

Supply Chain and Responsible Sourcing Policy

At Home Catering Limited

Policy reference	AHC-POL-SCM
Status	Version 1.0 — approved 27 October 2026. Website publication authorised on 27 October 2026. Not yet in effect: approval and publication authorisation do not make the policy operational
Version	Version 1.0 — approved 27 October 2026 (the controlled source on file before approval was draft 0.1)
Prepared	Wording prepared 20 October 2026; release edition generated 29 October 2026
Replaces, once published	The legacy Supply Chain Management System document (policy date 2024, review date 2025), which remains the published document until this policy is published in its place
Policy owners and approvers	John Walker and Christophe Perrier, jointly
Contact for this policy	Jessica Perrier — jessica@athomecatering.co.uk
Review	At least every 12 months once in effect, and earlier on a relevant change
Law checked	Against current official sources on 20 October 2026. Final legal review is still outstanding; no external legal advice has been obtained

1. Our commitment

At Home Catering Limited, including the work we carry out under our At Home Events brand, wants the food, drink, staff, equipment and services behind every event to come from people who work lawfully, safely and fairly. We commit to:

- lawful, ethical and responsible sourcing;
- food safety, accurate product information and product integrity;
- respect for the dignity and rights of the people who work in our supply chain;
- health and safety wherever suppliers and contractors work alongside us;
- fair, honest dealing with suppliers, free from bribery, fraud and conflicts of interest;
- checks proportionate to risk — effort where the risk is real;
- putting things right in a way that protects workers and guests, rather than walking away by reflex;
- considering environmental and social impact in proportion to our size and influence;
- being honest about what is in place and what is not, including in tenders and supplier questionnaires.

We say plainly what we cannot claim. No business can guarantee a supply chain free of risk. Checking a supplier reduces risk; it does not guarantee that the supplier is, or will stay, safe or compliant. A written policy does not by itself show that any control operates.

2. Who this policy applies to

This policy applies to everyone who makes or influences a purchasing or supplier decision for us, and to everyone who works with suppliers at our events and premises — owners and senior management, employees, casual and agency staff, freelancers and contractors. For suppliers, subcontractors, labour providers, staffing agencies, venues and other service partners it applies through, and only to the extent

of, our contract or working arrangement with them. Legal duties differ between these groups, and nothing in this policy turns one relationship into another.

A business like ours typically buys food and drink, equipment and furniture hire, transport, staffing, cleaning and waste services, venue services, and professional and digital services. That is a description of the kind of business we are, not a verified list of our suppliers.

3. How we choose suppliers

Some purchasing is decided by the client or the venue — for example where a venue requires a particular supplier, or a client asks for a specific product. Our key suppliers are those whose goods or services we depend on to deliver what our clients have asked for. Where the choice is ours, we weigh:

- stability — how long the business has been trading and whether it appears financially sound;
- reliability — availability, lead times, and references or feedback from other customers;
- cost — whether the price is competitive and the terms are fair;
- quality — of ingredients, products and equipment, assessed before we rely on them where possible;
- food safety and accurate product information, including ingredient and allergen information;
- ethical practice — legal and safety compliance, fair treatment of workers, equality and transparency;
- environmental and social practice, where it is relevant and can be shown;
- location — a nearby supplier can shorten lead times and travel, although local is not automatically the lower-impact choice.

No supplier is treated as higher risk merely because it is small, new to us, foreign-owned, an agency or a subcontractor. Judgements must rest on evidence.

4. Checks before and during a supplier relationship

When this policy is in effect, checks on a new supplier will be proportionate to the risk it carries. Depending on what it supplies, they may cover its legal identity and business name, company number, registered address, ownership where the risk justifies it, relevant licences, insurance suited to the work, relevant certifications, references, capacity to deliver, how it will handle any personal data or system access, and whether it subcontracts. Higher-risk suppliers — for example those supplying food, workers, or access to guests, children or private homes — will receive closer attention.

A Companies House record helps confirm that a company exists; it does not prove that the company is solvent, suitable, safe or compliant. A certificate or insurance document shows what it covers on its stated dates and must be checked for relevance, scope and currency. An initial check is not ongoing monitoring.

5. Food, drink and product information

Food and drink suppliers are expected to:

- supply food that is safe, of the agreed specification and accurately described;
- provide complete and accurate ingredient and allergen information, and keep it up to date;
- tell us before delivery about any change of recipe, ingredient, product or source, and about any substitution;
- deliver under the storage and transport conditions the product needs;
- keep the records that let a product be traced back to its source;
- tell us promptly about any food safety problem, withdrawal or recall that may affect what they have supplied to us, and cooperate with any investigation.

Nobody may guess about an ingredient, an allergen or a substitution. If information is missing or uncertain, it is escalated and resolved before the food is served. This policy sets expectations of suppliers only; it does not replace our food safety and allergen procedures, and it is not a food safety management system.

6. Staffing agencies and labour providers

We have used external staffing agencies to help staff events. Agency, casual, freelance and zero-hours work is lawful and is not exploitative in itself; what matters is that the work is genuinely voluntary, fairly paid and safe, and that the person is free to leave.

When this policy is in effect, where we use an agency or labour provider, our proportionate checks will consider who employs and pays the worker, how and into what account they are paid, whether the provider subcontracts, whether any fee is charged to the worker, whether transport or accommodation is supplied and whether the worker could leave freely, how the right to work is checked and by whom, and whether workers have a way to raise a concern that does not run only through the person they might complain about. Where workers attend our events, the agency's safeguarding and conduct arrangements must fit with ours.

A labour provider is not the same as an individual worker: expectations of the provider are not obligations on the worker. Whether a provider needs a licence from the Gangmasters and Labour Abuse Authority depends on its sector and the work, and is checked at the time rather than assumed. Our Modern Slavery and Human Trafficking Policy will set out the fuller standard once it is approved and brought into effect.

7. Fair dealing, conflicts, gifts and bribery

Supplier decisions are never made on the strength of a gift, hospitality or any other advantage offered or received, or anything a reasonable observer could see as influencing the decision. Everyone involved in a purchasing or supplier decision must:

- declare a conflict of interest promptly, and step back from the decision where their impartiality could reasonably be questioned;
- never offer, give, ask for or accept a bribe, kickback or improper commission;
- never accept cash or a cash equivalent from a supplier;
- never favour a supplier for personal benefit, or disadvantage one for personal reasons;
- keep quotes, orders, invoices and supplier records accurate;
- raise any uncertainty before accepting anything or committing the company.

Our Anti-Fraud, Anti-Corruption and Anti-Bribery Policy is approved but not yet in effect. Once it is brought into effect, it will provide the detailed rules. Until then, the standards in this section apply.

8. Working safely with contractors

Contractors must be competent and authorised for the work they do. Risks are shared in both directions before work starts, work is coordinated where several parties share a venue or a client's premises, venue and client rules are followed where they are lawful and safe, and incidents and near misses are reported promptly. Commercial pressure never overrides safety: if a deadline could only be met by working unsafely, the matter is escalated. A contractor's own legal duties remain its own, and ours remain ours.

9. Information, confidentiality and personal data

Supplier relationships involve personal data about people at suppliers, confidential prices and terms, and sometimes security information about events, venues or clients. That information is used only for a

genuine work reason, shared only lawfully, held securely, and kept no longer than needed. A supplier that handles personal data on our behalf must give sufficient guarantees that it will protect it, under a written agreement. Checks on suppliers or the people connected with them must be proportionate and use lawful sources; covert or unrestricted background checking is not permitted. Data protection is never a reason not to report a genuine safety, safeguarding, fraud or exploitation concern.

10. Working with suppliers

We want long, constructive relationships with good suppliers. We communicate openly, set clear expectations, give honest feedback and pay what we agree. Where it helps both sides, we share what we learn and work with suppliers to improve. Our influence is contractual, not unlimited: we can set expectations, ask questions and act within our commercial relationship, but we cannot direct another organisation's workforce or guarantee its conduct.

11. Environmental and social considerations

Sourcing decisions may take into account, in proportion: waste and packaging, delivery patterns, resource use, responsible materials, seasonality, credible environmental information from suppliers, the treatment of workers, accessibility, and local or smaller suppliers where they are commercially and operationally suitable. Environmental claims must be accurate and supportable — we do not describe a supplier, product or practice as sustainable, ethical or local without evidence, and this policy states no environmental figures or results. Our wider sustainability commitments will be set out in our Sustainability and Environmental Policy once it is approved and brought into effect.

12. Monitoring, concerns and putting things right

When this policy is in effect, attention to suppliers will follow risk. It may cover quality and reliability, safety, food or allergen incidents, complaints, data incidents, concerns about how workers are treated, and whether agreed corrective action was completed. Where the risk justifies it, we may carry out or request an assessment or audit, within what our contract allows. A low number of complaints does not prove low risk.

Different problems need different responses. Poor service or a contract dispute is not fraud, abuse or exploitation, and is not treated as if it were; equally, a commercial dispute is never used to suppress a genuine safety, safeguarding or exploitation concern. Where a problem is found:

- immediate risks to people or to food safety are dealt with first — stopping service, substituting a product or pausing a supplier — and recorded afterwards;
- a pause is a precaution, not a finding, and an allegation is not proof;
- where the supplier can and will put things right, a corrective plan is agreed and its completion checked;
- the effect on workers and guests is considered before commercial convenience — ending a relationship abruptly can leave workers worse off;
- suspension or termination follows the contract and the law, with advice where needed;
- no commercial decision is described as a criminal or regulatory finding.

13. Continuity of supply

We keep under review how we buy, so that lead times, cost and waste stay under control and stock levels suit each event. Where a supplier is critical to an event, we consider what we would do if it failed. The wider arrangements are in our Business Continuity and Crisis Management Plan once it is in effect.

14. Raising a concern

Anyone — staff, agency workers, contractors, suppliers or guests — can raise a concern about a supplier or about how we buy. You do not need proof. Raise what you actually know.

Route	How
If anyone is in immediate danger	Call 999. Do not wait for any internal route or permission.
Police — not an emergency	Call 101, or report online.
Possible modern slavery	The Modern Slavery Helpline: 0800 0121 700, or report online. This is a national, confidential service run independently of us — it is not our helpline.
A food safety problem	The local authority food safety team, or the Food Standards Agency's online reporting service. Where food may be unsafe, act first: stop it being served.
Inside the company — normally	Jessica Perrier, our HR contact — jessica@athomecatering.co.uk .
Your line manager or event manager	You may start there if you prefer. A manager who receives a concern must pass it on promptly.
If the normal route is not right	Go to Christophe Perrier or another appropriate senior manager. You can bypass any route.
Fraud, bribery or a senior alternative	John Walker. A private direct route to John is maintained internally and is not a shared mailbox; it will be made available internally before this policy is brought into effect.
A child or an adult at risk may be involved	Georgie Butchart, our Safeguarding Officer. Her operating contact route must be recorded in our controlled implementation records and communicated before this policy is brought into effect. If it cannot wait, call 999 or go to a senior manager.
Without giving your name	A concern raised without a name will be considered where there is enough information to act on.

- Do not investigate yourself, confront a supplier or gather evidence.
- Nothing in this policy restricts reporting directly to the police, a regulator or another competent body. Internal reporting is never a precondition.
- Nobody is treated badly for raising a genuine concern or supporting someone who does.
- Technical anonymity cannot be guaranteed. We do not operate a hotline, a reporting portal or a supplier-facing anonymous platform, and we do not claim to.
- A concern that is also a protected disclosure is covered by our Whistleblowing Policy once it is in effect; the legal protection for whistleblowers applies in any case.

15. Records

When this policy is in effect, records about suppliers and about concerns will be kept only where they are necessary, accurate and proportionate, held securely, accessible only to the people who need them, and kept no longer than is justified. Records about a concern can include sensitive personal information, and are handled with corresponding care. The arrangements for those records are being settled in a privacy review before this policy takes effect.

16. Training and communication

Before this policy takes effect, the people who choose suppliers or place orders will receive proportionate guidance on supplier checks, conflicts and bribery, food and allergen escalation, signs of labour exploitation, confidentiality, and when to escalate rather than decide. Suppliers will be told what we expect of them in proportion to the risk. No supply-chain-specific training has been evidenced as delivered, and none is claimed by this policy.

17. Accuracy in tenders and questionnaires

When we answer a tender, a client's supplier questionnaire or a venue application, we describe our supply chain accurately. We do not claim a supplier list, audit, certification, contract term or result that we cannot evidence, and where something is still being put in place, we say so. Supporting evidence is supplied on request where it exists and is appropriate to share.

18. Review

Once in effect, this policy is reviewed at least every 12 months, and earlier after a relevant change in the law, our suppliers, our operations or the risks we face, or after an incident. Feedback from staff, clients and suppliers is considered. Changes require approval by John Walker and Christophe Perrier jointly.

Who we are

Legal entity	AtHome Catering Limited
Company number	02763948 (registered in England and Wales)
Registered office	Kings House, 9-10 Haymarket, London, England, SW1Y 4BP
Trading and contact address	40 High Street, Cobham, Surrey, KT11 3EB, United Kingdom
Email	parties@athomecatering.co.uk
Telephone	+44 (0)1932 862026
Brands	At Home Catering is our public business name. At Home Events is a customer-facing events brand of At Home Catering Limited. It is not a separate company and never the contracting party.