

Supplier Assurance

PCG Associates (PCG) recognises the need to have strong management and control of its resources in order to maintain quality of delivery to its clients and the added assurance that this approach provides. For the purpose of this contract PCG Associates will therefore utilise all of its own directly employed personnel and not use external suppliers, with the exception of its assured suppliers for provision of PPE and equipment (i.e. 'tools of the trade').

All potential suppliers to PCG are subjected to formal assessment prior to obtaining registered supplier status in accordance with our ISO9001:2008 certificated integrated Business Management System (BMS). BMS procedure PCG-03 applies.

Services / materials can only be sought by PCG personnel from supplier with approved supplier status, and specifically for the types of service being sought. In order to purchase materials, specified supplier, technical, quality and safety-related details must be clearly outlined on the Purchase Specification and, if appropriate Contractual Documents, which must be subjected to appropriate levels of review and approval.

PCG personnel who procure materials/services must ensure that appropriate controls are established to allow analysis of supplier performance against the registered scope of supply, for reporting to PCG management. They must also ensure that appropriate action is taken following poor performance (e.g. warning notes added to the approved supplier register). In this way, procurement from under-performing suppliers is avoided.

From the inception of PCG in 2005, the company's procurement assessment processes focused on ensuring that suppliers have adequate assurance processes in place to ensure that PCG receives services and materials in an acceptable quality. The bulk of PCG's procurement activities are for materials and support services to the business, rather than to support delivery of client projects (provision of protection resources being an occasional exception).

However, in 2010 PCG began to recognise the potential benefits to the business and the community of adopting responsible procurement practices, with greater emphasis on environmental aspects of its procurement activities. This resulted in the company seeking assessment against the Mayors Green Procurement Code, for which it achieved a Silver membership award. This was retained in subsequent years until removal of funding by the GLA.

In 2015, PCG registered with Diversity Works for London and commenced greater focus on its recruitment activities, developing its initial Equality and Employment Delivery Plan to improve performance in this area in support of the Board's policies.

Focus was largely placed on PCG's recruitment processes, however in 2016 the Board revisited its policies and strengthened them in terms of Equality and Diversity. As a result, it has been recognised that greater emphasis needs to be placed on influencing the wider community in which the company operates. This involves better communication with our personnel to understand our strategy and revised policy for equality and diversity. We have now also recognised that it should involve more proactive dialogue with our suppliers to extend diversity and ensure that our supply chain is appropriately aligned with our strategy and policy. This is now formally recognised in PCG's Equality and Diversity Training Plan which will be monitored annually, as a minimum, by the Board (refer to PCG's Equality & Diversity Strategy, Policy and Implementation Plans, ref. our submission in response to Volume 1 of the Invitation to Tender, Appendix 1, Section 3.1.1).