



**Places  
for People**

# **New Supplier Request Form - - Supplier FAQ's**

**21<sup>st</sup> May 2025**


## Frequently Asked Questions

This FAQ is here to help you fill out the new supplier form. It covers common questions and works alongside the main guidance document to clear up anything that's unclear and help you get everything sorted quickly and easily.

Question	Response
<b>Do I need to complete this form if I've worked with PfP before?</b>	<p>If we haven't worked with you in the past 12 months, then <b>yes</b>, you'll need to complete the form again.</p> <p>This helps us make sure all your records and documents are up to date.</p>
<b>How long does the onboarding process take?</b>	<p>It depends on how complete and accurate your form is, and how quickly you respond if we have any questions—especially when we need to verify your bank details.</p> <p>On average, if everything has been completed correctly, it takes <b>7–14 working days</b>. The most common delays happen when information or documents are missing.</p>
<b>I don't have one of the required insurances or accreditations. Can I still apply?</b>	<p>You might not need all of them—it depends on what you're providing, but you can still submit the form, and we'll assess your application based on your offering and the associated risk.</p> <p>As a minimum, we expect all suppliers to have <b>some form of insurance</b> — this protects both your business and ours.</p> <p><b>Who needs Professional Indemnity?</b> This usually applies to businesses offering professional advice or consultancy services, including:</p> <ul style="list-style-type: none"> <li>• Graphic Designer / Architect / Surveyors / Training Provider / Printing / Advertising</li> <li>• Marketing / Recruitment / Photography / Healthcare</li> </ul> <p><b>Who needs Employers Liability?</b> If your business has <b>one or more employees</b>, we'll expect you to have it.</p> <p><b>Who needs Public Liability?</b> If your business works, in any of the below then you'll need Public Liability Insurance.</p> <ul style="list-style-type: none"> <li>• on client sites</li> <li>• in public spaces</li> </ul>

	<ul style="list-style-type: none"> <li>• or from a business premises that the public may access</li> </ul> <p><b>Who needs Product Liability?</b></p> <p>We require Product Liability Insurance if your organisation:</p> <ul style="list-style-type: none"> <li>• <b>Manufactures</b> products, parts, or materials</li> <li>• <b>Imports</b> products from outside the UK</li> <li>• <b>Rebrands</b> or sells products under your own name</li> <li>• <b>Repairs, refurbishes, or modifies</b> products before resale</li> <li>• <b>Distributes, supplies, or sells</b> products, even if you didn't make them (especially if the manufacturer can't be identified or is overseas)</li> </ul> <p>This applies to businesses of all sizes, including <b>manufacturers, retailers, wholesalers, e-commerce sellers, and tradespeople.</b></p> <p><b>Who needs Cyber Insurance?</b></p> <p>Any business that stores data, takes payments, uses cloud systems, or relies on IT should consider it. It's especially important for finance, healthcare, e-commerce, and professional services. Cyber insurance covers costs from data breaches, ransomware, and system outages.</p>
<b>I don't hold a Modern Slavery Statement — will that affect my application?</b>	If you're not legally required to publish one, that's okay. However, we still expect you to demonstrate how your business helps prevent modern slavery in your operations or supply chain.
<b>Can I start work before I've been approved?</b>	No — <b>you must not start work or provide goods/services until you've received a formal Purchase Order.</b> We won't be able to pay invoices for work done before full onboarding is complete.
<b>Do I need to be registered under the Construction Industry Scheme (CIS)?</b>	<p>Possibly — if you're a subcontractor doing construction work for PfP, CIS likely applies.</p> <p>You'll need to register if you:</p> <ul style="list-style-type: none"> <li>• Work in construction (e.g. installation, repairs, decorating, demolition)</li> <li>• Are paid by a contractor (not directly employed)</li> <li>• Operate as a sole trader, limited company, or partnership</li> </ul> <p>You can check the official HMRC guidance here:</p> <p><a href="#">🔗 CISR14330 - Construction Industry Scheme Reform Manual - HMRC internal manual - GOV.UK (www.gov.uk)</a></p> <p>We'll ask for your UTR number, and for sole traders, we also need your Full Company Name and National Insurance number, so we can verify your CIS status.</p>

<p><b>How do I know which accreditations I need?</b></p>	<p>It depends on the type of work or services your company is delivering to Places for People.</p> <p>We've clearly marked on the form which disciplines, or service areas require specific accreditations, related to safety.</p> <p>Please remember, the list we've provided might not cover everything your specific industry or service needs. It's really important that you double-check what's required for your line of work and send us the relevant accreditations and evidence by email.</p> <p>For SSIP</p> <ul style="list-style-type: none"> <li>• All contractors &amp; maintenance suppliers who access our sites / properties / offices / land, for work must have an SSIP certificate.</li> <li>• The disciplines where SSIP accreditation is commonly required or expected: <ul style="list-style-type: none"> <li>• Construction (contractors, subcontractors)</li> <li>• Facilities management</li> <li>• Engineering</li> <li>• Manufacturing</li> <li>• Maintenance services</li> <li>• Public sector contracting</li> <li>• Utilities and infrastructure</li> <li>• Demolition and asbestos removal</li> <li>• Cleaning services</li> <li>• Electrical and plumbing trades</li> </ul> </li> <li>• A list of acceptable certificates can be found here: <a href="#">SSIP Forum Members – SSIP</a></li> </ul> <p>Don't have an SSIP? Don't worry — we can accept a <b>SKE (Skills, Knowledge, and Experience)</b> form instead. Just get in touch and we'll guide you through it.</p>
<p><b>How do you assess the form submission?</b></p>	<p>Once we've received your form and the internal requester's form, we carry out an initial review.</p> <p>We check for mandatory requirements, missing info, and any risk factors.</p> <p>If needed, we'll work with internal teams to get clarification.</p> <p>Each application is given a RAG (Red/Amber/Green) status and reviewed by our internal <b>Supplier Governance Panel</b>, who make the final decision.</p>
<p><b>What if there are some Terms and Conditions I can't agree to — does that mean I can't apply?</b></p>	<p>Not necessarily — but it <i>does</i> mean we'll need to have a conversation, as it is a mandatory requirement that there is a signed contract between the two parties.</p>

	<p>If there's something in our <b>Terms and Conditions</b>, that you can't agree to, please select <b>"Not Completed"</b> in the form and provide a clear explanation why.</p> <p>We'll review it internally and come back to you — we can't guarantee we'll be able to proceed, but we'll always try to understand your position and explore options where possible.</p> <p>Just remember:</p> <ul style="list-style-type: none"> <li>• <b>Agreeing to the Code of Conduct is mandatory.</b></li> <li>• A signed contract is required before any work begins.</li> </ul> <p>If you're unsure, reach out to us:   <a href="mailto:procurement.partnering@placesforpeople.co.uk"><b>procurement.partnering@placesforpeople.co.uk</b></a></p>
<p><b>Why am I being asked to sign the Supplier Due Diligence Requirements &amp; Declaration if I don't meet all the requirements?</b></p>	<p>You're not necessarily expected to comply with every single point in the document — and signing it doesn't mean you do.</p> <p>By signing, you're simply confirming what you <i>can</i> and <i>can't</i> comply with. It's a declaration, not a confirmation of full compliance.</p> <p>Once submitted, our CIST (Cyber and Information Security Team) will review your responses in the context of the services or goods you're providing to us. This helps us assess any risks and decide what's appropriate for your specific engagement.</p> <p>If you're unsure about anything in the document, feel free to reach out — we're happy to help.</p>