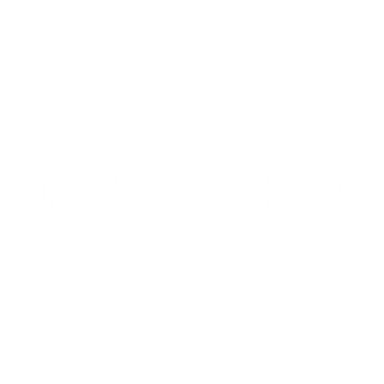
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[www.pcmpartner.co.uk](http://www.pcmpartner.co.uk)

Your Procurement Partner

Code of Ethics

P&CM is a values-driven organisation dedicated to being a valued partner, making tangible difference to the buyer and supplier experience.

As we do this, it is our responsibility to manage our business and operate in an ethical manner. It is with this context I am pleased to share the P&CM Code of Ethics with you by which employees and customers alike should abide.

Our Values

|  |  |  |
| --- | --- | --- |
| **Value** | **P&CM will…** | **Customers and Stakeholders will…** |
| Simplicity | Provide simple advice and materials wherever possible. Avoid overcomplicating and keep language accessible. | Provide clear and concise information to help P&CM deliver the best possible outcome. |
| Efficiency | Strive to reduce processing and increase efficiency in all advice, products and services. | Share P&CM’s passion for efficiency. |
| Quality | Always provide products and services of a high quality standard. | Follow guidance accurately to secure the intended outcome. |
| Compliance | Ensure legal compliance of all products and services provided. | Provide P&CM with all information relevant to a project, understand that all information will be treated as confidential. |
| Honesty | Keep transparency at the heart of all communication, acting with honesty and integrity. | Be open with P&CM about the current state of compliance and any ongoing challenges. |
| Progress | Seek out and act on feedback to ensure continuous improvement. | Provide constructive feedback throughout a project. |

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| **Key Issues** | **P&CM will…** | **Customers and Stakeholders will…** |
| Integrity | Act with integrity in all that we do; choose partners who share our high standards, and monitor their performance to make sure they comply with our policies and the law. | Act with integrity in all that they do. |
| Equity & Inclusion | Treat everyone equitably, with dignity and respect. Provide excellent experiences to all, regardless of individual differences. | Treat everyone equitably, with dignity and respect |
| Bribery | Prohibit bribery – in all forms, in all places. We will not offer, promise, give or accept a bribe. | Prohibit bribery – in all forms, in all places. |
| Harassment | Prohibit all intimidating, hostile or offensive conduct – in all forms, in all places. | Prohibit all intimidating, hostile or offensive conduct – in all forms, in all places. |
| Conflict of interest | Not act, or fail to act, in a way that may restrict or affect the competitive process for choosing suppliers or create undue influence in the supplier selection process. Will always disclose potential conflicts of interest involving a potential supplier. | Follow P&CM guidance and all legislation regarding conflict of interests. Make P&CM aware immediately of any perceived or actual conflict of interests. |

Our Commitments

P&CM will…

* Always respond to customer queries in a timely manner and with professionalism. Remain open and honest in all communications and treat all with respect and courtesy.
* Provide accurate and itemized cost estimates for all complex services, with transparent pricing. Remain flexible and transparent about specification changes and how these will impact final cost of products and/or services.
* Never make our customers feel pressured to purchase something they don’t want or need. Our efforts will always be focused on informing and empowering our customers, not intimidating them.
* Comply with applicable laws. We will be fair, truthful and transparent. Descriptions and information provided will accurately represent the quality, features, availability and price of our products and services.
* Reduce, reuse and recycle wherever we can. Continue providing information to our customers that helps them make more sustainable choices.
* Follow our Privacy Notice and ensure that personal information is handled in line with GDPR. Treat non-personal information as confidential by default.