

# Procurement & Supply Chain

**An effective procurement and supply chain is a critical success factor in driving competitive advantage for Serco and driving benefits for our customers.**

The nature of our business means that we have relationships with a large number of suppliers across the whole of our operations. We recognise the importance of these relationships in achieving our business goals. These relationships will be mutually beneficial and create value for all parties involved.


**We will:**

- procure goods and services that deliver value for money
- drive sustainable procurement in all stages of the procurement process
- understand and manage procurement and supply chain risks through effective governance and management processes and practices
- apply financial controls to ensure procurement activities are well managed
- apply supplier sourcing and selection criteria to ensure selected suppliers meet our standards and maintain supplier diversity
- work collaboratively with our partner suppliers to ensure innovation and foster lasting relationships
- only enter into contracts which are fair and ethical to the contracting parties and that do not compromise our competitive position or service and share appropriate risks
- only work with suppliers who respect our values and meet our standards of data protection, business conduct and ethics
- encourage, where practicable, business partners, including suppliers and sub-contractors to apply, as a minimum, principles of corporate conduct
- behave responsibly towards our suppliers and through our procurement activities contribute to the social and economic wellbeing of the communities in which we live and work
- promote an environment in which inclusion is fundamental to what we do, celebrating the diversity of the communities we serve. Involvement with small firms, voluntary and

community organisations, social enterprises and ethnic minority businesses etc. are considered members of Serco's supply chain

- be clear on the standards we expect our suppliers and partners to comply with and work with them to meet them
- ensure that suppliers and partners comply with all applicable data protection and privacy laws and regulations
- measure, monitor and report on key supplier performance to inform management of the effectiveness of the relationship and to identify opportunities for improvement
- assess compliance with Procurement and Supply Chain policy and standards through planned, independent and documented assurance

We will put this policy into practice by balancing our role as a valued business partner with our commitment to work within a culture that actively encourages the highest standards of openness, honesty and accountability.



**Rupert Soames**

*Group Chief Executive, Serco Group plc*