

Supply Chain Management

As a company we have to acknowledge that as we progress we must understand this process. Therefore, we endeavour to plan, coordinate and control the 'flow' of materials, information and services we provide from procuring stock through to the delivery to our customers. With effective Supply Chain Management we aim to optimise our performance as a whole rather than focusing on the individual components, this involves various activities such as:

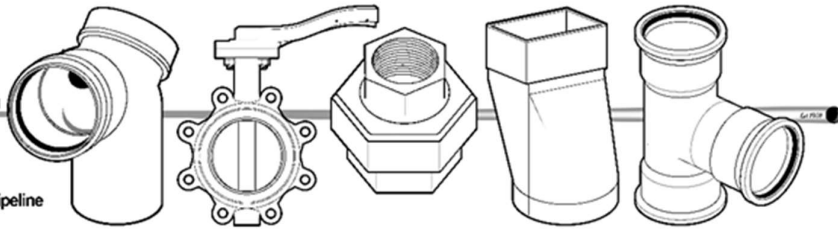
- Selecting, managing and purchasing the materials /goods we supply.
- Understanding the Building Services Sector we operate within, the requirements of our customers.
- The development of materials and goods we supply and how we can promote this to deliver innovative solutions.
- Ensuring effective quality control.
- Warehousing and stock management.
- Distribution of goods and logistics.
- Customer service and feedback.

Effective Supply Chain Management is an essential for our business, especially operating within today's highly competitive global marketplace. This can enable us to achieve benefits such as:

- Reducing costs by eliminating waste, inefficiencies and duplication.
- Increasing the satisfaction of our customers by delivering quality, specified products and goods on time and at the right place.
- Collaborating directly with suppliers and customers to develop and support innovation.
- Creating additional value by aligning the supply chain with our business strategy and goals.

With all this considered, regarding Supply Chain Management within our company, we strive to:

- Choose reliable and reputable suppliers that meet with our quality, quantity and delivery requirements.
- Monitor and measure our supply chain performance by utilising key performance indicators and metrics.
- Implement a working ethos and culture that aims to eliminate waste and therefore increase the flexibility in our supply chain.
- Utilise effective forecasting and planning to allow us to anticipate fluctuations in demand and adjust the operation of our supply chain accordingly.



- Incorporate effective sustainability and ethics into our supply chain decisions and methodology.