

Industrial and Commercial Facilities Management

Supplier Code of Conduct

Document Title: Supplier Code of Conduct	Version: 1.0
Issue Date: 09/04/2026	Next Review: 12 months from issue

Industrial and Commercial Facilities Management

1. Purpose and scope

This Supplier Code of Conduct sets out the standards we expect from all suppliers, subcontractors, and service partners working with Industrial & Commercial Facilities Management (“ICFM”).

It applies to all organisations and individuals who provide goods, labour, or services on our behalf, whether on client sites, in offices, or remotely.

By working with ICFM, you agree to uphold these standards and ensure they are reflected throughout your own supply chain.

2. Our core principles

We expect all suppliers to operate in line with the following principles:

- Safety first: Protecting people, property, and the environment.
- Legal compliance: Meeting or exceeding all applicable laws, regulations, and industry standards.
- Integrity: Acting honestly, transparently, and professionally at all times.
- Respect: Treating all individuals fairly and with dignity.
- Sustainability: Using resources responsibly and minimising environmental impact.

3. Health, safety and site conduct

Suppliers must:

- Comply with law and standards: Follow all relevant health and safety legislation, Approved Codes of Practice, and site-specific rules.
- Work safely: Ensure all operatives are competent, trained, and equipped with suitable PPE and tools.
- Use permits and RAMS: Work only under agreed risk assessments, method statements, and permit-to-work systems where required.

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- Report incidents: Immediately report accidents, near misses, unsafe conditions, or hazards to ICFM or the client representative.
- Respect the site: Maintain clean, orderly work areas and avoid disruption to building users wherever possible.

4. Environmental responsibility

Suppliers are expected to:

- Manage waste properly: Segregate, store, and dispose of waste in line with legal and client requirements.
- Prevent pollution: Take steps to avoid spills, emissions, and contamination of air, land, or water.
- Use resources efficiently: Minimise energy, water, and material use where reasonably practicable.
- Support sustainable choices: Where possible, propose products and solutions that reduce environmental impact over the asset lifecycle.

5. Ethical business conduct

Suppliers must:

- Avoid bribery and corruption: Never offer, give, request, or accept bribes, kickbacks, or improper advantages.
- Compete fairly: Avoid anti-competitive behaviour such as price-fixing or bid-rigging.
- Prevent conflicts of interest: Disclose any actual or potential conflicts of interest with ICFM or its clients.
- Maintain accurate records: Keep honest, complete, and transparent records of work, time, and costs.

6. Labour standards and human rights

Suppliers are expected to:

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- Prohibit forced and child labour: Not use any form of forced, bonded, or child labour.
- Provide fair working conditions: Ensure lawful working hours, rest periods, and wages in line with local legislation.
- Respect equality and diversity: Avoid discrimination based on race, gender, age, disability, religion, sexual orientation, or any protected characteristic.
- Prevent harassment: Maintain a workplace free from bullying, harassment, or abuse.
- Support freedom of association: Respect employees' rights to join or not join lawful organisations.

7. Data protection and confidentiality

Suppliers must:

- Protect information: Safeguard confidential information relating to ICFM, our clients, and building users.
- Handle data lawfully: Process personal data in accordance with applicable data protection laws (including UK GDPR where relevant).
- Use information only as agreed: Not disclose or misuse information obtained through work with ICFM.

8. Quality, compliance and technical standards

Suppliers are expected to:

- Deliver competent work: Ensure all work is carried out by suitably qualified and experienced personnel.
- Follow industry standards: Work in line with relevant technical standards, manufacturers' instructions, and good FM practice.
- Maintain certifications: Hold and maintain any licences, accreditations, or approvals required for the services provided.

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- Support audits: Cooperate with any reasonable audits, inspections, or information requests from ICFM or our clients.

9. Subcontracting and supply chain

Where suppliers use subcontractors, they must:

- Flow down standards: Ensure this Code of Conduct, or equivalent standards, is applied to all subcontractors.
- Remain accountable: Retain responsibility for the performance and conduct of their subcontractors.
- Select responsibly: Use due diligence when appointing subcontractors, particularly for safety-critical or compliance-related work.

10. Reporting concerns and non-compliance

Suppliers are encouraged to:

- Raise concerns early: Report any suspected breaches of this Code, legal requirements, or client rules to ICFM without delay.
- Cooperate on corrective actions: Work with ICFM to investigate issues and implement corrective and preventive measures.

ICFM reserves the right to suspend or terminate relationships with suppliers who fail to meet these expectations or who refuse to address serious non-compliance.

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