

# SUPPLIER DUE DILIGENCE DOCUMENTATION

Confidential Assessment Package

Document Reference: DD-2024-1147

Date Prepared: December 15, 2024

Validity Period: 12 months from issue date

## 1. SUPPLIER COMPANY INFORMATION

Legal Entity Name:	TechFlow Solutions Limited
Trading Name(s):	TechFlow, TechFlow Digital Services
Company Registration:	GB-08745239 (Companies House, UK)
Incorporation Date:	March 12, 2015
Registered Address:	Innovation Park, Building 7, Cambridge Science Park, Cambridge, CB4 0WS, United Kingdom
Operational Headquarters:	Same as registered address
VAT/Tax ID:	GB 287453921
DUNS Number:	74-839-2847
Primary Business Activity:	Software development, IT consulting, cloud infrastructure services
Employee Count:	285 (as of Q3 2024)
Annual Revenue (2023):	£42.3 million

## Key Personnel

Name	Position	Background
Sarah Chen	Chief Executive Officer	Former VP of Engineering at Accenture; 18 years IT industry experience
Marcus Williams	Chief Financial Officer	Chartered Accountant; Previously CFO at DataCore Systems
Dr. Priya Sharma	Chief Technology Officer	PhD Computer Science (Cambridge); Former Research Lead at ARM Holdings
James Patterson	Chief Operating Officer	MBA (London Business School); 15 years operational management

## 2. SANCTIONS & COMPLIANCE SCREENING

**Screening Date:** December 10, 2024

**Screening Provider:** Dow Jones Risk & Compliance

**Screening Coverage:** OFAC, UN, EU, UK HMT, OFSI, PEP databases

### Screening Results

Entity/Individual	Sanctions Lists	Result
TechFlow Solutions Limited	All major sanctions lists	✓ NO MATCH
Sarah Chen (CEO)	PEP & Sanctions screening	✓ NO MATCH
Marcus Williams (CFO)	PEP & Sanctions screening	✓ NO MATCH
Dr. Priya Sharma (CTO)	PEP & Sanctions screening	✓ NO MATCH
James Patterson (COO)	PEP & Sanctions screening	✓ NO MATCH

### Regulatory Compliance Status

Regulation/Standard	Status	Certificate/Evidence
UK GDPR / Data Protection Act 2018	Compliant	ICO Registration: Z8347291; Last audit Oct 2024
ISO 27001:2022 (Information Security)	Certified	Cert #: IS 674829; Valid until: June 2025
ISO 9001:2015 (Quality Management)	Certified	Cert #: QM 389472; Valid until: March 2025
Cyber Essentials Plus	Certified	Cert #: CEP-2024-001-8473; Valid until: Aug 2025
SOC 2 Type II	Compliant	Report dated: September 2024 (annual)
Export Control Compliance	Registered	No controlled technology exports; Internal policy documented

### Anti-Bribery & Corruption

**UK Bribery Act 2010 Compliance:** Documented policies in place

- Anti-Bribery & Corruption Policy (reviewed annually, last update: January 2024)
- Gifts & Hospitality Register maintained
- Whistleblowing policy and confidential hotline operational
- Annual mandatory training completion rate: 98% (2024)
- No reported incidents in past 5 years

## 3. FINANCIAL HEALTH ASSESSMENT

## Financial Summary (Last 3 Years)

Metric	2023	2022	2021
Revenue	£42.3m	£37.8m	£32.1m
Gross Profit	£18.9m	£16.2m	£13.8m
Operating Profit (EBIT)	£4.7m	£3.9m	£2.8m
Net Profit	£3.8m	£3.1m	£2.3m
Total Assets	£28.4m	£24.1m	£19.7m
Total Liabilities	£11.2m	£10.8m	£9.4m
Shareholders' Equity	£17.2m	£13.3m	£10.3m

## Key Financial Ratios

Ratio	2023	Industry Benchmark	Assessment
Current Ratio	2.3	1.5 - 2.0	Strong
Quick Ratio	1.8	1.0 - 1.5	Healthy
Debt-to-Equity	0.39	< 0.5	Low leverage
Net Profit Margin	9.0%	7-10%	Above average
Return on Equity	22.1%	15-20%	Excellent
Interest Coverage	18.5x	> 3.0x	Very strong

## Credit Rating & Banking

**Credit Rating (Dun & Bradstreet):** 3A1 (Low Risk)

**Credit Score:** 82/100 (Good)

**Payment Behavior:** No late payments recorded in past 24 months

**Primary Banking Relationship:** HSBC Business Banking (since 2015)

### Banking Facilities:

- Working capital facility: £5 million (unutilized as of Nov 2024)
- Trade finance facility: £2 million
- No defaults or covenant breaches reported

**Note:** Company secured £8 million Series B funding in June 2024 from Horizon Ventures and Cambridge Innovation Capital. This has significantly strengthened the balance sheet and

working capital position.

## 4. OPERATIONAL CAPABILITIES

### Service Delivery Locations

Location	Function	Staff Count
Cambridge, UK (HQ)	Development, Operations, Admin	185
Manchester, UK	Customer Support, QA	65
Dublin, Ireland	EU Operations Hub	35

### Technical Capabilities

#### Core Technologies:

- Cloud Platforms: AWS Advanced Tier Partner, Microsoft Azure Gold Partner
- Development Stack: Python, Java, Node.js, React, Kubernetes, Docker
- Security: Penetration testing (quarterly), 24/7 SOC, SIEM implementation
- AI/ML: TensorFlow, PyTorch certified developers (12 FTE)

#### Infrastructure:

- Primary hosting: AWS eu-west-2 (London), with DR in eu-west-1 (Ireland)
- Data centers: Tier III certified
- Network uptime: 99.97% (2024 YTD)
- Backup: Automated daily, tested quarterly

### Quality Certifications & Methodology

Certification/Practice	Details
ISO 9001:2015	Quality Management System - Certified March 2019, renewed 2022
Development Methodology	Agile/Scrum with SAFe framework for enterprise projects
Project Management	Prince2 and PMI-certified project managers (15 staff)
Quality Assurance	Dedicated QA team (22 staff); automated testing >80% coverage
Code Review Process	Mandatory peer review; automated code quality gates (SonarQube)

### Business Continuity & Disaster Recovery

**Business Continuity Plan:** Last updated September 2024; tested annually

### Disaster Recovery:

- RTO (Recovery Time Objective): 4 hours for critical systems
- RPO (Recovery Point Objective): 1 hour maximum data loss
- Backup sites: Secondary office in Manchester; cloud DR in AWS Ireland
- Last DR test: October 2024 - Successful restoration within RTO/RPO targets

### Insurance Coverage:

- Professional Indemnity: £10 million (AXA Insurance)
- Cyber Liability: £5 million (Hiscox)
- Business Interruption: £15 million (Allianz)
- All policies current; no claims in past 3 years

## 5. ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG)

### Environmental Performance

Metric	Performance	Target
Carbon Emissions (Scope 1 & 2)	285 tCO2e (2023)	Net Zero by 2030
Renewable Energy Usage	78% (2024)	100% by 2026
Office Waste Recycling Rate	84%	>80%
Cloud Infrastructure	AWS renewable energy regions	Carbon-neutral hosting

### Environmental Initiatives:

- Science-Based Targets initiative (SBTi) commitment submitted August 2024
- Carbon offset program for business travel (partnership with ClimateCare)
- ISO 14001 Environmental Management System - certification in progress (expected Q2 2025)
- Published annual Sustainability Report since 2022

### Social Responsibility

#### Workforce Diversity (2024):

- Gender balance: 42% female, 58% male (target: 45/55 by 2025)
- Ethnic diversity: 38% from minority ethnic backgrounds
- Board diversity: 40% female representation
- Disability inclusion: Disability Confident Employer (Level 2)

#### Employee Wellbeing:

- Employee satisfaction score: 82% (annual survey, Nov 2024)
- Staff turnover rate: 11% (below industry average of 18%)
- Mental health support: Employee Assistance Program, mental health first aiders
- Living Wage Foundation accredited employer
- Flexible working policy: 65% hybrid, 20% remote, 15% office-based

#### Supply Chain & Ethics:

- Modern Slavery Statement published annually (compliant with MSA 2015)
- Supplier Code of Conduct enforced for all tier-1 suppliers
- No allegations or findings of forced labor or human rights violations
- Community engagement: 1% of profits donated to STEM education charities

### Governance Structure

Governance Element	Details
Board Composition	5 directors: 3 executive, 2 non-executive independent
Board Meetings	Quarterly (minimum); 100% attendance in 2024
Audit Committee	Established 2020; chaired by independent NED (qualified accountant)
Risk Committee	Quarterly risk register review; escalation process documented
Ethics Hotline	Third-party operated; anonymous reporting available 24/7
Data Protection Officer	Dedicated DPO appointed (Sarah Mitchell, CIPP/E certified)

**Area for Development:** While the company has strong governance foundations, formal external ESG rating assessment has not yet been conducted. Company is considering B Corp certification application in 2025.

## 6. RISK INDICATORS & RED FLAGS

### Litigation & Disputes

**Current Litigation:** None active

**Past 5 Years:**

- 2021: Employment tribunal case (unfair dismissal claim) - Settled confidentially, no admission of liability
- 2020: Contract dispute with former client (£45k claim) - Resolved through mediation
- No IP infringement claims or regulatory enforcement actions

### Adverse Media & Reputational Issues

### Media Screening (Last 24 months):

- Predominantly positive coverage related to awards and growth
- Tech Industry Awards 2024: "Best Cloud Services Provider" finalist
- Featured in Sunday Times Tech Track 100 (2023, 2024)
- No negative media or reputational concerns identified

### Dependency & Concentration Risks

#### Customer Concentration:

- Top 5 customers represent 48% of revenue (2023)
- Largest single customer: 18% of revenue (3-year contract, expires Dec 2025)
- **Risk Level: MEDIUM** - Moderate concentration presents revenue risk if major client lost

#### Supplier Dependencies:

- AWS and Azure: Critical infrastructure partners - mitigated by multi-cloud strategy
- Subcontractors: 12% of project delivery via vetted partners (all UK-based)
- No single-source critical dependencies identified

### Cybersecurity Incidents

#### Reported Incidents (Past 3 years):

- 2023: Phishing attempt - No data breach; staff training reinforced
- 2022: DDoS attack mitigated - No service disruption; incident response plan activated successfully
- No data breaches or ICO-reportable incidents
- Penetration test results: No critical vulnerabilities (last test: Nov 2024)

## 7. REFERENCES & PERFORMANCE TRACK RECORD

### Client References

Client	Project Type	Value	Duration	Performance
FinServe Bank plc	Core banking platform migration	£3.2m	18 months (2022-2024)	On time, on budget; 95% satisfaction rating
RetailCo Ltd	E-commerce platform development	£1.8m	12 months (2023-2024)	Delivered 2 weeks early; exceeded KPIs
NHS Foundation Trust	Patient management system	£2.1m	24 months (ongoing)	Phase 1 & 2 successful; Phase 3 in progress

### Performance Metrics (2024 YTD):

- On-time delivery rate: 94%
- Customer satisfaction (NPS): 68 (Industry avg: 45)
- Project success rate: 96%
- Contract renewals: 89%

### Industry Recognition

- UK Cloud Computing Excellence Award 2024 - Winner
- Cyber Security Excellence Awards 2024 - Finalist
- Computing Security Awards 2023 - Security Team of the Year (Shortlisted)
- Tech Nation Rising Star 2023

## 8. SUPPORTING DOCUMENTATION

The following documents have been reviewed and are available upon request:

- ✓ Certificate of Incorporation
- ✓ Articles of Association (current)
- ✓ Audited Financial Statements (2021, 2022, 2023)
- ✓ Management Accounts Q1-Q3 2024
- ✓ ISO 27001, ISO 9001, Cyber Essentials Plus Certificates
- ✓ SOC 2 Type II Report (2024)
- ✓ Professional Indemnity & Cyber Insurance Certificates
- ✓ GDPR Compliance Documentation & Privacy Policy
- ✓ Information Security Policy Suite
- ✓ Business Continuity & Disaster Recovery Plan
- ✓ Anti-Bribery & Corruption Policy
- ✓ Modern Slavery Statement 2024
- ✓ Sustainability Report 2023
- ✓ Client Reference Letters (3)
- ✓ Sanctions Screening Report (Dow Jones)
- ✓ Credit Report (Dun & Bradstreet)
- ✓ Corporate Structure Chart
- ✓ Key Personnel CVs

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**Document Classification: CONFIDENTIAL**

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Note: Information current as of December 15, 2024. Prospective clients should verify all material information independently.