

New Supplier Guide

PHX044

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Background

This document details the process to follow for the creation of a new supplier of goods and services to Blenheim House.

There are several departments across the business who liaise directly with suppliers. These include Operations, HR, and IT Services.

This guide is to assist the relevant departments to follow the correct process.

Supplier Type

The company deals with suppliers that fall into several categories, detailed below:

- **Existing Supplier** – a supplier who has been utilised one or more times.
- **New Main Line Supplier** – a potential new supplier offering goods and services that would be procured at least 4 times a month and will become an integral part of the company's supply chain.
- **Intermittent Supplier** – a potential new supplier where the purchase is very likely to be a one-off or intermittent transaction, based on a request from one of our customers. These are likely to be an order from a website. Intermittent means purchasing less than 4 times a month.
- **Services or SAM Contractor** – a single trader or company supplying services via our IT Services or Software Asset Management Department.
- **Internal Supplier** – a single trader or company supplying services or products for use within or to support Blenheim House.

Documents

The following documents have been produced in order to ensure that all relevant parties understand the terms in which the goods and services are offered. The templates are on SharePoint under Operations/Supplier Templates

- Supplier Application Form
- Terms of Trade for Supplier Pass Through
- Non-Disclosure Agreement
- Supply of Goods and Services Agreement
- Supplier Assurance Assessment

Process

The supplier type is determined, and the relevant documents must be sent to the supplier. Before supply can start, the relevant manager noted below must sign/acknowledge where necessary:

- **Existing supplier** – no required action
- **New Main Line Supplier** to complete and sign before trading begins:
 - Supplier Application Form
 - Supply of Goods and Services Agreement
 - Supplier Assurance Assessment
 - Finance Department carry out a credit check
 - Responses reviewed by Operations Manager, Governance Manager, Management Accountant
 - If the supplier is providing supply of goods only and will not be supplying services, the Supplier Application Form will be sufficient
- **Intermittent Supplier** – no documentation is required to be sent out unless services are being supplied, in which case the following documents are required:
 - Supplier Application Form
 - Pass Through Terms of Trade Supplier Agreement or Supply of Goods and Services Agreement
 - Supplier Assurance Assessment
- **Services/SAM Sub Contractor** to complete and sign before trading:
 - Supplier Application Form
 - Supply of Goods and Services Agreement
 - Supplier Assurance Assessment
 - If discussions are required before the signing of the Supply of Services Agreement, then an NDA is to be signed before these discussions take place

Where the services provided to the customer and

- Phoenix act solely as a transactional partner with regards to order placement and payment
- Phoenix has no liability direct or indirect for delivery

Then the Terms of Trade Supplier Pass Through Agreement can be used without the need for the Supply of Goods and Services and Supplier Assurance Assessment

- Finance Department carry out a credit check
- Responses reviewed by Operations Manager, Governance Manager, Management Accountant
- For the full Sub Contractor process please review the Teams Channel - Sub Contractors – for latest data and documentation.

- **Internal Suppliers**

Internal suppliers who provide a service to Phoenix are required to complete the following:

- Supplier Application Form
- NDA - If the supplier is accessing the building
- Risk Assessment Methodology (RAM) documentation - If the supplier is carrying out building work on the premises
- Supply of Goods and Services Agreement and Supplier Assurance Assessment - If they are providing services which integrate into systems/access data
- Recruitment Agency onboarding - If they are a Recruitment Agency then we sign their T&Cs

Exclusions are suppliers providing one off goods to the business – such as food, gifts, and vouchers.

All supplier details are to be entered onto Oasis with address and contact details completed. This provides a single source of all supplier data. Only suppliers which are required to submit forms need to be added to SPOL.

All templates are accessed within <https://phoenixsoftware.sharepoint.com/sites/Operations>

All supplier documentation is held on <https://phoenixsoftware.sharepoint.com/sites/Suppliers> - within the relevant section and supplier name

When suppliers require Phoenix Software Ltd to sign their Terms and Conditions these are to be reviewed and signed by the Operations Manager and/or Contracts Manager.

Where suppliers question and request changes to Phoenix agreement documentation, sign off is needed by the Contracts manager.

Suppliers that are used for one off purchases for internal supply to Phoenix (via the Intranet/Internal procurement system) will not be required to be onboarded, but the supplier is still added to Oasis. The purchases will need to be authorised in line with the Corporate Governance Policy.

Ongoing Supply Chain Management

As part of the supplier onboarding process, Phoenix completes supplier due diligence to understand the level of protection the supplier provides and that of its own supply chain and to ensure we fully understand our supplier chain.

Multiple certifications from our main line suppliers are required as per the list below, whilst also ensuring they adhere to our Code of Conduct. This list is kept centralised within SharePoint Online in the Operations folder and to be reviewed at a minimum annually.

- Business Continuity Plan
- Environment Policy
- Living Wage

- Modern Slavery
- ISO 9001 Certification
- ISO 27001 Certification
- ISO 14001 Certification
- Cyber Essentials or Cyber Essentials Plus

As a department we continue to gather supply chain intelligence through awareness and monitoring of the market and reviewing the financial stability of key suppliers. Support for the financial data is obtained from the Management Accountants in the Finance Team.

Phoenix's priority when working with the distribution channel is to ensure premium customer service and excellent value for money. We drive both requirements strongly through our supply relationships.

It is essential that our suppliers have a robust business continuity plan in place to protect their operations, and so far, as is reasonable, protect the operations of Phoenix business operations to the extent that we rely on the supplier. When reviewing a suppliers business continuity plan, Phoenix expects the following to be implemented include natural disasters, illness and infectious disease outbreaks, terrorism, and software viruses.

It is also key ensure we are satisfied with the contingencies that are in place with an emphasis on critical outputs and recovery time objectives (RTO) and their alignment to our customer obligations.

It is Operations responsibility to review our supply-chain to correct data quality errors and associated risks. Phoenix has designed and implemented controls to mitigate and contain data security risks and business continuity plans through proper separation of duties, role-based access, and least-privilege access for all personnel within their supply chain.

A priority supplier list is held on SharePoint Online in the Operations folder, which is determined to establish approaches to procurement, contracting and managing priority suppliers. When reviewing our existing priority supplier list we ensure we have identified and fully understand our high-risk suppliers and those that would have the biggest impact on the supply chain in the event of temporary/permanent loss. This list of suppliers is obtained using data relating to highest spend and number of orders within the Management Information Dashboard within Power BI.

All main line/priority suppliers require, where possible, a secondary supplier in place, should we need to use alternative suppliers at short notice.

During the review process, where necessary we will identify suppliers where we may need to reduce activity or eliminate, and alternative suppliers will be sourced.

When the need for a new distributor arises, ensure that the following criteria is used for questioning:

- Pricing Structure
- Renewals

- Support
- Certifications
- Marketing
- Competitor Advantage
- Stock and Returns Policy
- Financial Terms

The response documentation is reviewed by the Operations Manager, Operations Director, and Vendor Alliance Manager.

Pricing is required to be open book and based on a Cost-Plus Model. This allows complete transparency and also ease of comparison between distributors. Where an RRP discount model is proposed the ability to compare can be skewed based on the vendor RRP clarity.

Priority suppliers are to be labelled as a *preferred* distributor within Oasis. This model ensures we maximise the relationship with the relevant business. However, this is not an *exclusive* distributor model (unless the vendor has dictated this and only appointed one distributor).

Ensure cost comparisons are carried out between the distributors by running a cost comparison report monthly to ensure pricing is checked and has not increased in any way.

Suppliers usually inform us in advance of a price increase, so we are aware of these. If they haven't, Operations are to contact them for an explanation as to why the pricing has increased. If this is a Vendor led price increase this is out of the supplier's hands, but if it's a supplier increase, ask why it has been increased and work with them to ensure it works for Phoenix.

Where possible obtain quotes from other distributors to ensure that we are getting the best pricing. If the supplier in question was still more expensive, raise this to the Operations Manager for review. Their decision whether to stay with that supplier or change will be based on the criteria when onboarding a new distributor (as noted above).

Ensure that the Stock in the Channel portal is utilised. This quickly identifies the best pricing for any product - hardware, software, peripherals - across over 150 distributors. Phoenix is also able to filter into the specific distributors that we have already onboarded. This allows us to cross reference pricing between that subset of our supply chain and also the wider group of 150 distributors. This enables us to be continually aware of any possible pricing discrepancies.

Where we have already instigated a discount directly with a vendor for the Public Sector, ensure that we work with the distributor to lower their cost model price specifically to support the continued price reduction.

Where Phoenix has attained vendor certifications to, which often determines a higher discount level, ensure that we confirm that distributor reflects the higher discount level price point to us.

Where the vendor has a Deal Registration model in place, we have an extremely efficient process to safeguard that Phoenix will obtain the maximum discount that is available. Ensure that each

quote request and subsequent purchase order is reviewed to ensure that the distributor is aware that Deal Registration has been gained and the appropriate discounts are applied.

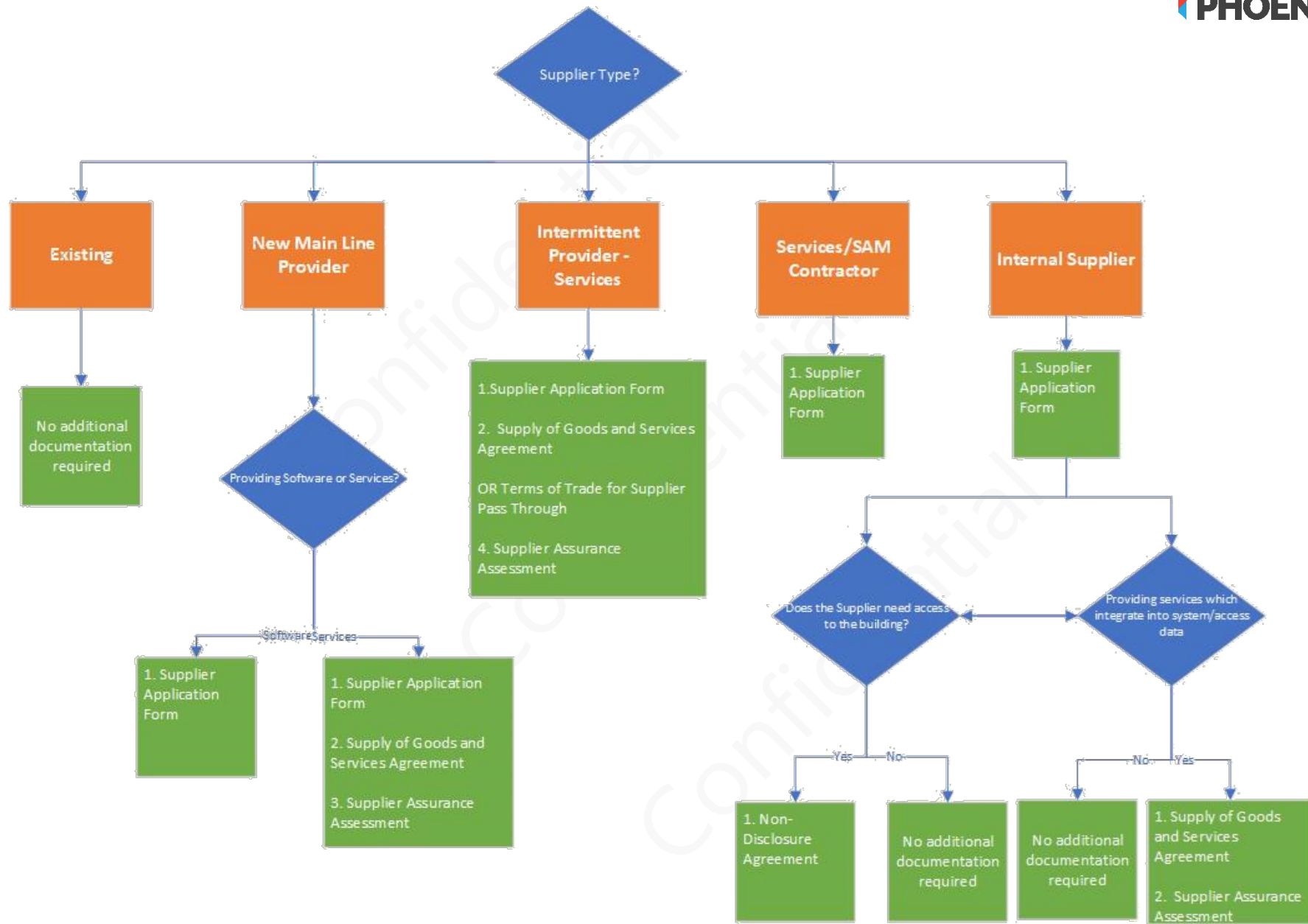
The Operations Manager holds business reviews with our main line distributors where cost comparison checks are discussed, pricing structures are reviewed, service level agreements are met.

Operations are to carry out random checks on all quotes to ensure they are correct with pricing structures and run reports frequently looking into how long it is taking them to turn around a quote, to us placing an order, to the customer receiving their goods. If these service levels are not met as per the agreement they have signed with us, raise these, and ask them to feedback. Sometimes it can be a vendor led issue or if they are sourcing the products outside the UK that is out of their hands or it may be an issue that they are not aware about. Raise any concerns to the Operations Manager who will raise the issue with the supplier in either specifically requested meetings or within the next pre-scheduled review session. The Operations Manager manages the queries until these are solved and we are satisfied with the outcome. Any supplier complaints are to be added to the Complaints Log on SharePoint Online.

Distribution

This document and subsequent changes to it will be distributed to the following individuals:

Name	Job Title	Company
Simon Rippon	Finance Director	Phoenix Software Ltd
Jayne Goddard	Operations Manager	Phoenix Software Ltd
Jane Singleton	HR Manager	Phoenix Software Ltd
Natalie Cliff	IT Services Project Manager	Phoenix Software Ltd
Mark Pickersgill	Bids Manager	Phoenix Software Ltd



Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
Clare Metcalfe	1.0	20/11/2015	Original Document
Clare Metcalfe	2.0	17/01/2020	Addition of Overhead Suppliers
Clare Metcalfe	3.0	27/10/2020	Change of terminology & addition of Internal Suppliers
Clare Metcalfe	4.0	12/04/2021	Update to reflect new Goods and Supply of Services Agreement
Clare Metcalfe	5.0	24/09/2021	Update to reflect new Terms of Trade Pass Through Agreement
Clare Metcalfe	6.0	13/10/2021	Updated to remove One Off Supplier Terminology
Clare Metcalfe	6.1	30/09/2022	Update Distribution List – Simon Rippon from Paul Emms
Jayne Goddard	7.0	16/01/2023	Ongoing Supply Chain Management details added

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Sam Mudd	1.0	20/11/2015	Managing Director
Sam Mudd	2.0	17/01/2020	Managing Director
Sam Mudd	3.0	27/10/2020	Managing Director
Sam Mudd	4.0	12/04/2021	Managing Director
Sam Mudd	5.0	24/09/2021	Managing Director
Clare Metcalfe	6.0	13/10/2021	Operations Director
Clare Metcalfe	6.1	30/09/2022	Operations Director
Clare Metcalfe	7.0	17/01/2023	Operations Director

Signed:  Clare Metcalfe, Operations Director

Dated: 17/01/2023