

Rectella

INTERNATIONAL LIMITED

QA5(a) R SUPPLIER MANUAL Issue 1: April 2013



Introduction

Offering good value is important to Rectella International Limited and will remain key to our success going forward. As our customers grow ever more demanding, we need to apply more thought and resources towards meeting our Customers' expectations on quality and responsible sourcing behaviour. We will not accept product and packaging that is unfit for purpose and we will be consistent in rejecting supply that does not meet the standard we expect and the specification we have agreed.

As a valued supplier, we expect you to have thorough quality processes, as well as quality assurance and quality control personnel who understand and fulfil our quality requirements every time. Where a product comes from overseas, we require full traceability back to its origin. Suppliers must be able to provide evidence that we are adhering to responsible, ethical sourcing standards in all cases.

A continuous improvement programme is expected from all of our suppliers and audits will require completing as evidence of commitment to this quality promise.

The following pages outline the requirements you will be expected to fulfil as a supplier to Rectella International Limited.

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Section 1 – Social and Ethical Trading and Responsibility

Rectella International Ltd has a strict policy to use only socially and ethically responsible suppliers. We expect our suppliers to monitor the management practices of their supply chain for our goods, using the Ethical Trading Initiative's base code as the benchmark. This is particularly important where the chain involves links that are outside the European Union.

All trading partners will be required to provide full visibility of their supply chain and commission audits using a recognised independent audit company. The resulting reports must be made available to Rectella International Ltd to demonstrate compliance with our standards.

Our preferred ethical audit type is SMETA (SEDEX members' ethical trade audit) but audits already in place may be considered. We can arrange for your company to be audited by our preferred audit body but this will be at your cost. They will then ensure that the audit report is made available to us.

Any company unwilling to undergo an ethical audit will not be recognised as a supplier to Rectella International Ltd.

Whether you agree to set a date for the audit or if you already have an audit, you will be required to fill in our 'Social and Ethical Trading Form' containing questions regarding your position. Please see bottom of this page for the link and also page 12 for information on this form.

SEDEX Membership Requirements

All suppliers and their factories are required to be members of SEDEX (Supplier Ethical Data Exchange).

SEDEX acts as a tool whereby factories can share ethical audit information with their customers manage action plans and therefore reduce the number of audits required. There are different types of SEDEX membership available and the SEDEX team will be able to advise you of what type of membership you will require. Normal membership will be a 'B' member.

B Type Membership of SEDEX is at your cost and is currently around £30 per annum.

Once membership is obtained suppliers need to link to Rectella International Ltd.

Visit the SEDEX site for more information on membership and training. www.sedex.org.uk

Ethical Audit Reports

As a new or current supplier, if you already have an ethical audit report in place you must make it available to us, along with any Corrective Action Plan (CAP), via the SEDEX site in order for us to review it.

If you do not possess an appropriate audit report you will need to arrange one through an approved third party Provider (SGS/INTERTEK). Once completed, they will upload ethical audit reports to the SEDEX database.

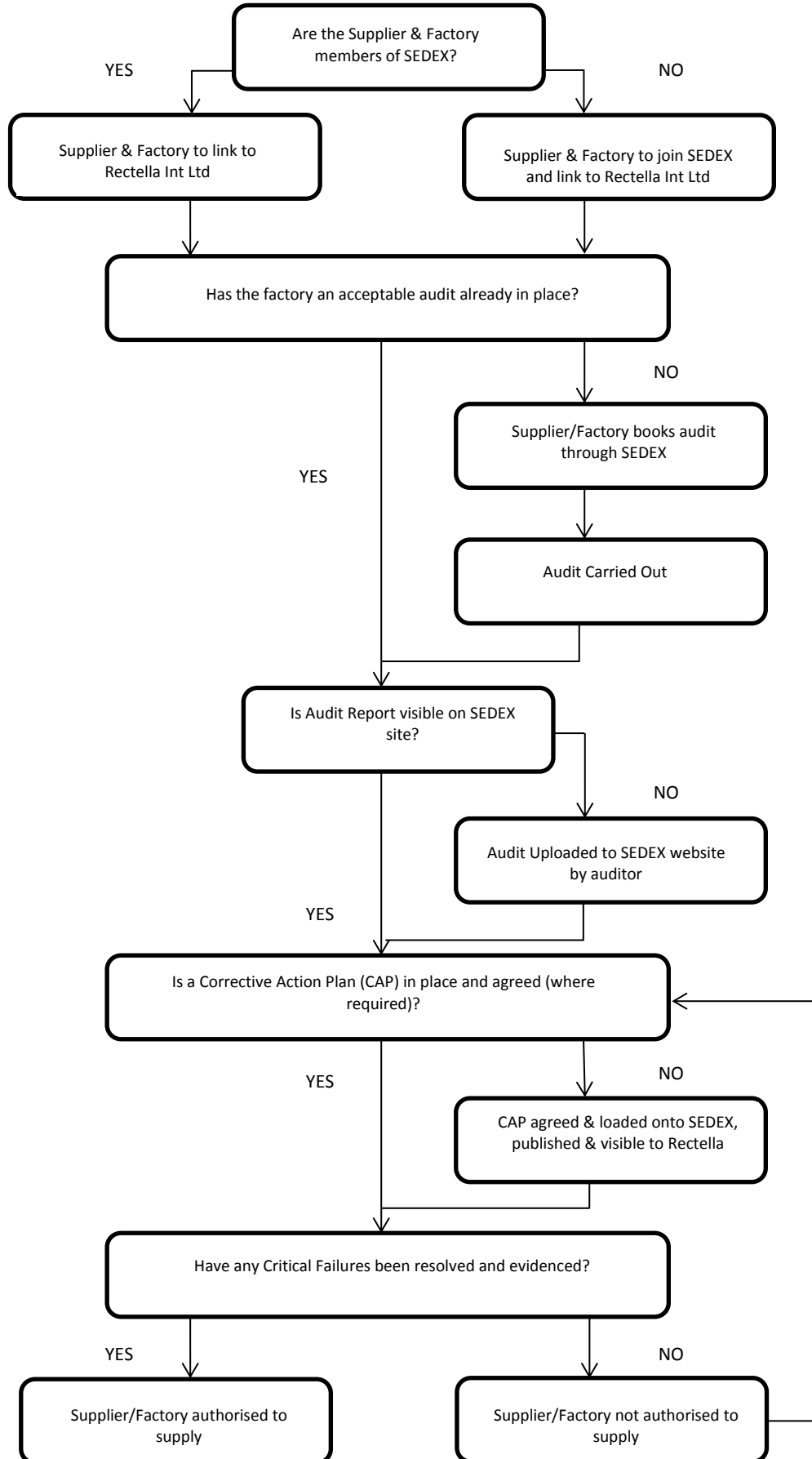
The relevant Form to be completed for this section is available on the website:

www.barbequick.com

The relevant form to be completed for this section is:

Social and Ethical Trading/QA5(c)R

Ethical Audit Process Flow Chart



Section 2 – Technical Standards and Quality Systems

Rectella International Ltd also have a policy to use only suppliers who can demonstrate that they work to high standards and have in place an effective quality management system. We also expect our suppliers to monitor the quality management systems of their supply chain for our goods. There may be several acceptable quality systems but we currently recommend the implementation of BRC Global for Consumer Products or ISO9001:2008 standards. We recognise that this target may take some considerable time and effort to achieve in certain cases but can guarantee the benefits of working towards this goal.

Suppliers that are not BRC or ISO9001 accredited are advised to undergo an independent technical / quality systems audit which can be arranged by Rectella International Ltd but will be at your expense. If the supplier thinks this is not possible, a Rectella Representative will visit the Supplier to perform a Supplier Technical Audit.

Whether you agree to set a date for an independent audit, Rectella Supplier Audit or if you already have an audit, you will be required to fill in our 'Technical Standards and Quality Systems Form' containing questions regarding your position. Please see the bottom of this page for the form and page 12 for information on this form.

Technical Audit Reports

As a new or current supplier if you already have a technical audit report in place you must make that available to Rectella International Ltd in order for us to review it, along with any Corrective Action Plan (CAP).

Audit Fails

Most audits, including Ethical and Technical, will have a Corrective Action Plan (CAP) report which will advise the work that is required to obtain a pass and a timescale for this work to be completed. Audit fails are only recorded in cases of extreme deviation from the required standards.

Rectella International Ltd will work with our suppliers to help ensure the CAP is followed and the audit requirements completed.

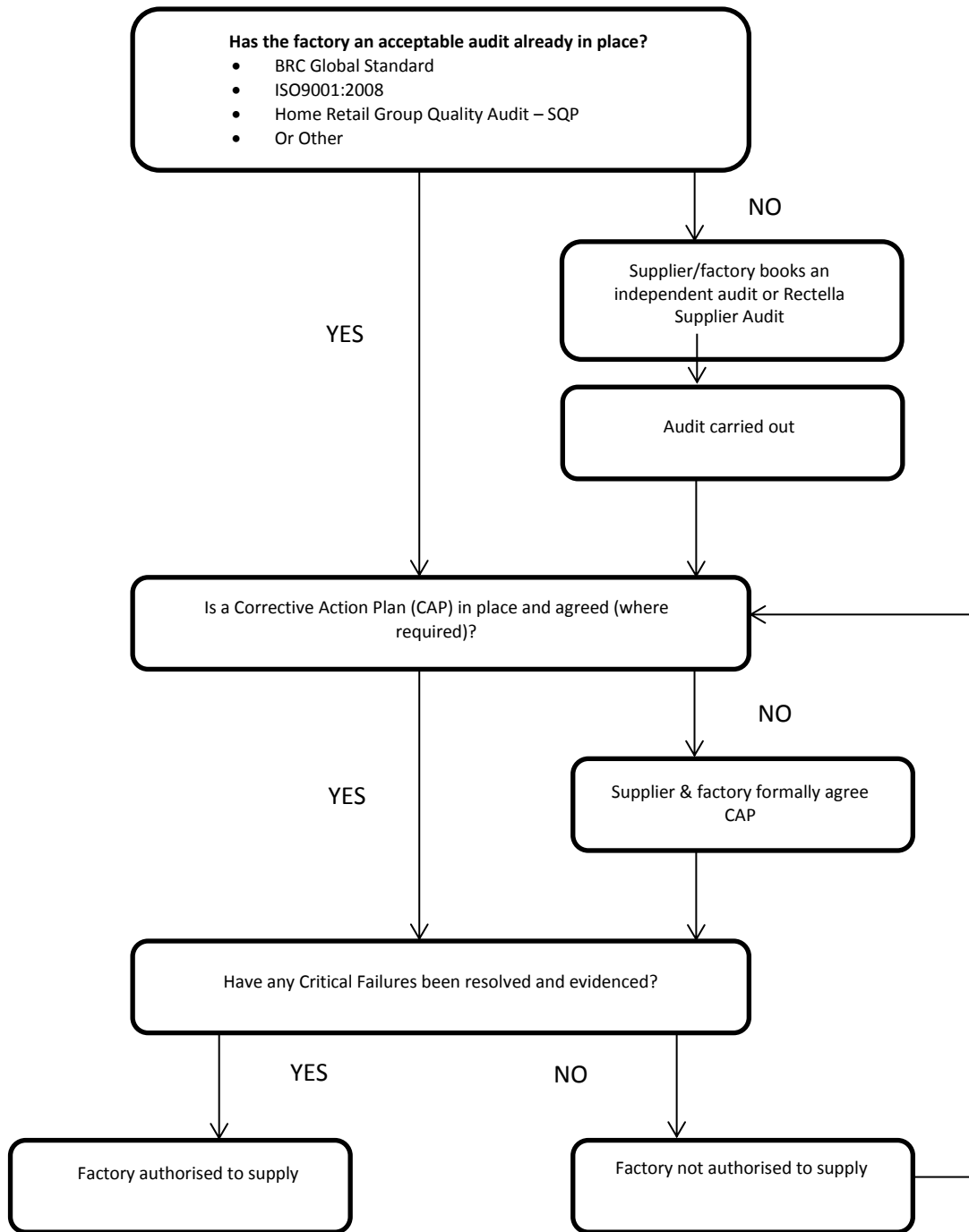
The relevant Form to be completed for this section is available on the website:

www.barbequick.com

The relevant Form to be completed for this section is:

Technical Standards and Quality Systems/QA5(d)R

Technical Audit Process Flow Chart



Section 3 – Product Quality and Compliance

Rectella International Ltd, are committed to providing goods that are safe, lawful, fit for purpose and represent exceptional value to our customers. We expect our suppliers to be the experts within their categories.

We seek to ensure this expertise through a quality assurance approach in which we assess the products that we sell and the suppliers who provide them. We expect our suppliers to have adequately resourced management systems that can identify what is needed and deliver products that consistently meet our customers' requirements.

Our suppliers must be able to demonstrate the monitoring of all relevant legislation, and be able to provide evidence of adequate product testing to any relevant standards and must be confident that due diligence is being applied.

As part of this process, suppliers are required to support our assessment process by providing documentation and information, as requested, on their management systems and their products.

In order for a Product to be accepted it must follow our process for approval.

Product Assessment Procedure and Criteria

We assess products against our own technical requirements and product specific legal standards. Our technical requirements are based on the experience of the retail sector, best practise procedures and product safety regulations specific or general. Products must have the assessment to show that they conform to all requirements. The assessment will be carried out by Rectella International Ltd Quality Department staff, but you must ensure that the products meet ALL requirements if they are to be considered as a Rectella line.

Once a sample product has been suggested, we will start the acceptance process.

The product must be sent to Rectella International QA department for initial product assessment, it may not be representative of final production i.e. different colour, incorrect packaging etc. but functionality and build quality must be correct. Products will be evaluated on the following criteria: Fit for purpose, reliability, performance, durability, foreseeable risk, possible misuse, relevant literature (for example: assembly instructions, guarantee etc.), ethically sourced materials (For example: sustainable timber sources etc.) and packaging. All legal requirements will be looked into and technical standards checked.

At the time of the assessment you will be asked to provide information relating both to the product and its manufacturing source. Failure to provide any necessary information will delay or prevent the product approval. Typical information requested would be:

- Supplier and Manufacturer name address and contact details.
- Detailed components & materials listing including regrind percentage
- Schematics & technical drawings of product
- Detailed operation, assembly and maintenance instructions
- Product risk assessment
- Production process flow chart with critical control points highlighted
- Information on pre-shipment inspection
- Information on product markings
- A full list of relevant standards applied in full or part
- Copies of relevant Certificates, Letters of declaration and Test Reports
- RoHS declaration of conformity where relevant

A sample must be supplied and the product must be assessed. This will be repeated until all parties have reached agreement on the specification and acceptable standard for production. Packaging, labelling, instructions and artwork will all be considered within this process.

Once agreed the final specification must be created by the Supplier/Rectella International Ltd QA to include all relevant details and inspection criteria. A Technical file will be created by all information and evidence provided within our 'Product Assessment Form' and signed off by Rectella International Ltd QA. Please see below link for this form and page 12 for information on this form.

The relevant Form to be completed for this section is:

[www.barbequick.com/supplierinfo/productassessment/QA5\(e\)R](http://www.barbequick.com/supplierinfo/productassessment/QA5(e)R)

Specific Regulatory Requirements

1. General Product Safety Regulations 2005

These regulations came into force on 1st October 2005 and replaced the General Product Safety Regulations 1994. They place an obligation on producers and distributors, which includes any company in the supply chain, to only supply products that are safe and to undertake relevant activities (where appropriate) to help ensure a product remains safe throughout its reasonably foreseeable period of use.

The 2005 regulations, among other things, introduce the requirement for producers and distributors who discover they have placed or distributed an unsafe product on the market, to notify the competent authorities of the fact. They must also tell those authorities what action they have taken to remove the risk to consumers.

For further guidance on this topic, please refer to the Department of Trade and Industry (DTI) website:

www.dti.gov.uk

2. Producer Responsibility Obligations (Packaging Waste) Regulations 2007

These regulations aim to ensure that the environmental costs of producing, using and disposing of packaging fall upon the industry itself. The regulations mean we are legally obliged to record the exact amount of packaging waste that accompanies every product we sell or provide to customers. A proportion of that waste must be recovered (reclaimed) and put to some use other than landfill, and a proportion must be recycled.

The information required from our suppliers refers to the packaging of each product that is sold to the customer, which is anticipated will be discarded after the customer has used the product. For each product (single selling unit) we log the weight in grams of the different packaging waste materials – paper, glass, aluminium, steel, plastic, wood and other. Waste packaging detail will be required on the new line form for the packaging on the consumer unit (primary) and for the transit packaging (secondary) on products supplied by companies based outside the UK. Rectella Int Ltd is committed to ensuring full compliance with this legislation and, therefore, insists on total cooperation from our suppliers.

For further guidance on this topic, please refer to the Department for Environment, Food and Rural Affairs (defra) website: www.defra.gov.uk

3. Timber Regulations / FSC® / PEFC

Rectella International Ltd are committed to ensuring that the timber extraction and trade associated with the timber products we sell does not harm forest conservation or the lives of people who live and work in the forests. We are committed to sourcing timber only from proven, well-managed forests and will use our buying power to promote good forest management. For any timber products we will only purchase when there is clear visibility of the supply chain backed up by a full chain of custody, as verified by FSC timber regulations.

All timber, or timber based materials, must be sourced from verified known and legal timber sources. You must ensure that all relevant documentation to prove this is obtained and retained by your company and provided upon request. If you are unable to provide evidence that your goods comply with EU Timber Regulations your goods will be rejected. You will be required to supply data in relation to products containing timber, or timber based materials for our annual reporting and continuous improvement process.

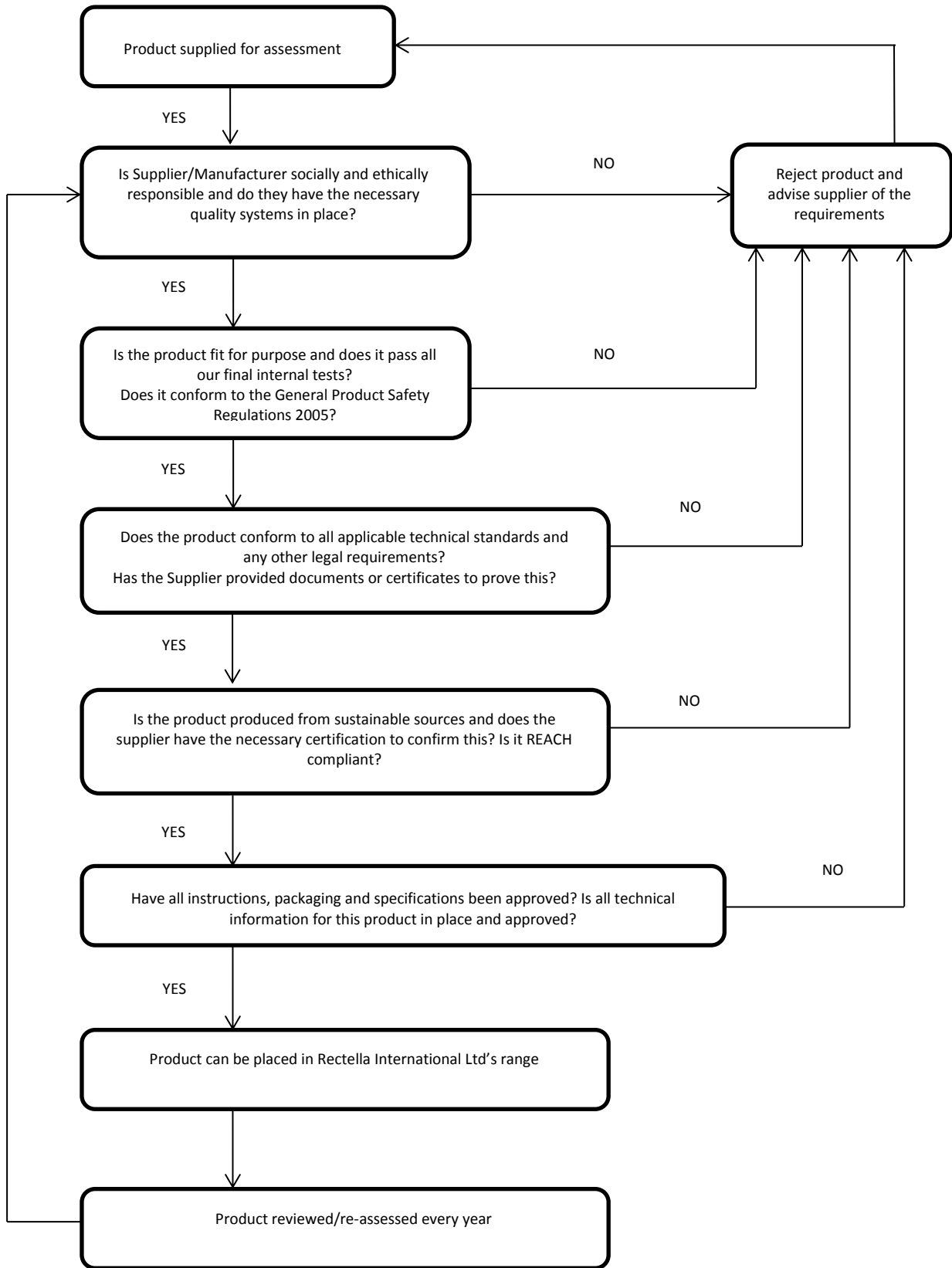
Further information on timber regulations can be obtained at http://ec.europa.eu/environment/forests/timber_regulation.htm

4. REACH (Registration, Evaluation, Authorisation of Chemical Substances)

Any products containing or consisting of substances and preparations will require a complete Bill of Substance (BOS) upon request, prior to order, such that we can fulfil our obligations under the REACH legislation. ALL suppliers will be required to submit data in respect of Substances of Very High Concern (SVHC) under REACH chemicals listed.

Further information on REACH and SVHC's can be obtained at <http://echa.europa.eu/web/guest/regulations/reach>
<http://www.reachready.co.uk/reachthebasics.php>

Product Assessment Process Flow Chart



Section 4 – Supply

Once your product has been accepted and orders have been placed this will hopefully be the beginning of a long and successful trading partnership. As a supplier to Rectella International Ltd you will be expected to provide evidence of product conformity with every delivery. This evidence will be agreed at the specification stage and may take the form of a check sheet, certificate of conformity, independent pre-shipment inspections or any other method agreed.

On an annual basis each supplier / manufacturer / product will be re-assessed to ensure that all documentation is current, still applicable or in need of amendment. If any problems are found it is the suppliers' responsibility to put this right.

In any case where a supplier refuses or is unable to correct any problem then Rectella International Ltd may choose to remove product from sale at the expense of the supplier.

Section 5 – What Happens Next?

As outlined, if you wish to become, or continue as supplier to Rectella International Ltd you need to make progress towards the requirements laid out in this manual.

Initially the supplier will receive copies of our supplier information forms and after completing, return it to the issuing party of Rectella International Limited. Any new supplier will be contacted to arrange a visit by a Rectella International Limited representative to discuss the findings. Any existing supplier may also expect a meeting request to discuss when applicable.

You are required to fill out the supplier information forms in acceptance of this supplier manual's terms and conditions to:

1. Help us to learn more about you (where you are, your people, size of organisation etc.)
2. Help us to learn more about your approach to Social & Ethical Responsibility
3. Help us to learn more about your Technical Standards & Quality Systems
4. Help us to learn more about your Product Safety and Risks.

It is a requirement of Rectella International that good communication is maintained throughout our trading partnership and we expect you to keep us informed of any progress or delays.

Finally, as you go through our supplier information forms you will see there are possible critical failure points. With information submitted by the supplier on each of the forms, and in cases, a visit from a Rectella International Limited representative you will achieve one of three statuses:

Approved to Supply – A Rating Status

The buyer will be informed and your trading account opened.

Conditionally Approved to Supply – B Rating Status

Rectella representative may identify areas for improvement. Within the forms these will be noted and discussed. Together we will agree and a timetable for improvements and all of these will be recorded. Provided you agree to these recommendations your trading account will be opened.

Not Approved to Supply – C Rating Status

This will be the result if a critical failure is shown in the forms. This will be reported and should we still wish to proceed you will have to address failures and improvements must be agreed with Rectella. If not, no supply.

The supplier shall be advised accordingly as to what status they have achieved by a Rectella representative.

Contacts

If you wish to discuss any of the points in this manual or anything regarding technical or quality issues
Please use the contact details below.

Quality Assurance Technician	:	Laura Ormerod	ormerodl@rectella.com	01282 478200
Quality Assurance Supervisor	:	Clive Starkie	starkiec@rectella.com	01282 478200
Quality Control Supervisor	:	Brian McGowan	mcgowanb@rectella.com	01282 478200

Forms

If you wish to become a supplier to Rectella International Limited or are an existing supplier, you will need to fill out the forms available for download from our website as detailed below:

1. www.barbequick.com

Manual Acceptance/QA5(b)R
Social and Ethical Trading/QA5(c)R
Technical Standards and Quality Systems/QA5(d)R

Forms 1 – 3 should be sent, completed, with all relevant documentation/certification to:

ormerodl@rectella.com

If you wish to submit a product for assessment you will need to fill out the form available for download from our website as detailed below:

Product Assessment/QA5(e)R

This form should be completed, and submitted with a physical sample of product, sent to:

Rectella International
Quality Department
Barbecue Distribution Centre
Bancroft Road
Burnley
Lancashire
BB10 2TP

***** END of SUPPLIER MANUAL *****

OFFICE USE ONLY

SUPPLIER MANUAL RECTELLA INTERNATIONAL LTD

Administration:

Bancroft Road,
Burnley,
Lancashire,
BB10 2TP

Issue / Amendment : 1
Date : 17/04/2013

Status : **LIVE – CONTROLLED DOCUMENT**

Relating Documents : QA5(b)R – Manual Acceptance Form
QA5(c)R – Social & Ethical Trading Form
QA5(d)R – Technical Standards & Quality Systems Form
QA5(e)R – Product Assessment Form

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Prepared By : L Ormerod
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Authorised By : J P Keighley

PLEASE NOTE: Signed copy is available from the Quality Department