

Commodity Group

Ticket Office Furniture/Fit-out

This commodity group covers numerous categories of fit out components including wall cladding; handrails & balustrades; signs; seats & lean bars, security doors, totems and GLAP Barriers.

What are the risks/issues associated with this commodity group

This was considered as a Medium to High risk commodity group, largely because of the multitude of components parts and raw materials that make up the final finished products. Consequently the main issues are firstly related to the identification of all manufacturing processes, and secondly, to the traceability of complete supply chains, especially when investigation goes beyond big, well-known companies.

Trade associations

AIS FPDC created from Association of Interior Specialists (AIS) and the Federation of Plastering and Drywall Contractors (FPDC) represents companies involved in all aspects of interior fit out, refurbishment and building finishes.

Additionally some of the individual raw materials and components parts do fall under trade associations, as shown below.

Handrails and Balustrades-Powder/Nylon Coating:

ICCA International Council of Chemical Associations

World Steel Association

Glass for Europe

Seats & Leanbar:

Construction Products Association

Steel Fire/Security Doors:

BCSA

Confederation of Construction Specialists

Certified scheme covering responsible procurement

BES6001 and across the categories, there are also other certified management systems in place, such as ISO 9001, 14001 and OHSAS 18001.

Investigation into supply chain

The Crossrail ESCIC have approached some fit-out manufacturers and distributors, in order to collect information about the sourcing of each of the fit out components' part as well as information on the existence of any Responsible Procurement policies, schemes and accreditations.

It appeared that European based large manufacturers and suppliers of said products are generally covered by recognised standards and certification schemes, so its constituents are generally both traceable and subject to EU regulatory requirements. Smaller European suppliers are also encouraged to undertake their own appraisal and auditing procedures, in the absence of a recognised accreditation or standard. Moreover, some of these companies are currently in the process or have made mock up's / prototypes for the potential fit out on Crossrail projects.

A more concerning issue is the lack of Responsible Sourcing valued information for materials and components sourced from outside of the EU, particularly from the Far East and surrounding areas, likely to be utilized from UK suppliers for manufacture and production.

Proposed actions for mitigation

It is recommended that contractors should specify and source fit-out components from suppliers with recognised ethical sourcing schemes / initiatives such as SEDEX, ETI, and BES6001 and should provide assistance for the development of ethical sourcing policies.

It is important that fit out suppliers provide detailed information on sourcing of raw materials, manufacturing processes, ethical sourcing policies and procedures for each of the material/part required to make up the finished fit out product.

Result of mitigation

Engaging with suppliers who can demonstrate that they have own written company ethical sourcing policy and can provide evidence to support compliance with the policy and the minimum requirements of the ETI base code.

Working with suppliers who do not have own written company ethical sourcing policy but would like to improve their methods of operation and could benefit from guidance from main contractors. In turn they can provide the same support to their supply chain.

This will reduce the risks associated with engaging a supplier who does not operate in an ethically or responsibly acceptable manner and improve the quality of living for labourers in developing countries while reducing the environmental impact associated with all process of production.

Residual supply chain risks

A number of commodities without named suppliers have not been targeted by the group, even because it was acknowledged that it would be a 'minefield' to decide who to approach, being such a broad/specific items and with numerous possible suppliers.

It would be useful for Crossrail and its contractors to go through their supply chain and appropriately approach the companies involved in the fit out production in order to evaluate their ethical sourcing performance.