



New Supplier Request Form - Supplier Guidance

21st May 2025

Introduction

Thanks for supporting our supplier onboarding process. If you've received this document from someone at Places for People (PfP), it means we're considering working with your company.

You should also have received a link to the Microsoft Form titled "**New Supplier Request Form: Part 2.**" This guide walks you through how to complete that form — what we need, why it matters, and how to get it right the first time so we can avoid delays.

If you're unsure about anything, the POP (Procurement Optimisation & Partnering) team is here to help:
 procurement.partnering@placesforpeople.co.uk

Before you start...

A few things to note before diving in:

No Purchase Order = No Work

Please don't begin delivering any goods, works or services until you've received an official **Purchase Order (PO)** from PfP.

Any invoices submitted without a PO will be rejected — no exceptions.

This Form Doesn't Guarantee Approval

All supplier requests are reviewed by our Procurement team and our Supplier Governance Panel (SGP). Completing this form doesn't guarantee your company will be onboarded.

Incomplete Forms Will Be Rejected

Make sure to complete every mandatory field and provide accurate information. Incomplete or incorrect forms will be returned and could delay the onboarding process.

What Else Do We Need?

In addition to this form, we'll ask you for a few supporting documents and pieces of evidence.

These **can't be uploaded** directly to the form, so here's what to do:

 Please send all the documents in **one single email** to:
procurement.partnering@placesforpeople.co.uk

 Use this subject line:

Your Company Name – Documents – Your Company Number

If you don't have a company number, don't worry, but still write "Your Company Name – Documents" as the email subject.

Steps to Completing the Form

The form is split across several pages. Some of your answers may prompt follow-on questions, depending on what you select — but don't worry, we've kept things as clear and simple as possible.

Every question matters. The information you provide helps us ensure we're working with suppliers who meet our standards, align with our values, and can deliver great service to our customers.

If you get stuck, just get in touch — we're happy to help.

Page 1 - Declarations

There are three documents that you are required to review and sign, through DocuSign:

- PfP's Supply Chain Code of Conduct
- PfP's Terms and Conditions
- PfP's Supplier Due Diligence Requirements & Declaration

Please click on the links provided which takes you through to DocuSign and follow the steps on the PowerForms.

After completing these, select "**Completed**" in the form.

If you select "**Not Completed**," you must provide a reason — but please be aware, this doesn't guarantee the reason will be accepted.

Important:

- Signing the Code of Conduct is mandatory — we won't onboard suppliers who don't agree to it.
- We must have a signed contract with you — if you can't utilise our T&Cs we must understand why and agree with Legal any amended terms.
- **You are required to sign the Supplier Due Diligence Requirements & Declaration.** This is not a confirmation that you comply with every requirement, but a declaration of what you can and cannot comply with. The CIST team will review your responses.

Page 2 – Insurances

We expect all suppliers to have the right insurance in place for the work they're doing for us.

Our usual minimum cover levels are:

- **£5 million** Public Liability
- **£5 million** Product Liability
- **£5 million** Employers' Liability
- **£5 million** Professional Indemnity
- **£1 million** Cyber Insurance

Ideally, you already meet these levels—or you're happy to update your insurance to do so.

If your current cover falls below this, or you don't have cover, as it's not required for your company, that's not necessarily a deal-breaker—but you'll need to tell us why and we'll consider it as part of our checks.

If you plan to update your insurance to meet these levels, please make sure this is sorted before any work starts and let us know on the form.

 Quick reminder: Employers' Liability insurance is a legal requirement (if you have employees). You need at least £5 million of cover, and it must come from an authorised insurer.

What you need to send us:

- A copy of each relevant insurance certificate, which includes the expiry dates and level of cover
- If you're self-insured, we'll still need something official—like a COI, self-insurance certificate, or another document that confirms what's covered and to what level.

 **Don't forget to attach your insurance certificates to the email you're sending over.**

Page 3 – Standards and Accreditations

We need to see the accreditations you hold that relate to the services or works you'll be carrying out. Some industries require specific accreditations — these will be flagged in the form. If your business doesn't hold a required accreditation, your application may be rejected.

Where you do have an accreditation provide full details, including dates and remember to add the evidence of the accreditation to the email.

Construction Industry Scheme (CIS)

If you're a sole trader, limited company owner, or partner in a trust and fall under CIS, you must be registered.

Provide your:

- **UTR (Unique Tax Reference)**
- **National Insurance number and Full name (if sole trader)**

For more information please visit [What you must do as a Construction Industry Scheme \(CIS\) subcontractor: Overview - GOV.UK](#)

Page 5 – Safeguarding & Modern Slavery

We take safeguarding and modern slavery seriously and expect our suppliers to do the same.

The safeguarding link shows you our Guide to Safeguarding, which we require you to read, understand and follow.

The modern slavery questions make sure you are, at minimum, adhering to the law and if you are an organisation that meet any of the below criteria, you must publish an annual statement:

- **is a 'body corporate' or a partnership, wherever incorporated or formed**
- **carries on a business, or part of a business, in the UK**

- **supplies goods or services, and**
- **has an annual turnover of £36 million or more**

Even if you're not required to publish a statement, we still want to understand your approach to preventing modern slavery.

Page 6 – Conflicts of Interest

Let us know about any potential conflicts — this doesn't automatically disqualify you. We just need to make sure everything is transparent and above board.

Page 7 - Supplier Company Details

Please ensure that this section is completed in full. All questions are mandatory (apart from 'Parent Company'). Please note we'll run a credit check using your company number.

PfP have a strict 'No purchase order, No pay' policy. You should not have undertaken any works before completing this form and we need confirmation that you know this, otherwise we will have to escalate internally.

Page 8 – Supplier Bank Details

This step is vital so we can pay you! Therefore please complete all fields.

 Acceptable proof of bank details (attach in your email):

- A paying-in slip
- A cheque
- A bank statement (with no transactions visible)
- A screenshot from online banking showing account name, number and sort code

We can't accept anything else — and without this, we can't onboard your company.

Page 9 – Required Documents

This acts as a final reminder to send all supporting documents in one email to:

 procurement.partnering@placesforpeople.co.uk

 **Subject:** Your Company Name – Documents – Your Company Number

If you don't have a company number, sure the following Subject

 **Subject:** Your Company Name – Documents

What Happens Next?

1. Both Forms Submitted

We'll start once we've received your completed form *and* the internal request form.

2. Initial Review by POP

We'll check that everything is included. If anything's missing, we'll be in touch.

3. Procurement Triage & Panel Review

We review against policy, criteria and compliance. The request then goes to our internal panel for approval or rejection.

4. Outcome Notification

We'll email you the result once a decision has been made.

5. Bank Verification & Test Payment

If approved at our internal panel:

- We'll call you to confirm your bank details using a phone number we source independently.
- We'll send a test payment.
- You'll need to send a screenshot confirming the payment, account name, number, and sort code.

 **This step must be completed before we can proceed.**

6. System Setup

Once verified, we'll set you up in our systems (Business World and COINS, if applicable). You'll receive a confirmation email with your Supplier ID.

Troubleshooting

Issue	Resolve
Accessing the Form	<p> Check the link Make sure the link you've shared is correct and up to date. An old or broken URL can cause access problems.</p> <p> Check the access settings If the form is being completed by an external supplier, it needs to be shared with the right permissions. Double-check that the form is set to allow responses from people outside the organisation (if needed). If it's restricted to internal users, the supplier won't be able to access it.</p>
Check for Form Completion Issues	<p> Required fields All fields marked with a red asterisk (*) must be filled in before the form can be submitted. Missing just one will block the submission.</p>

Valid input formats

Make sure information is entered in the right format. Common issues include:

- Phone numbers: Only use numbers, no symbols or letters.
- Email addresses: Must include the "@" and domain (e.g., .com or .co.uk).
- Dates: Enter the date in the correct format shown on the form (e.g., DD/MM/YYYY).
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 Dropdown or choice questions

If a dropdown menu or multiple-choice question isn't working properly, it could be down to a misconfiguration. Let the POP team know if options are missing or not showing correctly.

Encountering Issues

If you've checked everything above and it's still not working, don't worry – we're here to help.

 Just drop us an email at:

procurement.partnering@placesforpeople.co.uk and we'll get it sorted.