



# Black Country Women's Aid

*We listen, we support, we care*

<b>Policy Name</b>	<b>BCWA Supplier Policy</b>
<b>Policy last updated</b>	March 2022
<b>Policy Author</b>	Tracey Alexander Executive Officer
<b>Policy applies to</b>	BCWA employees, potential suppliers and approved suppliers.
<b>Policy Purpose</b>	This document sets out the process for new suppliers to be approved for use by BCWA.
<b>Related Policies and Procedures</b>	Financial procedures Information security policy
<b>Review Date</b>	March 2023
<b>Signed on behalf of BCWA</b>	Sara Ward CEO

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## Background

Black Country Women's Aid (formerly Sandwell Women's Aid) is a leading regional charity which supports victims of violence across the West Midlands. First established over 30 years ago in Sandwell, we have grown from a small local refuge provider to a diverse organisation which works across Sandwell, Dudley, Walsall, Wolverhampton and Birmingham.

We offer sensitive and holistic support services which each year help thousands of victims of abuse to escape from violence, cope with trauma and rebuild their lives. We place victims' voices at the heart of our work and we constantly develop our services in response to needs in our communities.

BCWA is committed to being a responsible and valuable partner in the supply chain, continuing to build a sustainable business that serves its customers, employees and interested parties and the communities in which they live. Where possible BCWA owns its own equipment.

It is essential that BCWA has a strong and dynamic supplier base where BCWA needs to use external services. BCWA relies on the expertise and skill of suppliers to meet our changing needs, and we only work with suppliers that comply with all applicable legislation, including labour, employment, environmental, human rights, wage and hour, and health and safety legislation.

BCWA will expect all suppliers to meet the following requirements:

- To behave ethically, apply high standards of conduct in and outside of BCWA
- To fully comply with all relevant legislation. *BCWA has a zero tolerance approach to improper business conduct of any sort.*
- To follow BCWA policies and procedures as appropriate when on site e.g. health and safety, IT security and confidentiality etc.
- Any improper use and/or damage caused by suppliers will result action being taken against the supplier either financial and or loss of future work.
- The supplier must understand the sensitive nature of BCWA business and show respect for all clients, employees and other interested parties they come into contact with.
- Where there are gender specific spaces adhere to the conditions of working within them.
- To create and maintain a culture of diversity and inclusion;
- Where suppliers employ others they are expected to comply with the minimum working requirements
- Any changes to pre agreed arrangements to be noted formally and reflected in the contract/SLA.
- Suppliers must work safely and apply industry best practice to health, safety and wellbeing.
- Suppliers where possible should seek to minimise their environmental footprint.
- A signed confidentiality agreement as part of the contract/ SLA and relevant onsite confidentiality agreements when working on BCWA sites, this includes keeping details of the secure accommodation and any clients information and/or identification confidential.
- As part of Due Diligence the supplier must provide relevant information assessing skills, qualifications and standards to undertake the work. This must be supplied within an agreed time and updated regularly. Where the supplier does not provide this in a timely manner this could impact approval of services.

- For existing suppliers – if request for information is made the supplier should respond with the requested information as soon as possible.

BCWA will:

- Maintain professional working arrangements at all times
- Make the appropriate people available to deal with issues in a timely manner
- Make financial payments on time or with minimal delay in accordance with agreed terms
- Notify the supplier in any changes to BCWA business that may affect their supply of good and/or services
- be fair and honest in all transactions and interactions when dealings with suppliers and any of their representatives (subcontractors)
- Apply its governance arrangements and financial regulations in the procurement and purchase of goods and services;
- provide an safe working environment for supplier personnel with appropriate facilities
- promote a culture that enables and encourages the sharing of information and ideas between BCWA and its suppliers;
- develop and use appropriate measures to assess the performance of suppliers and these to be understood at the time of procurement/ contracting. Any changes will be subject to consultation (if appropriate) and or notice where processes need to be changed. Supplier appointment

### BCWA Suppliers

BCWA appoints suppliers to provide services that it cannot provide internally. These cover a wide range of services. A list of suppliers is maintained and updated by the Finance Department of BCWA whose responsibility it is to ensure that suppliers meet and maintain the expected standard of service and relevant contractual arrangements.

### Existing Suppliers

BCWA has a number of existing suppliers that have been providing good and services for a number of years. A review of all suppliers will ensure that they meet the expected requirements.

### New supplier process

In order to ensure the integrity, confidentiality and security of BCWA services, BCWA has an internal process for new suppliers.

1. Prospective new suppliers will receive a New Supplier Form for completion and return. See Appendix 1 and 2.
2. BCWA has separated out suppliers with access to information that is deemed sensitive/ confidential and those with none. See section Access to information.
3. Where appropriate further information may be requested from suppliers such as evidence of insurance or accreditations/ quality standards.
4. BCWA will request that suppliers sign up to BCWA policies and procedures in particular information security and health and safety.
5. For large scale projects such as building projects further due diligence checks may be completed such as reviewing Companies House or Annual Accounts.
6. Financial details are made including confirmation of bank details.

7. Suppliers can be approved as part of Executive team decision making and/or via the Trustee subcommittee structure ( where there are large contracts/ financial commitments)
8. Formal notification and agreement of terms and payments.

## Access to information

BCWA holds personal and sensitive information on clients, employees and other interested parties. In order to operate efficiently and not put undue pressure onto suppliers, BCWA has separated out the requirements for suppliers with no access to BCWA information and suppliers who do have access to BCWA information.

Information that is deemed to be sensitive and/or personal information is held on BCWA systems or onsite in secure locations.

All suppliers are required to keep information about addresses and people they meet during their attendance on site confidential.

## Non access to information suppliers

Only authorised suppliers will have access to BCWA systems and therefore most suppliers will not have access for example maintenance or stationary delivery services.

BCWA will need to be satisfied that these suppliers meet the requirements (listed above) and sign off the formal documentation and adherence to BCWA policies and procedures as appropriate.

Documents such as insurance or any other requested documentation should also be provided.

When on-site suppliers will be required to adhere to onsite procedures that may include being accompanied around the building, not being left unattended, not being in the same space/room as a client in service and / or information is kept.

## Access to information suppliers

Authorised suppliers will have a defined access to BCWA information systems. This is privileged access and as such further requirements are made of the supplier.

As part of the appointment process suppliers will be asked to complete a cyber-security information form and sign to say they have read and understood our supplier information security policy.

See appendix 3 for level 1 form. BCWA may ask follow up questions as shown in Appendix 4 level 2 form.

When appointment BCWA and the supplier will agree a service level agreement. No work can commence without this being signed. This may be in addition to the contract. As part of this process suppliers will need to read and understand the BCWA information security policy and confirm this to BCWA. Specific requirements relating to information security will be added to the SLA.

BCWA takes information security seriously and has achieved the Cyber Essentials and Cyber Essentials plus certifications. Suppliers who have access to BCWA information are also expected to achieve this standard of cyber security.

Suppliers will also need to provide their business continuity plans annually to BCWA for review.

For any questions regarding information security please contact:  
[compliance@blackcountrywomensaid.co.uk](mailto:compliance@blackcountrywomensaid.co.uk)

## Documentation

BCWA will kept a register of all suppliers. The register will include contact details as well as details of insurance or accreditations. BCWA will also keep records of completed supplier forms.

BCWA will keep details of any feedback/comments on the work completed including quality of services, any incidents or breaches and any other relevant information. This will be reviewed annually.

BCWA will ensure information is kept securely and in line with retention policy.

## Version control

Version	Date Amended	What has changed	Policy updated by
V.1	January 2022	New Policy	Tracey Alexander
V.2	March 2022	Amendments made to removed section on new supplier process to include as an operational procedure. Password requirement amended in light of changes to Cyber Essentials.	Tracey Alexander

## Appendix 1 – New supplier form – no access to information

### New Supplier Form – no access to information

<b>Reference number</b>	
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<b>Supplier details</b>	
Supplier name (in full)	
Registered address	
Correspondence address (if different)	
Telephone number	
Email address	
VAT registration number	
Company registration number	
Goods or services being provided and a brief description of your industry/sector	
Do you hold insurance to cover the services you will be providing to BCWA? Please provide details	
Do you hold any certifications or accreditations on the services you will be providing to BCWA? Please provide details	

<b>Bank and payment details</b>	
Bank name and address	
Bank account number	
Sort code	

<b>Supplier authentication</b>
I/We confirm the information provided above is accurate and consent to BCWA to process the information in order to approve us as a supplier.
I/We acknowledge it is our responsibility to inform BCWA in writing if the above details change.
I/We will adhere to BCWA policies and procedures and sign the confidentiality contract.
Signed:
Date:
Print name:
Position:

## Appendix 2 - New Supplier Form – access to information

### New Supplier Form – access to information

<b>Reference number</b>	
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<b>Supplier details</b>	
Supplier name (in full)	
Registered address	
Correspondence address (if different)	
Telephone number	
Email address	
VAT registration number	
Company registration number	
Goods or services being provided and a brief description of your industry/sector	
Do you hold insurance to cover the services you will be providing to BCWA? Please provide details	
Do you hold any certifications or accreditations on the services you will be providing to BCWA? Please provide details	

<b>Bank and payment details</b>	
Bank name and address	
Bank account number	
Sort code	

<b>Cyber Security</b>	
Have you completed the key supplier information document attached to this form?	Yes/No

<b>Supplier authentication</b>
I/We confirm the information provided above is accurate and consent to BCWA to process the information in order to approve us as a supplier.
I/We acknowledge it is our responsibility to inform BCWA in writing if the above details change.
I/We will adhere to BCWA policies and procedures and sign the confidentiality contract.
Signed:
Date:



Print name:

Position:

## Appendix 3 - Cyber Security Information sheet level 1



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### Cyber Security Information sheet

We take Cyber Security extremely seriously here at BCWA, and that extends to our Key Suppliers. In the course of our relationship we may be providing you with information or access that may help cyber criminals attack our systems. We need to know that you take cyber security seriously too and have adequate protections in place to safeguard our information.

The aim of the following document is to gain from you information to enable us to make an educated decision on whether your current cyber security precautions are sufficient bearing in mind the risk level we have attributed to the information or access you may be provided with.

**Key Supplier Name:**  
(Known As Internally)

**Products / Services  
Provided:**

**The information we have identified that may be provided to you is:**

#### Further Supplier Information

**Limited Company  
Name  
Registration Number**

**Trading Names**

**Associated Companies** (*Owned partly or jointly by the company or directors of the company, or other companies directors are also directors or employees of*)

## Level 1 Cyber Security Information

Please Tick which of the following Cyber Security & Information Security certifications you currently hold:

- Cyber Essentials
- Cyber Essentials Plus
- IASME Self Certified
- IASME Bronze/Silver/Gold Audited (Please indicate Level)
- ISO27001
- Other (Please State)

When was your last certification date?

Please list all Cyber Attacks or security breaches (whether reportable or not) you have suffered in the last 3 years.

- 1.
- 2.
- 3.

Did you take any Action following any Cyber Attacks or security breaches?

YES                      NO                      Not Applicable

Do any third parties (anyone other than your own directors or employees) have access to your IT Systems and / or Information records?

YES    NO

Purpose

Do you or will you pass our information on to any third parties and if so for what purpose?

YES    NO

**Please give Information on who & why**

**Do you verify the cyber security precautions any third parties before providing access to your IT systems or our information?**

YES

NO

**Do you have Cyber Liability Insurance?**

YES

NO

**Does this cover costs and damages to us in the event you suffer a cyber-security breach?**

YES

NO

**Disclaimer / Sign Off**

I have made every reasonable effort to ensure the information I have provided is true and accurate.

I understand BCWA may choose to make an in person visit to verify some of all of this information.

I understand that should BCWA enter in to a business relationship with our organisation it will do so on the basis of this information being correct.

If at any stage it is found this information is false or inaccurate BCWA may terminate the relationship with immediate effect and at no penalty to BCWA.

If this information is found to be false or inaccurate and it is suspected to have been provided so intentionally or negligently and BCWA has suffered loss as a result, BCWA may seek further compensation through the appropriate legal channels.

Signed

Full Name

\_\_\_\_\_

\_\_\_\_\_

Date

Authority (Must be  
Director or Board  
Member)

\_\_\_\_\_

\_\_\_\_\_

Following review of the information you have provided BCWA may request you complete a Level 2 Cyber Security Information sheet. This will ask for further clarification on the technical and procedural cyber security precautions you have in place.

## Appendix 4 - Cyber Security Information level 2

### Level 2 Cyber Security Information

Following a review of the information you have provided in the Level 1 Cyber Security Information Sheet we require some further clarification of the Cyber Security precautions you have in place to protect our information.

**Key Supplier Name:**  
(Known As Internally)

**Products / Services  
Provided:**

**The information we have identified that may be provided to you is:**

**Reasons for requesting further information:**

#### Information Security

Do you have a List of all systems where our data may be stored or processed?	YES	NO
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Do you have a risk assessment of each of those systems?	YES	NO
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When was the risk assessment last conducted?

How do you prevent data from leaking out of your organisation?

#### Password Security

Do you have a password policy that states your passwords MUST contain at least 12 characters	YES	NO
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AND provide guidance to all your staff on how to set secure passwords?

Is this policy enforced on all systems you will store our information in? YES NO

Is this policy enforced via the means of technology for ALL your staff when logging on to their **computers**? YES NO  
(e.g. via group policy or some other enforcement?)

Is this policy enforced via the means of technology for ALL your staff when logging on to their **E-Mail**? YES NO  
(e.g. via the mail server or some other enforcement?)

Do you use Multi Factor Authentication on all or some of your systems? ALL SOME NONE

Do you monitor the Dark Web for breaches of your Passwords? YES NO

### Network Security

Do you have a hardware firewall in place? YES UNSURE NO

Do you have any open inbound ports on your firewall? YES UNSURE NO

Do you have a document listing all open ports and a justification for why? YES PARTIAL NO

Does your firewall currently perform full DPI-SSL Scanning of all your internet traffic? YES UNSURE NO

Do you do any filtering on your outbound traffic? YES PARTIAL NO

### Computer Security

Do you have any of your computers run Windows 7 or earlier? ALL SOME NONE

Do any of your computers run Office 2010 or earlier? ALL SOME NONE

What virus Protection software do you run on your machines?

Is this installed on all machines?	ALL	SOME	NONE
Do you have Ransomware Protection?	YES	UNSURE	NO
If Yes, which Product do you use?			
Do you run any security monitoring across your machines?	YES	PARTIAL	NO

<b>Staff Security Awareness</b>			
Do you provide Security Awareness Training to All your staff?	YES		NO
How often do you repeat this training with an individual staff member?			
Do you have a Security Policy?	YES		NO
Do you have a disciplinary procedure for staff that do not follow your security policy?	YES	UNSURE	NO
Do you do any ongoing Staff Security awareness assessments?	YES		NO

<b>Contingency</b>			
Do you have a documented Backup Policy?	YES		NO
How often do you do test restores of your Backups?			
Do you have a Disaster Recovery plan that specifically covers your IT systems?	YES		NO
How often do you exercise your Disaster Recovery Plan?			
Do you have a security incident response plan?	YES		NO
Do you have a communication plan in place on how to notify your clients (including ourselves) should your e-mail or internal systems be breached and	YES		NO

there is a risk you could be sending compromised emails or documents to ourselves.

**Disclaimer / Sign Off**

I have made every reasonable effort to ensure the information I have provided is true and accurate.

I BCWA may choose to make an in person visit to verify some of all of this information.

I understand that should BCWA enter in to a business relationship with our company it will do so on the basis of this information being correct.

If at any stage it is found this information is false or inaccurate BCWA may terminate the relationship with immediate effect and at no penalty to BCWA.

If this information is found to be false or inaccurate and it is suspected to have been provided so intentionally or negligently BCWA has suffered loss as a result, BCWA may seek further compensation through the appropriate legal channels.

Signed

Full Name

\_\_\_\_\_

\_\_\_\_\_

Date

Authority (Must be  
Director or Board  
Member)

\_\_\_\_\_

\_\_\_\_\_