



Supply Chain Guide



Strong partnerships. Ethical procurement. Reliable delivery.

A practical guide for subcontractors, suppliers and service partners working with Armina Group.

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About This Guide

This guide explains how Armina Group works with subcontractors, suppliers and specialist service partners. It sets out our expectations, onboarding process, procurement standards and the behaviours we expect across every project.

Who This Guide Is For

Subcontractors	Trade partners delivering works on construction, refurbishment, responsive repairs, planned maintenance, voids, kitchens and bathrooms.
Material Suppliers	Suppliers providing construction materials, components, fixtures, fittings, equipment and consumables.
Specialist Providers	M&E, compliance, fire safety, environmental, logistics, plant, access and other technical service partners.
Professional Services	Consultants, surveyors, design, compliance, training, audit and support partners contributing to project outcomes.

Our Supply Chain Principles

- Quality, safety and compliance are non-negotiable.
- We work transparently and expect clear communication from all partners.
- We prioritise reliable delivery, fair treatment and long-term relationships.
- We support partners who contribute to better homes, safer buildings and stronger communities.



Supplier Onboarding Journey

Our onboarding process is designed to confirm capability, protect our clients and residents, and create a clear route for long-term collaboration.

The Onboarding Process

Step	Phase	Description
1	Register	Submit your company details, trade categories, coverage areas, key contacts and supporting information.
2	Review	We assess your capability, capacity, insurance, accreditations, health and safety arrangements and relevant experience.
3	Approve	Successful suppliers are approved for relevant categories and added to our supply chain records.
4	Onboard	Complete required documentation, system setup, induction and commercial alignment.
5	Deliver	Work with Armina teams to deliver safe, compliant and high-quality goods or services.
6	Improve	Performance is reviewed through feedback, quality checks and continuous improvement actions.

What We May Request

Company Information	Registered name, trading name, company number, VAT details, address, ownership and key contacts.
Insurance Evidence	Public liability, employers liability, professional indemnity where relevant, fleet or product cover as applicable.
Compliance Documents	Accreditations, licences, training records, RAMS examples, policies and trade qualifications.
Commercial Details	Rates, service areas, payment information, capacity, lead times, availability and escalation routes.



Supply Chain Categories

Armina Group works with suppliers and subcontractors across construction, maintenance, social housing and property services. The categories below help us route opportunities to the right partners.

Building Materials	General materials, timber, plasterboard, insulation, fixings, ironmongery, roofing products, flooring, decorating supplies and related consumables.
Kitchens and Bathrooms	Kitchen units, worktops, appliances, sanitaryware, taps, showers, tiles, flooring, ventilation and installation support.
M&E Specialists	Electrical, mechanical, plumbing, heating, ventilation, testing, remedial works and compliance-led maintenance services.
Responsive Repairs	Plumbing, electrical, lock, door, window, drainage, heating, internal repair and emergency support trades.
Void Property Works	Clearance, cleaning, repairs, decoration, flooring, compliance checks, turnaround works and handover support.
Logistics and Distribution	Transport, warehousing, plant, waste, delivery planning, storage, site logistics and materials coordination.
Compliance and Safety	Fire safety, damp and mould, asbestos, legionella, access, training, PPE, audits and statutory compliance support.
Professional Services	Design, surveying, estimating, commercial, technical, environmental, resident liaison and project support services.

Category allocation does not guarantee work. It helps Armina Group understand your capability and match partners to suitable opportunities.



Our Procurement Standards

We expect every supplier and subcontractor to support safe, ethical, transparent and high-quality delivery.

Safety First	Protect people, residents, visitors and operatives through safe systems of work, training, reporting and active risk management.
Quality Driven	Deliver products and services that meet specification, are fit for purpose and are right first time wherever possible.
Compliance Focused	Maintain relevant accreditations, statutory compliance, insurance, training and documentation.
Transparent	Communicate clearly on capacity, availability, costs, risks, issues, programme impact and delivery status.
Sustainable	Support responsible sourcing, waste reduction, efficient logistics and better environmental outcomes.
Performance Led	Take part in reviews, learn from defects and incidents, and support continuous improvement.



Project and Site Expectations

When working with Armina Group, suppliers and subcontractors must follow agreed standards from planning through to completion.

Communication	Provide named contacts, respond promptly, flag risks early and keep Armina teams updated on delivery or site progress.
Programme Control	Meet agreed timescales, notify delays immediately, and support phased delivery where projects are live or occupied.
Resident Care	Respect homes, privacy, access arrangements and resident needs. Keep disruption to a minimum.
Health and Safety	Follow RAMS, site rules, PPE requirements, induction requirements and incident reporting procedures.
Quality Assurance	Complete works to specification, support inspections, rectify defects promptly and provide evidence where required.

Documentation Provide delivery notes, completion records, test certificates, warranties, O&M information and compliance evidence when requested.

Brand Conduct Represent Armina Group professionally, respectfully and consistently in front of clients, residents and the public.

Key Performance Themes

Right First Time	On-Time Delivery	Clear Reporting	Continuous Improvement
Reduce avoidable rework and improve client satisfaction.	Support programme certainty and operational continuity.	Give accurate updates and evidence-based completion records.	Use feedback to improve safety, quality and delivery performance.



Working Fairly and Responsibly

We aim to build a supply chain that performs well commercially while supporting people, communities and responsible procurement.

Ethical Procurement Suppliers should operate lawfully, avoid conflicts of interest, reject bribery and corruption, and treat people fairly.

Modern Slavery Prevention Partners must take appropriate steps to prevent forced labour, exploitation and unsafe labour practices in their operations and supply chains.

Fair Payment We support clear commercial terms, accurate invoicing, complete documentation and prompt resolution of invoice queries.

Sustainability We encourage responsible sourcing, efficient logistics, reduced waste, recycling and practical carbon-conscious improvements.

Local Value Where possible, we value partners who support local employment, skills, apprenticeships and community outcomes.

Data and Confidentiality Protect client, resident, employee and commercial information. Do not share sensitive information without authorisation.

Invoice and Payment Basics

- Use the agreed purchase order or contract reference on all invoices.
- Attach supporting documentation such as signed delivery notes, completion records or certificates where required.
- Submit invoices to the agreed contact or system route.
- Raise payment queries early with clear reference details and supporting evidence.



How to Get Started

If you are interested in becoming part of the Armina Group supply chain, prepare your key documents and contact our commercial team.

Supplier Readiness Checklist

Company Profile	A concise overview of your business, services, coverage areas and relevant experience.
Insurance	Current insurance certificates with suitable levels for your trade or service area.
Accreditations	Relevant trade accreditations, licences, memberships, certifications or manufacturer approvals.
Health and Safety	Policies, RAMS examples, training records, incident reporting arrangements and competent person details.
Quality Evidence	Case studies, references, photos, performance data, customer feedback or completion records.
Commercial Information	Rates, lead times, payment details, service areas, capacity and escalation contacts.



Want to work with Armina Group?

Join our supply chain and help us build better homes, stronger communities and lasting partnerships.

Email: supplychain@arminagroup.co.uk

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Note: this guide is intended as a practical overview. Specific contract terms, project requirements and onboarding checks may vary depending on the service, scope, client and risk profile.

Armina Group

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