

## Supplier Statement

Houlder's supply chain is an essential element of its business. Our responsibilities extend beyond our operations to those of our suppliers for goods and services. Houlder is also committed to working with its suppliers and their sub-suppliers in an ethical, fair and transparent way.

This supplier statement outlines the standards Houlder expects from its suppliers and their sub-suppliers.

### Statement Objectives

It is Houlder's policy to trade only with suppliers that meet or exceed the minimum standards set out below, in a demonstrable manner, or who can demonstrate progress towards achieving these standards over an agreed timescale. Suppliers must be committed to working with Houlder and assisting in ongoing improvements.

### Supplier Requirements

Houlder promises its customers excellent quality, reliability and innovation. We require our suppliers to support us in this commitment through implementing and complying with the following standards:

- Have an effective Quality, Health, Safety and Environmental (QHSE) culture utilising a systematic QHSE management system, designed to ensure compliance with all applicable legislation, regulations and industry best practices.
- Provide a trained, qualified and competent workforce to undertake the assigned tasks, who will work to, or exceed, the quality standards necessary to meet our and our clients' requirements.
- Operate their business to the highest ethical standards and provide goods and services of excellent quality and reliability.
- Deliver goods and services on time, at the agreed cost, and to the required specification.
- Work with Houlder in a flexible, proactive and collaborative manner.
- Actively engage in Houlder's supply chain and pass these same standards and processes on to their sub-suppliers.
- Have suitable arrangements in place to manage the risk of counterfeit material in their supply chain. For MOD-related supply contracts, refer to DefStan 05-135.
- Maintain sound and efficient business operations, with competitive prices, and to deal fairly and promptly with legitimate concerns or complaints.
- Alert Houlder promptly to any problems or dangers that may or might arise over the expected lifetime of the goods and services supplied.

Signed \_\_\_\_\_

Rupert Hare  
Chief Executive Officer

Date 06.08.2019