



## **Supply Chain Management Policy**

### **Creative Consulting and Training Ltd**

**Last Updated:** *01 April 2026*

**Approved By:** *Olushola Isaac, Director*

#### 1. Purpose

Creative Consulting and Training Ltd ("Creative", "we", "our", or "us") is committed to maintaining an ethical, transparent, responsible, and effective supply chain that supports the delivery of high-quality services to learners, customers, partners, and stakeholders.

This policy sets out how we select, manage, monitor, and review suppliers, subcontractors, consultants, trainers, and other third-party providers to ensure compliance with legal, regulatory, contractual, ethical, and quality requirements.

#### 2. Scope

This policy applies to:

- Suppliers of goods and services
- Associate trainers and consultants
- Subcontractors
- Delivery partners
- Technology providers
- Professional service providers
- Any organisation or individual engaged to support the delivery of our services

#### 3. Policy Statement

Creative Consulting and Training Ltd is committed to:



- Maintaining a fair, transparent, and proportionate procurement process
- Selecting suppliers based on quality, competence, value for money, and compliance
- Promoting ethical business practices throughout the supply chain
- Preventing modern slavery, bribery, corruption, discrimination, and unethical conduct
- Supporting environmental sustainability and social responsibility
- Monitoring supplier performance and addressing risks appropriately
- Maintaining appropriate records and oversight of supply chain activities

#### 4. Supplier Selection and Due Diligence

Prior to engagement, suppliers may be subject to due diligence checks appropriate to the nature and risk of the services being provided.

Checks may include:

- Verification of business identity and registration
- Financial standing where appropriate
- Professional qualifications and accreditations
- Insurance arrangements
- References and previous performance
- Compliance with legal and regulatory requirements
- Modern Slavery and Human Rights commitments
- Data Protection and Information Security arrangements
- Safeguarding arrangements where applicable

The level of due diligence applied will be proportionate to the level of risk presented by the supplier relationship.



## 5. Supplier Standards

Suppliers are expected to:

- Act ethically and professionally
- Comply with applicable legislation and regulations
- Maintain appropriate insurance cover
- Protect confidential information
- Comply with Data Protection requirements
- Promote equality, diversity and inclusion
- Prevent modern slavery, bribery and corruption
- Deliver services to agreed quality standards
- Cooperate with monitoring and review activities

## 6. Management of Associate Trainers and Delivery Partners

Where associate trainers, consultants, or delivery partners are engaged, Creative Consulting and Training Ltd will:

- Verify competence and suitability
- Confirm relevant qualifications and experience
- Monitor delivery quality and learner feedback
- Ensure compliance with organisational policies and procedures
- Provide appropriate guidance and support
- Review performance periodically

## 7. Performance Monitoring and Review



Supplier performance may be monitored through:

- Contract reviews
- Learner feedback
- Customer feedback
- Quality assurance activities
- Service delivery reviews
- Compliance monitoring
- Performance discussions

Where concerns are identified, corrective actions may be agreed and monitored.

#### 8. Risk Management

Supply chain risks may include:

- Service disruption
- Data protection breaches
- Safeguarding concerns
- Financial instability
- Quality failures
- Regulatory non-compliance
- Modern slavery and human rights risks
- Reputational risks

Appropriate mitigation measures will be implemented where necessary.



## 9. Environmental and Social Responsibility

Creative Consulting and Training Ltd encourages suppliers to support:

- Carbon reduction initiatives
- Sustainable business practices
- Responsible resource use
- Equality, diversity and inclusion
- Community and social value objectives

Environmental and social considerations may form part of supplier selection and review processes.

## 10. Modern Slavery and Ethical Conduct

Creative Consulting and Training Ltd operates a zero-tolerance approach to modern slavery, human trafficking, bribery, corruption, fraud, and unethical business practices.

Suppliers are expected to maintain similar standards and may be required to provide evidence of compliance where appropriate.

## 11. Record Keeping

The organisation will maintain appropriate records relating to:

- Supplier details
- Due diligence checks
- Contracts and agreements
- Performance reviews
- Compliance monitoring activities
- Corrective actions where applicable



## 12. Responsibilities

### Director and Management Team

- Oversee implementation of this policy
- Approve significant supplier engagements
- Monitor supply chain risks
- Review supplier performance where required

### Employees and Associates

- Follow procurement and supplier management procedures
- Report concerns relating to suppliers or subcontractors
- Support effective contract and relationship management

## 13. Monitoring and Review

This policy will be reviewed annually or sooner where legislative, contractual, regulatory, or organisational changes require amendment.

Approved By:

Signed by:  
  
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Olushola Isaac

Director

**Creative Consulting and Training Ltd**