

Procurement Charter

Our policy

- To actively contribute to Sopra Steria's profits and cash flow
- To think and act in terms of the whole supply chain, from supplier to completed customer contract
- To respect commitments
- To rationalise and optimise the number of suppliers

Our role

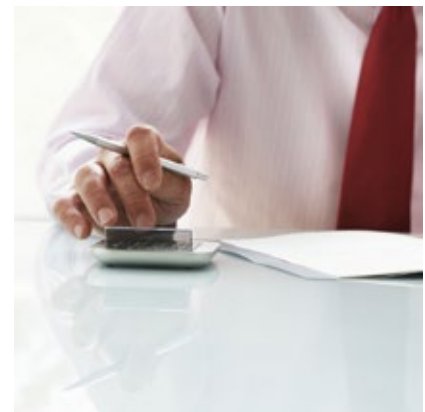
- To select suppliers that meet Sopra Steria's business requirements
- To negotiate and improve purchasing terms
- To optimise the procurement process
- To ensuring that commitments are in place and adhered to
- To set up and maintain procedures to assess suppliers and supplier performance
- To manage preferred suppliers
- To manage purchase contracts
- To actively support supplier technological appraisal in conjunction with Business Management
- To define strategies that reduce costs and optimise the number of suppliers
- To evaluate our key suppliers annually against economic, financial quality and environmental criteria
- To apply a quality plan for critical suppliers

Our objectives

- To ensure maximum satisfaction of Sopra Steria clients
- To ensure suppliers respect ethical standards
- To optimise costs
- To leverage the preferred supplier base (emphasising Supplier Relationship Management)
- To reduce our environmental impact through reduced energy and natural resources consumption

Our charter

- Our Purchasing policy is clear
- We have well defined and clear supplier selection and evaluation criteria
- We treat all suppliers equally
- We give priority to suppliers meeting the best commercial and technical criteria
- We foster a climate of mutual trust
- We commit to act in confidence with technical and commercial information provided by suppliers
- We systematically inform all suppliers not selected
- We treat all suppliers with integrity and impartiality
- We adhere to negotiated payment terms
- We place emphasis on selecting suppliers embracing and demonstrating recognised sustainable environmental, ethical and Corporate Social Responsible (CSR) standards



Our supplier policy

- Building a clear and pragmatic relationship between Sopra Steria and its suppliers that ensures products and services are delivered and managed within the appropriate commercial and legal terms
- Setting a principle of quality - to ensure the requirements of our suppliers meet the requirements of our clients
- Using the preferred supplier database put forward by each Sopra Steria department, to check each year that suppliers are appropriate and that delivered goods and services comply with our Procurement Charter and Objectives
- Monitoring the performance of suppliers through audits, key indicators and benchmarking
- Competitively tendering whenever appropriate

Our suppliers accept our purchasing terms and commit to

- Delivering the product or service
- Adhering to the agreed deadlines
- Guaranteeing the quality of the products or services delivered
- Honouring agreed prices and contractual terms
- Continual improvement
- Respecting labour law, human rights and equal opportunities
- Respecting current environmental legislation
- Reducing their impact on the environment and setting out appropriate action plans
- Operating in confidence and with integrity
- Providing innovative solutions
- Improving working processes
- Placing great emphasis on the transparency and effectiveness of all interactions with regard to:
 - Working relationship
 - Cost
 - Overall performance
 - Proficiency

Our team manages

IT and Telecommunications:

- Network equipment
- Subcontracting of IT services
- Hardware and desk equipment
- System and application software
- Associated maintenance work
- Landline and mobile telephone services
- Audio and video conferencing

Human resources:

- Travel and business vehicles
- Accommodation
- Temporary labour
- Subcontract labour
- Training
- Recruitment
- Services to employees
- Advice

General Services:

- Property services
- Building maintenance and alterations
- Transport (couriers, chartering, messaging, express deliveries, removals...)
- Consumer items and office, reprographics
- Medical equipment
- Fluids and energy
- Company catering
- Marketing and communication
- Insurance

Facilities:

- Cleaning, caretaking, green spaces, refuse
- Multi-service, and multi-technical maintenance
- Security of the premises and insurance
- New work and renovation
- Leases

About Sopra Steria

Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development and Business Process Services. Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added-value and innovation, Sopra Steria enables its clients to make the best use of information technology.

+ 35 000
people

+ 20
countries

+ 45
years' experience

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