



Fortis Property Services Group Limited

Supplier Onboarding Process & Policy

Approved by: Gavin Kelly

Job Role: Managing Director

Signed: *Gavin Kelly*

Date: 01 November 2024

This policy must be reviewed by the following date: **November 01, 2025**

Company Name:	Fortis Property Services Group Limited	Doc ref:	Supplier Onboarding Policy 24-25
Approved By:	Gavin Kelly (Managing Director)	Issue No:	01
Review Date:	November 01, 2025	Status:	CURRENT

Introduction:

Welcome to Fortis Property Services Group Limited!

At Fortis Property Services Group Limited, we are committed to delivering top-tier services in security, property maintenance, and construction.

To maintain our standards of excellence, we collaborate with a trusted network of suppliers and subcontractors who share our dedication to professionalism, compliance, and quality.

This document outlines our **Supplier Onboarding Process and Policy**, which serves as a guide to ensure seamless integration and alignment between Fortis PSG and our valued partners. Whether you provide subcontracted security personnel, dog units, property maintenance, or small construction services, this process ensures that every supplier meets the high standards our clients and stakeholders expect.

Our Commitment to Partnership

Fortis PSG values strong, transparent, and mutually beneficial relationships with all our suppliers. Through our onboarding process, we aim to:

- **Ensure Compliance:** Adherence to all relevant legal, safety, and operational requirements.
- **Uphold Quality Standards:** Maintain the excellence that defines our service delivery.
- **Foster Collaboration:** Build long-term partnerships that drive innovation and efficiency.

What You Can Expect

As a supplier, you will undergo a structured onboarding process designed to ensure clarity, compliance, and readiness. This includes:

1. **Initial Registration:** Providing key documentation and information about your business.
2. **Verification and Vetting:** Ensuring all credentials, licenses, and insurances are valid and up to date.
3. **Policy and Compliance Training:** Familiarisation with Fortis PSG policies, including health and safety, ethical conduct, and data protection.
4. **Contractual Agreement:** Formalising the partnership with clear terms and expectations as required.

Our Expectations of Suppliers

We require all suppliers to:

- Operate ethically and transparently.
- Adhere to Fortis PSG health, safety, and operational policies.
- Provide high-quality, reliable services that meet or exceed expectations and contractual obligations.
- Maintain active communication to address challenges proactively.

By successfully completing the onboarding process, you will join a trusted network of suppliers and subcontractors contributing to the exceptional service reputation of Fortis Property Services Group Limited.

We look forward to working with you to ensure safe, secure, and well-maintained properties that exceed client expectations.

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Scope:

This process and policy are applicable to all contractors, sub-contractors, suppliers, and business partners working with or for Fortis PSG.

Objectives:

- **Compliance:** Ensure adherence to all legal, regulatory, and industry-specific requirements.
- **Quality Assurance:** Maintain consistent service standards across all projects.
- **Ethical Partnership:** Promote fairness, transparency, and sustainability in supplier relationships.
- **Safety:** Uphold the highest standards of health and safety for all employees, subcontractors, and clients.

Reporting Concerns:

Fortis PSG maintains a confidential whistleblowing mechanism for reporting concerns about policy breaches or unethical practices. Reports can be made anonymously and will be investigated promptly and thoroughly.

Contact:

Gavin Kelly
gavin.kelly@fortispsg.co.uk
0203 859 9588

Breaches of this Policy:

Non-compliance with this policy by contractors, sub-contractors, partners or suppliers may result in:

- Instant dismissal.
- Termination of contracts.
- Legal action, where necessary.

Our Legal, Ethical and Moral Obligations:

Fortis PSG acknowledges its legal obligations to ensure industry specific compliance in relation to:

- Security Licensing and regulations for security guards and dog units
- CCTV & Surveillance
- Construction & Maintenance Regulations
- Health & Safety at Work
- Employment Law
- Insurances
- Environmental Compliance
- Anti-bribery & Corruption
- Data Protection

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As well as our ethical and moral obligations in relation to:

- Ethical Business Practices
- Worker welfare and zero exploitation
- Community Impact
- Environmental responsibility
- Diversity and Inclusion
- Transparency & communication
- Continuous improvement

It is our aim to integrate these obligations into our Onboarding Policy in the following manner:

Initial Supplier Registration:

- Collect key documentation, including licenses, insurances, and certifications.
- Conduct compliance checks for legal and industry-specific requirements.

Supplier Code of Conduct:

- Require all suppliers to sign a code of conduct incorporating legal and moral obligations.

Training and Induction:

- Where required, we will require suppliers, partners and individuals to undertake specific training to comply with Fortis PSG policies, including health and safety, ethical conduct, and data protection.

Audits and Monitoring:

- Schedule regular audits to ensure ongoing compliance and alignment with Fortis PSG standards.

Contractual Clauses:

- Include specific clauses on legal compliance, data protection, sustainability, and ethical behaviour in supplier agreements.

Clear Termination Procedures:

- Define consequences for breaches of legal or ethical obligations, including contract termination.

Continuous Engagement:

- Establish review meetings and feedback mechanisms to strengthen supplier relationships and ensure alignment with Fortis's values.

By embedding these legal and moral obligations into the supplier onboarding process, Fortis Property Services Group Limited can ensure compliance, foster ethical partnerships, and maintain its reputation for excellence in security and property services.

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Monitoring and Review:

This policy will be reviewed annually to ensure its continued effectiveness and alignment with legal requirements and best practices.

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