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Issue Date: August 2020

GENERAL	
<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 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>	
Chief Executive Officer	C. Chambers
Chief Financial Officer	N. Cole
Chief Sales Officer	G. Bevan
Chief Marketing Officer	C. Thacker
Head of I.T.	M. Curtis
Chief H.R. Officer	B. Tyce
Chief Operations Officer	A. Haworth
Chief Commercial Officer	L. Dicey
Integ. Man. Systems Manager:	J. Callaghan
H & S Manager:	R. Liquorish ( <a href="#">Responsible for health and safety issues</a> )
<b>See the organisation chart attached for further information.</b>	
Head Office:	Häfele K.G., Postfach 1237, D72192, Nagold, Germany.
Number of employees:	432
What year was the company established?	1980
Turnover details are obtainable from Companies House.	

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<b>CUSTOMER SUPPORT/ACCOUNTS</b>	
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 TNT.	
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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<b>ENVIRONMENTAL/PACKAGING</b>		YES/NO (where applicable)
Is there an appointed 'Environmental Manager'?	Name of individual: J. Callaghan	Yes
Do you have a documented Environmental Policy?		Yes
<b>See attached Management System Policy Statement.</b>		
Are you registered to ISO 14001 for Environmental Management?		Yes
Date of last assessment?	14.04.20 – 15.04.20	
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?		
<b>We have undertaken environmental risk assessments and implemented control procedures and improvement programmes, where necessary.</b>		
Do you check the environmental performance of your vendors?		Yes
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 2017?		Yes
Is Häfele able to supply accurate packaging data if requested?		Yes
Is packaging supplied either recyclable or biodegradable?		Yes
Is packaging used recoverable?		Yes
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
<b>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 Exova on 20.12.19.</b>		
<b>(Registration number TT-COC-001523). See the Exova certificate enclosed.</b>		
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.	<b>At minimum annually.</b>	
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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<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?	14.04.20 – 15.04.20	
Scope of registration?	Stockholding and distribution	
Date of registration?	4 <sup>th</sup> June 2001	
Date of expiry?	22 <sup>nd</sup> June 2023	
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?	7 - Q.A. department personnel 13 - 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 who appear on a computer list of approved vendors and whose performance is monitored and analysed on an ongoing basis but, whilst ISO9000 accreditation is preferred, 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.	At minimum annually.
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: Customer feedback (letters of appreciation etc.), representative and Product 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 carried out and defined?	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 report upon in minuted Commercial meetings and Commercial Leadership Team meetings, and the I.M.S. Manager 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:	30 <sup>th</sup> June 2021
Limit of Indemnity:	£25,000,000
<b>PUBLIC AND PRODUCT LIABILITY INSURANCE</b>	
Insurers:	Allianz Global Corporate & Speciality SE
Policy Number:	GBL00200418B DEL004168M (Global)
Next Renewal Date:	31 <sup>st</sup> December 2020
Public/Products Liability Insurance Value?	1,000,000 Euros per occurrence 15,000,000 Euros per occurrence (Global)



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<b>HEALTH AND SAFETY</b>		YES/NO (where applicable)
Name of individual responsible for health and safety?	<a href="#">R. Liquorish</a>	
Do you have a direct contact facsimile number?	01788 548148	Yes
Is there a direct e-mail address for the above?	<a href="mailto:rhiain.liquorish@hafele.co.uk">rhiain.liquorish@hafele.co.uk</a>	Yes
Does Häfele U.K. have a formal, OHSAS 18001 accredited, Health & Safety System?		Yes
Certificate number?	H1346. See the OHSAS 18001 certificate enclosed.	
Has your Company ever been prosecuted under Health and Safety Legislation?		No
Do you have a process for ensuring accidents and incidents are investigated and action taken to prevent recurrence?		Yes
Do you provide formal training for staff in health and safety matters?		Yes
Do you provide staff with information on risks to health and safety?		Yes
Do you have first aid staff employed on each site?		Yes
Do you have formal procedures for recording health and safety incidents?		Yes
Are you aware of your responsibilities under all current H.S.E. legislation?		Yes
Do you undertake risk assessments on all tasks/projects?		Yes
Do you employ your own safety advisors?		See below
<b>OSTAS</b>		
<a href="#">This company is employed by Häfele for Spill/M.S.D.S./NEBOSH training.</a>		
Do you have a process for ensuring plant and equipment are maintained in a safe condition and complies with legal requirements?		Yes
Will M.S.D.S. information be supplied with appropriate products on each delivery?		See below
<a href="#">Material safety data sheets (M.S.D.S.) are available via the company website <u>www.hafele.co.uk</u> (services/reference library/M.S.D.S. reports sections) or upon request from our customer support team or, in the case of Intranet orders, in the online order basket, when a M.S.D.S. related product is selected.</a>		
How long are records available for regarding safety statistics and accident records?		10 years