, in due time before any audit activity is planned.

### 7.2 Export control

Suppliers and partners are encouraged to familiarise themselves with the import and export regulations of their country to ensure compliance with their specific regulations and to ensure timely delivery of CIL products.

### 7.3 Conflict Minerals

With respect to the UN Resolutions adopted by the UK and any other applicable legislation (e.g. Dodd-Frank Act), suppliers and partners shall carry out due diligence and not knowingly use components containing metals produced from conflict minerals, in the manufacture of its products or components.

These include minerals obtained in areas such as the DRC:

- Cassiterite (Used for plating and soldering on electronic circuits)
- Columbite-Tantalite (Electrical components in computers, Mobile phones etc.)
- Gold (Electronics)
- Wolframite (Metal wires, electrodes, and contacts)

---

### 7.3 Counterfeit parts avoidance

The Supplier shall strive to prevent the potential of counterfeit components from entering into the CIL supply chain. This includes implement processes for risk mitigation, detection, disposition, and reporting of counterfeit parts.

### 7.4 Non conformances

The main purpose of Non-conformances is to learn from our mistakes, solve issues before they potentially cause harm or risk, identify root causes and to continuously improve our methods and processes.

To succeed, it is of outmost importance that anyone who identifies an issue, or even the risk of an issue, shall feel free to raise it through their designated CIL contact.

## 8. Documentation & Records

---

The location and retention period for records relating to Supplier will be managed in accordance with ISO 9001:2015 7.5.2/7.5.3.