



Supplier Code of Conduct

Applies to:

All suppliers, contractors, subcontractors and agents who provide goods or services to Fixfire®, either directly or through the supply chain.

Version	1.0	Effective date	Immediate
Policy Owner	Board of Directors	Review	As necessary



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1.0 — Issued	30 June 2026	Board of Directors	As necessary
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A message from the Board of Directors

Fixfire is a family business, committed to conducting its affairs in compliance with all relevant laws, rules and regulations and in line with our Code of Conduct and company values.

We believe in always doing the right thing and seek to work exclusively with Suppliers that share a commitment to our values and the behaviours that flow from them.

We require Suppliers to make a commitment to carry out their business in accordance with all relevant laws, rules and regulations in their respective jurisdictions and uphold the principles set out in this Supplier Code of Conduct.

In turn, we expect them to ensure that their suppliers operate in line with this Code whenever they are working on our behalf.

P.M.Wheatcroft

Peter Wheatcroft

On behalf of the Board of Directors

1. Introduction

Fixfire relies on trusted suppliers to deliver the products and services it offers, and this Supplier Code of Conduct sets out how we work with our suppliers to build trust and deliver value.

Our customers expect us to look after their interests and deliver on the promises we make. They expect that Fixfire, as their supplier, will behave ethically and treat its employees and subcontractors fairly and with respect. In turn, our suppliers expect that we will be fair and transparent in our dealings with them. It is important that these expectations are recorded.

The overall objective of this Supplier Code of Conduct is to build trusting and open relationships between Fixfire and suppliers in order to drive improved performance throughout the supply chain. This Supplier Code of Conduct acts in a reciprocal way in respect of our suppliers and sets out the behaviours we would expect of each other.

We expect all suppliers to meet the commitments it contains and ensure that their employees, partners and subcontractors do the same.

2. Compliance

This Supplier Code of Conduct sets out the way in which we and our suppliers will behave towards each other. It is not intended to undermine our contracts with suppliers or the rules we set out when we procure goods and services, which at all times shall take precedence.

For the avoidance of doubt, the Supplier Code of Conduct does not take precedence where the courts or other institutions such as a regulatory agency, authority or body have jurisdiction.

All suppliers who have entered into a contractual relationship to provide goods and services to us, either directly or through subcontractors, are expected to comply with all aspects of this Supplier Code of Conduct.

Both parties should be open and transparent with each other and report any instances of non-compliance. In these circumstances, the first step is an open discussion and, where appropriate, the agreement of suitable remedial

actions. If a party considers that an issue has not been resolved by discussion, it may escalate it to the Board of Directors (contactable via email to boardofdirectors@fixfire.co.uk).

3. Employees, suppliers and contractors

Respectful treatment

Our employees, those of our suppliers, and contractors have the right to respectful treatment. We will not tolerate discrimination, harassment or victimisation in the workplace. We expect our suppliers and contractors to provide the same commitment, including to their own employees. The Equality Act 2010 protects against discrimination, harassment and victimisation.

Professional behaviour

We will work constructively and collaboratively with our suppliers. We expect suppliers to be prepared to invest in their relationship with us, establishing trust with our staff, and with other suppliers they may work alongside. We also expect suppliers to be able to speak out if they discover that we, or another supplier are not upholding the values embedded in this Supplier Code of Conduct.

Wages

We believe staff deserve a wage which meets everyday needs. We pay all UK-based colleagues, as a minimum, the equivalent of the [Real Living Wage](#) and we expect our suppliers operating in the UK whose contracted staff work for or on behalf of us regularly to do the same.

Working hours

Working hours, excluding overtime, shall be defined by the contract, and shall not exceed 48 hours per week averaged over 17-weeks (unless the worker wants to exceed the average and signs a voluntary written opt-out). The Company will ensure employees enjoy regular rest breaks, at least meeting all statutory requirements.

All overtime shall be voluntary. Overtime shall be used responsibly, taking into account all the following: the extent, frequency and hours worked by individual workers and the workforce as a whole. It shall not be used to replace regular employment.

Workers shall be provided with at least one day off in every 7-day period or, where allowed by national law, 2 days off in every 14-day period.

Human rights and employment law

We and our suppliers both have a responsibility to comply with all applicable human rights and employment laws in the jurisdictions in which we work. This includes complying with the provisions of the Modern Slavery Act 2015. Suppliers must not engage underage workers (as defined by applicable local laws) or any workers subject to human trafficking, or use any form of slavery, forced or compulsory labour (involving the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain). Suppliers must not engage in any activity, practice, or conduct that would, if it were carried out in the UK, constitute an offence under the Modern Slavery Act 2015. In addition, suppliers must have robust means of ensuring that any contractors in their supply chain also comply.

Employee wellbeing

No one should ever be subjected to harsh or inhumane treatment. Any physical abuse or discipline, the threat of physical abuse, verbal abuse or any other forms of intimidation or harassment shall be prohibited.

Regular employment

To every extent possible work performed must be on the basis of a recognised employment contract established through national law and practice.

Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular

employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

Worker rights

Employment should be freely chosen and workers should not be required to lodge 'deposits' or their identity papers with their employer such that they are free to leave their employer after reasonable notice or otherwise in accordance with their contract or local laws. Workers should be provided with open routes of communication to senior management and there should be consultation mechanisms in place that allows their voice to be heard. Suppliers must not discriminate in respect of employment and occupation and must treat their workers with dignity and respect.

Meeting the needs of the customer

It is important that contracts with our suppliers meet the needs of our customers. We will work together with suppliers to articulate the outcomes we desire to ensure that the goods and services being provided meet the needs of our customers and we expect reciprocal behaviour from suppliers.

4. Standards of behaviour

Ethical behaviour

Fixfire is a family business and we expect the highest standards of business ethics from suppliers and their agents in the supply of goods and services. We expect suppliers to be explicit about the standards they demand of executives, employees, partners and subcontractors and to have governance and processes to monitor adherence to these standards.

Treatment of supply chain

We expect suppliers to deal fairly with the subcontractors and suppliers in their supply chain. We expect suppliers to avoid passing down unreasonable levels of risk to subcontractors who cannot reasonably be expected to manage or carry these risks. We expect suppliers not to create barriers to the use of small and medium-sized enterprises who are qualified to provide goods or services, and to encourage innovation in their supply chains to increase the value or quality of supply.

Prompt payment

We set out to pay all of our Supplier accounts on time every time and we expect this to be passed down the supply chain. Suppliers should pay their suppliers and contractors within agreed terms.

Counter fraud and corruption

We demand that suppliers adhere to anti-corruption laws, including but not limited to the Bribery Act 2010, and anti-money laundering regulations. We expect suppliers to have robust processes to ensure that the subcontractors in their supply chain also comply with these laws. We have zero tolerance of any form of corrupt practices including extortion and fraud that we become aware of and we expect suppliers to be vigilant and proactively look for fraud, and the risk of fraud, in their business.

In no circumstances should any Supplier offer, give or accept any gift or hospitality, regardless of value, which might be construed as influencing a business decision.

Suppliers should immediately notify Fixfire where fraudulent practice is suspected or uncovered and disclose any interests that might impact their decision-making or the advice that they give to Fixfire. We expect suppliers to act honestly, fairly, and openly, and to fully comply with their tax obligations.

Corporate governance and corporate social responsibility

We expect our suppliers to adhere to the UK Corporate Governance Code or follow equivalent good corporate governance principles underpinned by robust processes. We also expect our suppliers to be good corporate citizens by upholding the values of this Supplier Code of Conduct, taking into consideration social value legislation in delivering goods and services and supporting Fixfire's corporate social responsibility policies in all areas.

Economic and trade sanctions

Suppliers must refrain from taking any action that would result in a violation of economic or trade sanctions.

5. Business practices

Management of risk

The management of risk in the supply chain is a shared responsibility and we aim for risks to be controlled within the entity best able to manage them. Suppliers should not pass risk down inappropriately to subcontractors, and not assert that they can manage risk that is in fact better managed by Fixfire. All parties should be prepared to share intelligence of supply chain risks, so that material commercial and operational risks, for example component non-conformance affecting fire or life-safety performance, can be mitigated. We expect that risks highlighted through the supply chain (for example, by sub-contractors and direct contracted entities) will be passed on in a transparent and timely manner.

Continuous improvement

We expect our suppliers to use recognised industry practices in the delivery of goods and services. We also expect suppliers to continuously improve these goods and services through innovation, ideas and expertise to ensure Fixfire remains at the forefront of the fire and life-safety marketplace.

Collaboration

Some suppliers will not have complete contractual responsibility for every element needed to deliver a complete service to the end customer. In such cases, we expect suppliers to be aware of how they contribute to the overall delivery, and work collaboratively with us and other suppliers to manage mutual dependencies and ensure that their product or service is used effectively in the delivery of a high-quality service.

Changes

We will engage constructively with suppliers in relation to any required changes and we expect suppliers to reciprocate this. We expect suppliers to work in good faith to resolve any disputes promptly and fairly during the life of a contract through good relationship management and, where appropriate, contractual dispute resolution mechanisms, recognising that ours and supplier interests are rarely best served by protracted litigation.

Value

We will seek to award contracts based on value for money, that includes price and quality, as well as appropriate social value criteria. We will measure supplier performance on relevant and proportionate indicators and apply proportionate contractual remedies for non-compliance.

Reputation

We want to work with suppliers who are known for fair dealing and quality delivery and we want their association with Fixfire to be seen as enhancing their reputation. We expect all parties to be mindful of the need to maintain public trust and be protective of our reputation, and ensure that neither they, nor any of their partners or subcontractors, bring Fixfire into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust our customers place in us. This is not intended to limit any supplier's legal obligations or constrain whistleblowing or their ability to exercise fair and constructive criticism.

Cyber security

Cyber security is a growing and evolving risk and it is essential that suppliers safeguard the integrity and security of their systems and comply with relevant standards and guidance. UK-based suppliers must inform [Action Fraud](#) if they become aware of any cyber security incident that affects or has the potential to affect Fixfire data.

Sustainable procurement

Suppliers should assist Fixfire in the understanding and reduction of supply chain impacts on our environment, and risks related to the security of raw material supply.

Suppliers must comply with all applicable environmental laws, regulations and permits in the countries in which they operate and reduce the impacts of their operations on the local environment and community.

Suppliers should support a precautionary approach to environmental challenges and initiatives to promote greater environmental responsibility.

Positive social impact

We expect our suppliers to be aware of, and support Fixfire in complying with its legal and contractual obligations under social value legislation.

Suppliers are expected to respect the rights, interests and development aspirations of the communities in which they operate, particularly during significant changes to their normal operations.

Confidentiality

Suppliers are expected to comply with provisions in our contracts and any legal requirements to protect commercial and sensitive information. Fixfire and suppliers may both also be party to confidential information that is necessary to be effective partners. This information, even if it is not covered by contractual provisions, should be handled with the same care as information of similar sensitivity. Notwithstanding this mutual understanding, suppliers should recognise that this does not prevent us from disclosing information where we are compelled to do so, for example, by law enforcement or court instruction.

Whistleblowing

We take non-compliance with this Supplier Code of Conduct seriously. If any Supplier or third party has a concern that this code has not been complied with they should raise it directly with the Board of Directors (contactable via email to boardofdirectors@fixfire.co.uk).

We expect suppliers to have a similar whistleblowing policy which allows employees to report any incidents or concerns anonymously, safely and without repercussion.

Visit our website
www.fixfire.co.uk



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