

The information detailed within this document will be updated on an annual basis, at minimum.

Issue Date: January 2024

<b>GENERAL</b>	
<b>Supplier Details:</b>	
Address:	Häfele U.K. Limited, Swift Valley Industrial Estate, Rugby, Warwickshire. CV21 1RD
Telephone:	01788 542020
Facsimile:	01788 544440
E-mail:	<a href="mailto:Info@hafele.co.uk">Info@hafele.co.uk</a>
Website:	<a href="http://www.hafele.co.uk">www.hafele.co.uk</a>
Product/service supplied:	Furniture fittings and associated accessories, architectural, lighting and general ironmongery products. We are a stockist and distributor of globally sourced products, with a number of manufacturing outlets within the Häfele group as a whole.
Trade Association Memberships:	FIRA (gold member), Lighting Association, GAI (full member) and Guildmark member.
<b>Responsibilities:</b>	
Managing Director	R. Curtis
Chief H.R. Officer	B. Tyce
Chief Financial Officer	N. Cole
Chief Sales Officer	G. Bevan
Chief Operations Officer	A. Haworth
Chief Commercial Officer	L. Dicey
Integ. Man. Systems Manager:	J. Callaghan
H & S Manager:	A. Price
Head of Compliance, HS	R. Liquorish
<a href="mailto:anie.price@hafele.co.uk">Please contact anie.price@hafele.co.uk</a> for details of Häfele U.K. Limited's Health and Safety System and accreditation.	
<b>See the organisation chart attached for further information.</b>	
Head Office:	Häfele K.G., Postfach 1237, D72192, Nagold, Germany.
Number of employees:	400
What year was the company established?	1980
Turnover details are obtainable from Companies House.	

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CUSTOMER SUPPORT/ACCOUNTS	
Can product literature be supplied?	Yes
Our Complete Häfele catalogue can be requested direct from our customer support department, details can be obtained from our website, or individual catalogue pages can be faxed or e-mailed to customers as required.	
Can a price list be provided?	Yes
Registered customers who have been issued with a password have access to the Häfele online catalogue ( <a href="http://www.hafele.co.uk">www.hafele.co.uk</a> ) and are able to see the most up to date product prices.	
Can a 'Certificate of conformity' be provided for goods/services?	Yes
If we are notified at the time of placing your order.	
In which geographical areas can Häfele offer their services?	Nationwide.
What is your percentage of on time deliveries?	98.50%
How is this measured and documented?	
Late delivery statistics from our customer complaints programme and monthly performance evaluation data for our main carriers, DX Freight and DX Express.	
Do you operate any shutdown periods?	No
What warranty period do you offer for your products?	See below
It is the company's policy to review each individual case on its own merits and in accordance with relevant legislation but, as a general guideline, we offer a lifetime guarantee on six of our own-house brands and we offer twelve months warranty on all other items supplied, provided they were used in their intended purpose and were only subjected to what could reasonably be considered to be normal use.	
Where applicable, are your products C.E. marked?	Yes
Can you handle credit card transactions?	Yes
Do your products conform to the General Product Safety Regulations: 2005?	Yes
Is Häfele a Private or Public Company?	Private
What is Company registration number?	1486136
What is V.A.T. registration number?	GB 307 3713 76
Name of Bankers:	
H.S.B.C. Bank plc, 15 Church Street, Rugby. CV21 3PN	
Account Number:	21186337
Sort Code:	40-39-11
Date of financial year end:	31 <sup>st</sup> December
Trade references are available upon request.	

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ENVIRONMENTAL/PACKAGING		YES/NO (where applicable)
Is there an appointed 'Environmental Manager'?	Name of individual: J. Callaghan	Yes
Do you have a documented Environmental Policy?		Yes
See attached Management System Policy Statement.		
Are you registered to ISO 14001 for Environmental Management?		Yes
Date of last assessment?	05.06.23 – 08.06.23	
Assessment body?	NQA	
Certification number?	E 604. See the NQA ISO14001 certificate enclosed.	
What actions have you taken to reduce the impact of your products/service on the environment?	We have undertaken environmental risk assessments and implemented control procedures and established improvement objectives, where necessary.	
Do you assess the environmental awareness and practises of your supply chain?		Yes
Yes, via SMETA audits and Self-Assessment questionnaires.		
Have there been any environmental performance related criminal or civil actions against you in the last five years?		No
Does product packaging conform to the 2015 Packaging (Essential Requirements) Regulations?		Yes
Is Häfele obligated under the Producer Responsibility Obligations (Packaging Waste) Regulations 2007 and the Extended Producer Responsibility (EPR) legislation?		Yes
Is Häfele able to supply accurate packaging data if requested?		Yes
Is packaging supplied either recyclable or biodegradable?		Yes
Do you establish environmental improvement targets annually?		Yes
A new Improvement Programme is established each year, which includes details of environmental improvement targets.		
Is the packaging regularly reviewed to ensure it is appropriate?		Yes
Are there planned arrangements for dealing with waste?		Yes
Do such arrangements meet relevant legislation?		Yes
Are products/packaging C.F.C. free?		Yes
If you supply wood products, is the wood F.S.C. certified?		See below
Häfele U.K. have obtained accreditation (26.02.04) for those wooden products which our customers specify must be from an F.S.C. certified source. Date of last surveillance visit by BM Trada on 19.01.23. (Registration number TT-COC-001523). See certificate enclosed.		
Has animal testing been used on raw materials or finished goods?		No
Are the E.M.S. and F.S.C. processes regularly audited internally by trained auditors?		Yes
If 'Yes', please specify frequency of audits.	At minimum annually.	
Have you carried out reviews of your supply base to ensure the WEEE, RoHS and REACH compliance of their products?		Yes

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Do you measure your carbon footprint – gross CO2e emissions (tonnes) annually?	Yes
<a href="#">Our 2022 CO2e gross emissions figure was 933.7 tonnes.</a>	
Häfele U.K. Limited has achieved 2023 Gold Membership level status on the Constructionline platform, which is a UK based certification and accreditation scheme that prequalifies contractors and suppliers for construction projects.	

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<b>QUALITY ASSURANCE</b>		YES/NO (where applicable)
Does Häfele U.K. have a formal, accredited Quality System?		Yes
What Standard is the accreditation against?	BS EN ISO 9001 : 2015	
Certificate number?	4055. See the NQA ISO9001 certificate enclosed.	
Assessment body?	NQA	
Date of the last surveillance visit?	05.06.23 – 08.06.23	
Scope of registration?	Stockholding and distribution	
Date of registration?	4 <sup>th</sup> June 2001	
Date of expiry?	21 <sup>st</sup> June 2026	
Frequency of visits by NQA?	Annually (four man days each time).	
Person responsible for the Quality System?	J. Callaghan	
Number of individuals employed on quality control?	6 - Q.A. department personnel 12 - Goods inwards inspectors	
If an agent or distributor, please indicate which, if any of your major principals have achieved ISO9000 or equivalent accreditation?		
Our main supplier, our parent company Häfele K.G., has attained both ISO9001 and ISO14001 accreditation. We also have numerous other vendors who have attained ISO accreditations.		
Is there a Management System Manual in place?	See index enclosed.	Yes
Can a full copy be provided upon request?		See below
It is not standard practise to issue full copy sets, but exceptions can be made when authorised by the I.M.S. Manager.		
Do you only use ISO9000 registered vendors?		See below
Häfele U.K. ensure that purchase orders are only placed with formally approved vendors from a list of approved vendors, whose performance is monitored and analysed on an ongoing basis but, whilst ISO9000 accreditation is preferable, it is not compulsory at this time.		
The main accredited testing houses used for relevant products?		Yes
Lighting Association and UL VS Hong Kong.		
Does your company have a formal vendor appraisal and rating system?		Yes
Vendor evaluation is carried out in accordance with our vendor manual requirements, as detailed in our work instruction reference PUR.09, and is performance driven.		
Are processes covered by clear work instructions?		Yes
Are documented work instructions available if required?		Yes
Are records maintained for employee training?		Yes

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Do you undertake regular internal process audits by trained auditors?	Yes
If YES, please specify frequency of audits.	See below
Main processes audited annually. High risk work instructions audited annually. Low risk work instructions audited on a three-year cycle.	
Would you agree to an on-site audit of your Quality System, if arranged at a mutually agreed time?	Yes

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	YES/NO (where applicable)
Do you maintain a list of approved vendors and sub-contractors?	Yes
If Yes, please specify methods of approval, i.e. questionnaires, interviews etc.	
Vendor assessment visits are undertaken, when it is believed to be necessary, self-assessment questionnaires are completed, and referrals from within the industry are also acknowledged.	
Describe how you monitor and assess customer satisfaction?	
Customer perception of the quality of our service and products is assessed for Management Review Meeting reports and is based upon a range of available information such as: A Customer Satisfaction Index measure (C.S.I.), customer feedback (letters of appreciation etc.), representative and Regional Manager reports, customer satisfaction questionnaires, vendor performance appraisals and customer complaint statistics.	
To whom should complaints be addressed?	
Customer Support or Customer Care departments.	
Do you employ Continuous Improvement principles? If Yes, give examples.	Yes
To comply with the requirements of ISO9001/ISO14001, Clause 10.3 Continual Improvement, Häfele U.K. produce an annual Business Improvement Programme, where we record all improvement objectives relating to quality, the environment or health and safety.	
Do you provide technical support?	Yes
Do you provide analysis of non-conformities in the Quality System, including trend analysis?	Yes
Are inspection stages clearly identified within process maps and work instructions, and are inspection records retained?	Yes
Are all incoming goods examined?	Yes
Inspection levels of incoming goods are determined by vendor performance but, all first time delivered items undergo 'initial delivery inspection', which involves inspection against relevant product literature, in accordance with the Initial delivery work instruction - Q.A.03.	
Are rejected items segregated?	Yes
Do you keep records of corrective actions taken?	Yes
Do you have procedures for storage and handling?	Yes

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Is final inspection carried out before delivery?	See below
As a company we employ an 'in-process inspection' policy involving multi-tiered visual inspection levels throughout the various warehouse processes, culminating in either final calculated weight verification, or weight mis-match inspection, at the despatch stage.	
Is stock rotation practised?	Yes
Is measuring and test equipment regularly checked and calibrated?	Yes
If necessary, can equipment calibration results be traced back to National Standards?	Yes
Is such equipment adequately identified?	Yes
Does your Company have established, reportable K.P.I.'s in place?	See below
All departments have established K.P.I.'s, which they are required to detail their respective Departmental Plans and report upon in scheduled Management Leadership Team meetings. The I.M.S. Manager also provides a K.P.I. performance report in the annual Q.M.S. Review meeting.	



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<b>EMPLOYERS LIABILITY INSURANCE</b>	
Insurers:	Aviva
Policy Number:	100610771CCI
Next Renewal Date:	29 <sup>th</sup> June 2024
Limit of Indemnity:	£25,000,000
<b>PUBLIC AND PRODUCT LIABILITY INSURANCE</b>	
Insurers:	HDI Global
Policy Number:	73107604 01083 113 4029000
Next Renewal Date:	1 <sup>st</sup> January 2025
Public/Products Liability Insurance Value:	15,000,000.00 each occurrence 30,000,000.00 annual aggregate