

Supplier and Sub-contractor Policy

BiS Henderson aims to be recognised as the leading independent recruitment consultancy and advisor to the supply chain, logistics and transport industry. To achieve this, we acknowledge the value of working with dedicated suppliers and sub-contractors and the creation of a 'working in partnership' culture. This is important so that our services fully meet or exceed the expectations of its private and public sector customers and candidates. We therefore ensure that we:

- Select our subcontractors on their technical proficiency, ability to deliver to agreed service level agreements (SLAs).
- Typically have a choice of subcontractors capable of similar service provision to ensure that pricing, delivery and quality remains competitive and to our satisfaction.
- Vet our suppliers prior to engagement and ensure that they are able to meet our needs all of the time throughout the business relationship.
- Only use subcontractors that understand our business, that can add value to our assignments and our clients
- Expect our subcontractors to perform to agreed SLAs and quality standards. These are established at the beginning of our business relationship.
- Adopt, where appropriate, corrective intervention and undertake this in a proactive way developing action plans to remedy situations. Where progress has not been achieved, we provide feedback and notice of termination.
- Expect, where practicable, adherence to our policies and standards so that continuity of our service provision to our clients is seamless and maintained.
- Request that subcontractors work to our contractual obligations and procedures for commercially or security sensitive assignments.
- Meet with suppliers to review progress, resolve any issues and discuss future requirements.
- We pay our subcontractors on time, in full and without delay.

A handwritten signature in black ink, appearing to read "Mark Botham". The signature is fluid and cursive, with a horizontal line underneath it.

Mark Botham
Chief Operating Officer

August 2009

