

# SUPPLIER / SUB-CONTRACTOR GUIDE

*Working together to achieve  
Supply Chain Excellence*



## INDEX

- 1 ABOUT US
- 2 PURPOSE
- 3 SUPPLY CHAIN OVERVIEW
- 4 SUPPLY CHAIN OBJECTIVES
- 5 DEFINITIONS
- 6 NEW SUPPLIER - APPROVAL PROCESS
- 7 NEW SUPPLIER – INITIAL INFORMATION
- 8 GDPR SUPPLIER PRIVACY
- 9 SUPPLIER GRADES
- 10 SUPPLIER CRITERIA



## **1. ABOUT US**

Liftec Lifts Ltd is a well-established independent lift company. Our core business is designing, servicing, modernising, installing & repairing lifts and escalators. Our organisational structure consists of our Head Office in Dartford and branch offices in Andover and Rochdale.

Our portfolio ranges from single low rise installations situated in residential premises to multiple groups of high speed, high rise lifts in premium commercial premises located around the UK.

Our supply chain includes the manufacturing of lift material (including machines, controllers, steel wire ropes, printed circuit boards, steel fabrication and electronic components), building work and services related to the Lift Industry.

## **2. PURPOSE**

The purpose of this guide is to explain to all stakeholders, Liftecs supply chain ethos and the evaluation process for new and existing suppliers.

Liftec understand that continuing to build relationships with quality suppliers is key to our future success. It is therefore important that we give guidance to our suppliers of our expectations, so we can evaluate supplier performance. The criteria we use for the supplier evaluation is detailed in section 9 of this document.

## **3. SUPPLY CHAIN OVERVIEW**

Liftec views its supply chain as a competitive advantage. Our success has been built around continual improvement processes led by our in-house Design Department and through building long term relationships with quality suppliers.

## **4. SUPPLY CHAIN OBJECTIVES**

Liftecs supply chain objectives are to reduce waste, continue to build long term supplier relationships and to seek new opportunities to help the organisation grow.

## **5. DEFINITIONS**

For the purposes of this guide a **'Supplier'** is defined as both a supplier of services and a supplier of goods (ie both Suppliers & Sub-Contractors).

(ie **'Supplier'** is a catch all term that includes manufacturers, distributors and anyone that attends site on behalf of Liftec)



## 6. NEW SUPPLIERS - APPROVAL PROCESS

As Liftec continue to grow, we are always interested to hear from suppliers with similar values to us who can add value to our supply chain.

The diagram below (Figure 1) explains the process for potential new suppliers to become an Approved Liftec Supplier.

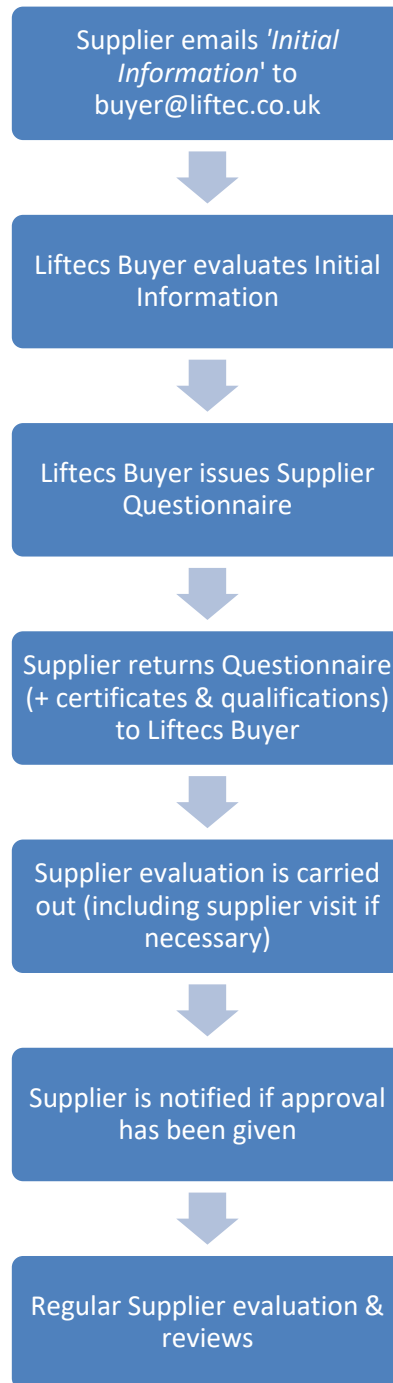


Figure 1 – Liftecs 'New Supplier Approval Process'

## **7. NEW SUPPLIERS – INITIAL INFORMATION**

Suppliers that wish to become an Approved Liftec supplier, must first send an email to [buyer@liftec.co.uk](mailto:buyer@liftec.co.uk)

The email should contain basic information about their company to enable an initial evaluation to take place and must include the following information:-

**Company Name & Address**

**Website address**

**Telephone Number**

**Email Address**

**Company Registration Number**

**VAT Number**

**Number of Employees**

**Turnover for the past 3 years**

**Summary of Services / Products being offered**

## **8. GDPR SUPPLIER PRIVACY**

Liftec is committed to protecting the privacy and security of all personal information we obtain (including personal information received from suppliers & sub-contractors).

Liftec's GDPR Privacy Notice describes how the company collect and use personal information during and after your working relationship with Liftec, in accordance with the General Data Protection Regulation (GDPR).

Liftec's GDPR Supplier Privacy Notice can be found on our website ([www.liftec.co.uk](http://www.liftec.co.uk)) in the section 'About Us'



## 9. SUPPLIER GRADES

Liftec maintain a supplier database that is continually being evaluated and updated.

Once a new supplier has successfully passed our approval process, there are 2 levels of supplier grades (Approved Supplier and Preferred Supplier).



Figure 2 – Liftecs Supplier Grades

### Approved Supplier

- 'Approved Suppliers' will have met the minimum levels of our supplier criteria and have potential to become a 'Preferred Supplier'

### Preferred Suppliers

- Suppliers that have consistently demonstrated compliance to our supplier criteria and achieved exceptional levels of performance will be eligible to become 'Preferred Suppliers'
- A formal '**Preferred Supplier Agreement**' will be drawn up by Liftecs Buyer and signed by both parties
- 'Preferred Supplier' status does not guarantee the supplier will win every order, however, they will work closely with Liftecs sales & operational teams to share ideas, innovations and help develop improvement processes

## **10. SUPPLIER CRITERIA**

Liftec expect all our suppliers to show that they are committed to high quality and performance standards in all the following areas:-

<b>Quality</b>	<b>Environment</b>	<b>Ethics</b>	<b>Financial</b>
<b>Production</b>	<b>Health &amp; Safety</b>	<b>Delivery</b>	<b>Customer Service</b>

### **10.1 - Quality**

#### **10.1.1 Quality Management System**

Liftec expect our suppliers to have a quality management system in place (eg ISO 9001). This will be a set of written business policies and procedures that must be complied with that is focused on meeting customer requirements.

#### **10.1.2 Quality Inspection**

Liftec expect our suppliers to have a quality inspection process in place. Quality processes and checks must be built into every stage of the manufacturing process. Finished goods must be subject to a final quality check.

All fabricated goods must be checked to ensure all holes are deburred and sharp edges removed. They must be checked again following any painting or galvanising work.

Un-assembled goods must be checked in the factory to ensure they can be assembled together correctly on site.

Fabricated goods must be manufactured to Liftecs specification and drawings. Deviation is not permitted without approval from Liftec.

#### **10.1.3 Samples**

New suppliers will be required to show examples of the quality of their product / service (eg samples or photos of previous work).

#### **10.1.4 Performance**

Liftec expect all site work to be carried out to the highest quality without deviation from Liftecs specification. Quality of site work will be inspected by Liftec Operational Managers and the supplier will be expected to rectify poor quality work (as identified by Liftec) at the suppliers own expense.

## **10.2 - Environment**

### **10.2.1 Environmental Management System**

Liftec expect our suppliers to have an environmental management system in place (eg ISO 14001). This will be a set of written business policies and procedures that must be complied with that is focused on meeting customer requirements and minimising environmental impact.

### **10.2.2 Waste Control**

Liftec is committed to the responsible control of waste and maximising the re-use and recycling of waste generated by the company.

Where waste has to be disposed of or removed, it must be removed responsibly and by licensed contractors. Copies of all waste transfer notes must be given to Liftec.

### **10.2.3 Hazardous Materials**

Suppliers must identify any hazardous materials, chemicals and substances, and ensure their safe handling, storage and transport.

### **10.2.4 Energy and equipment**

Liftec expect our suppliers to develop and promote the use of energy efficient equipment and technologies.

### **10.2.5 Sustainable sources**

Material (where possible), should be from sustainable sources (eg FSC timber).

## **10.3 - Ethics**

### **10.3.1 Ethical Behaviour**

It is Liftecs policy to conduct all our business in an honest and ethical manner. We take a zero tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery.

Liftecs suppliers must act in an ethical manner in all business actions and they should highlight any concerns to the Liftec Directors.

### **10.3.2 Third Party Sub-Contract**

Liftecs suppliers are not permitted to Sub-Contract any work to third parties without the permission of Liftec.

### **10.3.3 Intellectual Property**

Intellectual property produced by Liftec (including designs, drawings, specification and other data), belongs exclusively to Liftec and must only be used by suppliers for the purposes of the intended project.

### **10.3.4 Confidentiality**

Information (eg data, drawings, specifications, ec) given to suppliers by Liftec must held in strict confidence and a controlled manner, and must not be passed to third parties without the permission of Liftec





### 10.3.5 Bribery Act

Suppliers must comply with the Bribery Act 2010. Liftec implement strict procedures against any illegal behaviour and we do not tolerate the giving or acceptance of gifts.

Guidance to the Bribery Act 2010 can be found at the Gov.UK website ([www.gov.uk/government/publications/bribery-act-2010-guidance](http://www.gov.uk/government/publications/bribery-act-2010-guidance)).

### 10.3.6 Modern Day Slavery

Liftec is committed to ensuring there are no acts of Modern Day Slavery or Human Trafficking within our own business or in any part of our supply chain. Liftec and our employees are committed to act ethically in all our business relationships with all the suppliers of goods and services to our organisation.

Liftec insist all our suppliers are also committed to full compliance with the Modern Slavery Act and require the following basic actions:-

- All our suppliers must understand modern day slavery and be committed to taking a proactive role in providing 'slavery proof' supply chains
- All our suppliers must encourage rigorous auditing of their supply chains and encourage effective worker / management dialogue
- Where modern day slavery or other human rights abuse is identified, our suppliers must take immediate corrective action and report all concerns to Liftecs Directors

The Chartered Institute of Purchasing & Supply (CIPS) has produced two documents (Modern Slavery Act 2015 and Modern Slavery in Supply Chains), which are available to download from their website ([www.cips.org](http://www.cips.org)).

## 10.4 - Financial

### 10.4.1 Competitive prices

Suppliers are expected to have processes in place to regularly review prices and ensure quotes are competitive. Volume discounts should be in place to reflect Liftecs level of business.

### 10.4.2 Cost Management

Liftec expect our suppliers to have controls in place to minimise financial risk.

Suppliers are expected to work closely with Liftec to help identify, reduce or remove financial waste from our supply chain.

## 10.5 - Production

### 10.5.1 Forecasting / Demand

Liftecs service department demand a highly responsive supply chain. Suppliers to our service department must work closely with Liftec to forecast and plan future demands.



### 10.5.2 Production Reports

For products with long lead times, Liftec expect our suppliers to have an on-line order tracking system that Liftec can access to view the production / delivery status.

Alternatively the supplier can email fortnightly production reports to Liftecs Buyer with the latest delivery dates.

### 10.5.3 Stock availability

Fast moving product lines are expected to be in stock 100% of the time

### 10.5.4 Lead times

Lead times must be competitive and reliable.

## **10.6 – Health & Safety**

### 10.6.1 Health & Safety Policy

Liftec expect our suppliers (with five or more employees) to have a health & safety policy in place (eg ISO 18001). This will be a set of written business policies and procedures that must be complied with that is focused on meeting customer requirements.

Liftec will require a copy of this policy.

Suppliers with less than five employees must comply with Liftecs health & safety policy

### 10.6.2 Uniform & Protective Clothing

Site personnel must be properly dressed and equipped with overalls and protective clothing.

As a minimum, all persons must wear the following PPE when working on site, whether this is for Service, Repairs or Construction:-

- Safety boots (not Rigger boots and no exposed steel toecaps)
- Gloves when working
- Site hat / hard hat when working in pit whether others are above you or not (bump caps are not a suitable replacement as they do not offer the same level of protection)

In addition, it is expected that all individuals will have available to wear as the task requires, the following PPE:-

- Hearing protection
- Dust masks / respiratory protection
- Hi-vis vest / jacket
- Plus any other specialist PPE required for the work that they are carrying out.

Where clients stipulate that individuals will wear additional PPE over and above Liftecs standard requirements, all persons working on behalf of Liftec, will adhere to the clients site rules as a minimum.

It is the wearer's responsibility to ensure that all PPE is inspected, to ensure that it is fit for purpose, before using it.

#### 10.6.3 Construction Sites

Personnel working on construction sites must have up to date CSCS cards (for scaffolders they must have CISRS cards). Liftec will require a copy of the latest certificate for our records

#### 10.6.4 PASMA Certificate

Individuals that install scaffold towers must have an up to date PASMA certificate. Liftec will require a copy of the latest certificate for our records

#### 10.6.5 Sub-Contractor Terms & Conditions

Site personnel must comply with Liftecs Sub-Contractor Terms and Conditions. A copy is available upon request.

#### 10.6.6 Product & Public Liability Insurance

Suppliers must have up to date Product & Public Liability Insurance. Liftec will require a copy of the latest certificate for our records.

#### 10.6.7 Employer Liability Insurance

Suppliers (other than sole traders) must have up to date Employer Liability Insurance. Liftec will require a copy of the latest certificate for our records.

#### 10.6.8 Professional Indemnity Insurance

Suppliers who have a design element to their work are expected to have Professional Indemnity Insurance. Liftec will require a copy of the latest certificate for our records.

#### 10.6.9 Certificates for Site Tools

Suppliers must ensure their own electrical tools are PAT tested every 12 months as a minimum. Liftec will require a copies of the current PAT test register for every engineer before attending site

Any testing equipment used by the supplier must also be tested every 12 months as a minimum. Liftec require copies of current calibration certificates for all test equipment to be used on site.

#### 10.6.10 Trade Association Membership

Where applicable, Liftec expect our suppliers to be a member of their relevant trade association. This will enable the suppliers to keep up to date with the latest health & safety matters in their specific trade.

#### 10.6.11 SafeContractor

Liftecs preference is for suppliers that carry out work on Liftecs site (ie sub-contractors) to have SafeContractor accreditation.

SafeContractor are a registered member of SSIP (Safety Scheme in Procurement) and ensure site based companies comply with the latest health and safety legislation.

More details can be found at SafeContractors website [www.safecontractor.com](http://www.safecontractor.com)



### 10.6.12 Qualifications

All Suppliers must comply with the latest BS7255 training and competence requirements. ie ;

**“All persons who might be working on a lift or related equipment, within a well, pit, machinery space or pulley room or be carrying out risk assessments, should possess demonstrable competence in basic lift safety procedures or be under relevant supervision”.**  
BS7255:2012 (clause 5.2).

British Standards have given an example of ‘*demonstrable competence*’ as the EOR/202 certificate ‘Working Safely in an engineering environment – Basic Lift Safety’, although other suitable certified achievements might be considered (eg J Modules).

Liftec’s specific requirements for suppliers to comply with BS7255 clause 5.2 are explained below. (Note - Liftec will require copies of all qualification certificates for our records).

#### **Lift Engineer**

Lift Engineers must have minimum NVQ Level 3 Lift qualifications (or another suitable demonstrable certified qualification).

#### **Engineers Assistant**

Engineers Assistants must show evidence they have been trained in Basic Lift Safety procedures. eg EOR/202 certificate (or another suitable demonstrable certified qualification) and they must be under the supervision of a qualified Lift Engineer at all times.

#### **Lift Adjusters / Testers**

Lift Testers must have NVQ Level 4 Lift Testing qualifications (or another suitable demonstrable certified qualification).

Liftec require copies of current calibration certificates for all test equipment to be used on site.

#### **Person moving the lift as part of their works - but not carrying out work directly to the lift (eg painting lift shaft, testing shaft lifting beams, etc)**

These persons must show evidence they have been trained in Basic Lift Safety procedures. eg EOR/202 certificate (or another suitable demonstrable certified qualification).

#### **Person working in a motor room or lift shaft - but not moving the lift (eg installing guarding to lift machine)**

The Lift must have been fully isolated (both electrically & mechanically) by a qualified Lift Engineer and the Person must be under the supervision of a qualified Lift Engineer at all times.

The Person must also show written evidence they are competent in their practising trade.

## **10.7 - Delivery**

### **10.7.1 Confirmed delivery dates**

Suppliers are expected to make every reasonable effort to meet confirmed delivery dates.

### **10.7.2 Prior notice of deliveries**

For any large delivery (eg pallets & crates) into Liftecs Dartford warehouse, the Supplier must give Liftecs Buyer advanced notice.

### **10.7.3 Vehicle Size**

Liftecs Dartford warehouse is located in a cul-de-sac (Unit 7 Orbital One, Green Street Green Road, Dartford, Kent DA1 1QG). Very large vehicles (eg artic trucks) can cause disruption to Liftec and our neighbours. Therefore, unfortunately we are not able to accept delivery trucks into our Dartford warehouse larger than 7.5 tonne. Vehicles larger than 7.5 tonne will be turned away.

### **10.7.4 Delays**

Liftec must be notified in a timely manner of any potential delays.

### **10.7.5 Packaging**

All goods must be packaged and protected in an appropriate manner. Suppliers must make every effort to use recycled and / or renewable packaging materials.

Suppliers are expected to have a written process in place for the packaging of large goods (eg lift machines, lift entrances, etc). This will include details of the method of protection and the material that will be used for transport and packaging.

The Department for Business Innovation & Skills has produced Guidance Notes titled 'Packaging (Essential Requirements) Regulations' which is available to download at the Gov.Uk website. ([www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes](http://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes))

### **10.7.6 Labelling**

Pallets and crates must be individually labelled with Liftecs Name, Job Number and Job Name.

Goods that weigh 16kgs or more must be labelled with their weight.

### **10.7.7 Delivery notes**

Delivery notes must arrive with all goods and they must reference Liftecs purchase order number.

### **10.7.8 Mobile phones**

Due to the nature of the Lift Industry, many deliveries will be to sites where there is no clear Goods-In or Reception area (eg residential premises, building sites, etc). Therefore, all delivery drivers (either suppliers own transport or 3<sup>rd</sup> party couriers) will be expected to carry mobile phones and to ring our site personnel if there is a delivery issue.

### **10.7.9 Inspection of Goods**

For large crates (eg lift entrances, lift machines), the supplier must understand unwrapping and full inspection of these goods cannot be carried out until the goods have been delivered to the final destination.

## **10.8 – Customer Service**

### **10.8.1 Technical Support**

Suppliers must have the facility to offer immediate technical support and a rapid response to emergencies as soon as they are notified.

### **10.8.2 Warranty / Returns**

Suppliers are expected to have a Returns Policy for non-compliant goods. The faulty item is expected to be replaced free of charge or the costs refunded. Suppliers are expected to cover the delivery costs for any replaced product.

## **FIGURES**

Figure 1 – Liftecs New Supplier Approval Process

Figure 2 – Liftecs Supplier Grades

## **REFERENCES**

*GDPR Supplier Privacy Notice – About Us ([www.liftec.co.uk](http://www.liftec.co.uk))*

*BS7255:2012, Safety Management: Responsibilities of owners - Training & Competence (BS7255)*

*Bribery Act 2010: Guidance to help commercial organisations prevent bribery (Gov.UK)*

*SafeContractor ([www.safecontractor.com](http://www.safecontractor.com))*

*Modern Slavery Act 2015, Chartered Institute of Purchasing and Supply ([www.cips.org](http://www.cips.org))*

*Modern Slavery in Supply Chains, Chartered Institute of Purchasing and Supply ([www.cips.org](http://www.cips.org))*

*Packaging (Essential Requirements) Regulations (Gov.UK)*

