



spinlock

**SUPPLIER GUIDE**

Issue 1 - January 2017

[www.spinlock.co.uk](http://www.spinlock.co.uk)

# Issue Amendments

Issue	Date	Amendments

**SUPPLIER AGREEMENT**

**Supplier:**

.....

**Address:**

.....  
.....  
.....

I the supplier, understand and agree to the terms and conditions of the supplier guide.

**Issue No / Date:**

.....

**Name:**

.....

**Position:**

.....

**Signed:**

**Date:**

.....

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# COMPANY OVERVIEW

Spinlock is an independent and innovative company, widely acknowledged as the world expert in ropeholding. Based in Cowes, UK, the 'Home of Yachting' with an office in the USA, Spinlock has over thirty years experience of designing and manufacturing rope holding equipment for sailing boats, from dinghies up to the largest superyachts.

Spinlock's cleats, clutches and jammers hold ropes from 2mm to 32mm in diameter and loads up to 12,000kg. The expert skills of our Special Projects Team are valued by America's Cup, Volvo Ocean Race, other leading racing teams, Open 60's and superyacht captains for the originality of their custom rope handling solutions.

Spinlock's Deckware Series includes the award winning Deckvest - the worlds leading lifejacket harness. The Deckvest is a completely new personal lifejacket harness solution that is attractive and comfortable to wear. Active campaigning by Spinlock about the Deckvest and the importance of wearing your own lifejacket harness has helped encourage a much more positive attitude towards sea safety. Power or sail, amateur, professional or commercial, wearing a well-fitting personal lifejacket has now become the norm.

Since 2010 we have been proud to supply special Deckvest versions to the International Certified Instructors of the highly regarded Royal Yachting Association. Other personal protection equipment widely used at top races and regattas are Safety Lines, Mast Pro Harness, Wing and Foil PFD's and the award winning lightweight lifejacket, the Deckvest LITE.

## Quality Certifications

Spinlock is a ISO 9001 certified company.  
Certificate - GB08/73987

## Head Office

Spinlock Ltd  
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# GUIDE OVERVIEW

At Spinlock we value our suppliers and the relationships we have with them, as they are crucial to our performance and to the quality of the products we deliver to customers and end users.

This guide is designed to inform both new and existing Spinlock suppliers of our expectations to their overall conduct and performance. It is not intended to be a product quality control document or for product development, but a reference for the agreed specifications, purchase orders and pricing with Spinlock.

All specific product development, product quality standards, packaging details and delivery requirements will be provided by the product manager at the time of order.

Any queries regarding the content of this guide should be directed to:

- Your account manager or [purchasing@spinlock.co.uk](mailto:purchasing@spinlock.co.uk)

For internal use only - Suppliers may not reproduce, publish or copy this guide

# SECTION 1

## SUPPLIER GUIDELINES





# DEVELOPMENT

Spinlock are committed to working with reliable suppliers who demonstrate a keen interest in providing good consistent quality materials, components and services.

Our suppliers are critical to the development of our products and we are dedicated to working with suppliers who:

- Demonstrate a high level of commitment to Spinlock with materials, components and services which consistently meet our quality specifications
- Minimise costs without compromising quality
- Provide feedback to all suppliers in the chain to improve performance
- Assist the development process and identify areas which could be improved
- Share new materials or processes which can be used on existing or new products
- Communicate regularly and effectively

## **Confidentiality**

Spinlock operates globally in a competitive market and developing innovative products is the key to keeping ahead. Spinlock expect strict confidentiality on all material, component, product and processes from all suppliers and offers the same in return.

Spinlock will always seek to protect its investment in the design of its products and business processes and will actively pursue any infringements of its IP.

If suppliers of Spinlock parts offer their services to our competitors it will be a conflict of interest. This will affect the partnership by limiting our ability to share new projects and potentially lead to a reduction in business going forward.

We ask suppliers to sign the confidentiality agreement before the development process can begin.

## **Required Agreements**

All suppliers will have purchasing and pricing agreements or quote in place before a formal purchase order is issued.

## **Contract overview**

Where applicable detailed contracts will be drafted and approved between Spinlock and the supplier.

## **Supplier code of conduct**

Spinlock is committed to the highest standard of social and environmental responsibility and ethical conduct. Spinlocks suppliers are required to exceed local and national standards for employees and provide a safe, dignified and fair work environment.

Spinlock will assess its suppliers compliance with our code, and any violations may jeopardise the supplier's business relationship with ourselves, up to and including termination. This applies to all Spinlock suppliers and their subsidiaries, affiliates and subcontractors.

## **Discrimination**

Spinlock understands cultural differences and while we respect this, suppliers should not discriminate against any worker. Spinlock seeks suppliers that share our values and that do not discriminate in hiring based on age, disability, ethnicity, gender, marital status, national origin, political affiliation, race, religion, sexual orientation, or union membership.

## **Forced Labour**

Suppliers shall not force labour of any kind and no employee shall be forced to work through intimidation.

## **Child Labour**

Suppliers shall employ workers who meet the applicable minimum legal age. Suppliers shall comply with all child labour laws such as hiring, wages, hours worked and ensure they do not perform work which could jeopardise their health or safety. Overtime or night work should not be considered for a juvenile employee.

## **Wages and Benefits**

Suppliers shall ensure that employees receive at least the legal minimum wage, benefits and holiday allowance to the local legal requirement. Suppliers shall compensate workers for overtime hours at the legal rate and communicate pay structure and pay periods to all workers. Wages should be paid in a timely manner, and wage deductions shall not be used as a disciplinary measure.

## **Working Hours**

In a manufacturing environment we understand that overtime is often required to meet demands but suppliers should carry out operations in ways to limit overtime to a level that would not cause employees distress. Workers shall take at least one day off every seven days except in emergencies or unusual situations.

Our suppliers shall follow all applicable laws and regulations with respect to working hours and days of rest, and all overtime must be voluntary.

## **Freedom of Association**

Suppliers shall freely allow workers to associate with others, form, and join (or refrain from joining) organisations of their choice, without interference, discrimination, retaliation, or harassment.

Suppliers must allow their employees to raise any job-related grievances and facilitate open communications between management and workers.

## **Health and Safety**

Employee health, safety and well-being is important to Spinlock. Suppliers shall ensure employees are treated well, and comply with local laws and regulations regarding working conditions whilst integrating sound health and safety management practices into its business.

The supplier should identify, evaluate and manage safety hazards, including fire and toxic substances whilst providing appropriate protective equipment.

The supplier shall provide adequate heating, lighting, ventilation systems and sanitary facilities along with the proper communication of health and safety policies to employees.

## **Environmental Impact**

Spinlock is committed to protecting the environment and ensuring we operate responsibly. In turn our suppliers shall implement and maintain environmentally responsible business practises which look to reduce consumption of natural resources.

Suppliers should:

- Identify, manage and responsibly dispose of or recycle any non or hazardous materials whilst looking to reduce consumption.
- Control and reduce any wastewater produced by its operations and avoid contamination to other supplies.
- Manage and reduce any air emissions produced by its operations.

## **On-Sight Supplier Visits and Audits**

A Spinlock representative may initially visit a supplier if necessary to check the suppliers capabilities and factory conditions, management systems, staffing and quality compliance.

A representative will also periodically visit suppliers of key components or services and audit the quality system, review processes, agreements and design specifications they have in place.

A supplier audit plan (Appendices I) will be generated with one copy sent to the supplier and the other saved with Spinlock.

## SECTION 2

# PRODUCTION GUIDELINES



# PRODUCT DEVELOPMENT

## Product Specifications

Spinlock will provide detailed drawings, assembly drawings, specifications and CAD data to the supplier if required for production.

The supplier should have appropriate procedures in place to deal with obsolete documentation and to ensure that the most current revision is used. A confirmation of the revision that is being used and an expected completion date shall be sent to Spinlock.

All suppliers should have specifications, BOMS, part numbers and drawings for each part or product that is being manufactured. If there is missing documentation please report this to the Product manager to avoid non conforming items.

## Sample and Prototype Production

Spinlock may require the supplier to provide various development prototypes during the development process before producing the pre-production approval samples.

## Pre Production Approval Samples

The supplier may need to provide Pre Production Approval Samples, including all part or product variants such as colour, sizing etc (Quantities determined by Spinlock) for final checks and approval before production can begin.

If required, at least two pre production approval samples should be made according to the specified drawings provided. One sample will be sent to Spinlock for final approval and one shall be kept with the supplier for future reference and stored until deemed necessary.

Final confirmation of the Pre Production Approval Sample will be sent to the supplier via a written form (email or letter) and not by a verbal agreement. A confirmation from Spinlock must be received before production can proceed or any products shipped to Spinlock.

If specifications change, a revised drawing will be provided to the supplier and a new approval sample will be created for the affected item.

## Production Tooling

Production Tooling is to be available for collection at anytime by Spinlock subject to Spinlock providing 24 hours notice. This item remains the property of Spinlock at all times and should be clearly marked as such\*. Spinlock insurers may inspect this item and location/premises with 48 hours notice.

\* Using Asset Identification Stickers provided by Spinlock, A list of tooling held by supplier along with photo of asset should be available upon request.

# PRODUCT QUALITY DOCUMENTATION

## **Material Traceability**

If specified a Certificate of Conformity should be provided for key materials at time of purchase. Certificates should be sent to the Spinlock Account or Product manager before production begins to avoid any non conforming materials being used in the production process.

If strength reports or testing is required for key components then this will be specified at time of order. Test reports should be sent before production begins to avoid using items which do not meet the requirements.

If parts or products require testing before delivery to Spinlock we ask all suppliers to maintain the quality records of any testing results, inspections reports and final approval samples for the lifetime of that part or product.

This length of time may be extended for items which are deemed to be in a product category that is audited by an external Notified Body. Any extension of this minimum period of one year will be specified at time of purchase.

Any records should be made available to Spinlock upon request.

## **Warranty**

Spinlock will warranty products to the customer for any defects associated with workmanship or quality of materials. If an item needs to be replaced under warranty due to poor workmanship or quality of materials, the landed cost of the items including shipping will be charged back to the supplier. An invoice will be sent to the applicable supplier which should be paid upon receipt or credited against future orders. (Action determined between the Account/Product manager and supplier).

A detailed quality report will also be sent to the supplier which should be reviewed to ensure any defects have been rectified before new production begins.

Also see Spinlock Quality Control for supplier requirement

# QUALITY COMPLIANCE

## Final Supplier Product Inspection

Final product inspection before shipping should be carried out by the supplier to check for non-conformities, if a Spinlock representative is unable to do so.

The inspection sample size from the batch may be determined and specified at time of the order.

Spinlock will provide if necessary, documentation to assist in final product quality checks and quality control procedures.

If the supplier has found a non conformity to Spinlocks specifications, a detailed account of the issue should be sent to the Account Manager before shipping via a written document (email) and not a verbal response.

An internal analysis must be undertaken to find the cause of the non conformity and appropriate actions put in place to prevent a reoccurrence.

All final product testing must be complete and the results sent to Spinlock before products are shipped.

## Non Conforming Products

Spinlock's Quality Manager will randomly test products received from suppliers to ensure quality standards have been met.

Non conformities will be recorded to provide feedback to suppliers so to improve the quality of future finished products.

Any products sent to Spinlock which are non conforming will still be deemed to be under our ownership rights, until an agreement has been met with the supplier to determine the correct disposal method.

If the product fails quality inspections or testing the following may occur:

- Spinlock will return the whole shipment to the supplier.
- Products which do not meet the inspection requirements will be returned to the supplier for replacement, or may be re-worked such that they meet all the inspection requirements.
- Inspection on the entire order will be carried out and those that are deemed to not meet all requirements may be re-worked to make the defective product useable.
- The supplier will reimburse the costs of all the Spinlock supplied materials on scrapped units.
- The supplier will cover all the additional shipping costs incurred.

The Supplier accepts that Spinlock incurs costs for any rejects identified, subject to agreed Quality Checks and Controls, including but not limited to, time relating to logging and reporting faults, separating and repackaging, correspondence, returning and reordering replacements.

**Spinlock will be entitled to recover these costs from the Supplier which will be limited to twice the value of any quality rejects parts when they are more than 3% of the total shipped quantity of any one delivery.**

# PRODUCT PACKAGING

Packaging materials including headercards, swing tags, instructions etc should be checked, printed and sent to Spinlock for approval before full production of such items.

## Barcodes

If barcodes are required on items such as swing tags, header cards or boxes, these should be printed and sent to Spinlock to confirm they are readable by a scanner.

# SHIPPING

## Shipping Identification

All products supplied to Spinlock should be identified with the following:

- Packing list - List of all products inside the box with part numbers and quantities
- The PO number
- The Spinlock issued part number
- Quantity of each part
- Vendor name for identification and country of origin.

All products should be shipped in secure manner with protection of components if required.

All boxes and crates should be fully packed (unless there is a weight restriction) to avoid additional shipments and costs, but always packed in such a way to avoid damage to stock.

Any pallet loads must have identification facing outwards to avoid unpacking a pallet.

## Shipping Documents

All suppliers must complete shipping documentations which includes:

- A commercial invoice for each container
- Packing list
- Copy of the waybill or bill of lading

This should be sent via email within 48 hours of leaving the factory. Original documents should be supplied in advance of shipments arriving.



## Product Tarrif Codes

Product descriptions and tariff classification must be confirmed with Spinlock before shipping.

## Method of Shipping

Spinlock and the supplier will confirm the best shipping method for each order and this will be shown on the final purchase order.

## Late Delivery

Spinlock has a core value of on time delivering to our customers.

In the event that a delivery of goods is delayed, the supplier understands that Spinlock is incurring costs and **shall pay Spinlock 3% of the value of the quantity due to be shipped, for each week, or part week that it is despatched late. Alternatively and if appropriate, the option of using couriers or airfreight at the suppliers expense can be discussed.**

## Payment

Spinlock reserves the right to deduct any sums due for Late Delivery or Quality from payments owing to the Supplier, whether now or in the future.

## Refusal of Products

Spinlock reserves the right to refuse or return any products which fall into the following category:

- Products shipped that do not have a valid purchase order.
- Products that do not meet the specifications, colour, style, quality/required strength and sizing.
- Products are delivered late without prior agreement.

If this occurs Spinlock may ask the supplier to provide a returns code and arrange for items to be shipped back at the suppliers cost.

If an agreement is not made between Spinlock and the supplier, items will be shipped back and the costs deducted from payments owing to the supplier, whether now or in the future.

## Wood Packing Materials

Due to the requirements of the International Standards for Phytosanitary Measures (ISPM) for wooden packaging upheld by the International Plant Protection Convention (IPPC) it is advisable to use plastic pallets where possible.

We encourage the use of recycled packaging but we also ask suppliers to ensure products are adequately packaged so they are not damaged during shipping. It is the suppliers responsibility/liability if products are damaged due to not being correctly packaged.

# SECTION 3

## ACCOUNT INFORMATION



# GENERAL CREDIT INFORMATION

## Financial Specifics

Spinlock Ltd  
Established: 02/12/1968  
Entity type: Limited Company  
VAT Number: GB226 754 257  
Company Registration: 943480  
DUNS: 21-733-0356

## Bank Reference

HSBC Bank plc  
Hampshire Corporate Banking Centre  
2nd Floor  
HSBC House  
Mitchell Way  
Southampton International Airport  
Hampshire  
SO18 2XU

## Accounts

Accounts Department  
Spinlock Ltd  
41 Birmingham Road  
Cowes  
Isle of Wight  
PO31 7BH  
Email: [accounts@spinlock.co.uk](mailto:accounts@spinlock.co.uk)

## Change of supplier details

Any change to suppliers corporate address and contact details must be communicated to the appropriate manager at Spinlock.

# INVOICE REQUIREMENTS

Spinlock is committed to paying all invoices within the established payment terms.

To ensure payment is made on time, please adhere to the following guidelines:

- Ensure an approved PO in written form or electronic is received from Spinlock before production begins.
- Verify the details of the PO and any discrepancies should be noted and changed within 3 days of receipt.
- Each invoice must correspond to a purchase order.
- Suppliers must invoice only for the products shipped.

A commercial invoice is required for each container or shipment and must include a packing list with quantities and part numbers.

## Invoice document

Please clearly display the word 'invoice' on the document. And include:

- A unique identification number
- Your company name, address and contact information
- The company name and address of the customer you are invoicing
- A clear description of what you're charging for
- The date the goods or service were provided (supply date)
- Expected date of shipment/arrival
- The date of the invoice
- The amount(s) being charged
- VAT amount if applicable
- The total amount owed
- Purchase Order number if applicable
- Spinlock Part Number

Invoices should be sent to Spinlock via email, or in written form and not verbally agreed.

## Payment Terms

Spinlock will pay the agreed price on the purchase order or invoice and the payment due date will be as agreed on the terms of the order.

# APPENDICES

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I - Supplier Audit Plan

# Spinlock Limited

## Supplier Audit Plan

Company to be audited:

Date of audit:

Auditor:

The purpose of the audit is to evaluate compliance with the relevant requirements of ISO9001 and the additional, specific requirements of directive 89/686/EEC, BS EN 12277 and Spinlock purchase orders as applicable.

The audit will focus on product and services supplied to Spinlock and will address but not be limited to the following points:

1. ISO certification
2. Actions arising from previous audits
3. Issues arising from product supplied
4. Status of current orders
5. Clarity and adequacy of Spinlock purchase orders
6. Definition of responsibilities and authorities of staff
7. Material and component stocks held on behalf of or belonging to Spinlock
  - a. Stock records and accuracy
  - b. Stock identification
  - c. Adequacy of storage conditions
8. Control of suppliers of products and services purchased for use in Spinlock products
9. Control and availability of documents and data
10. Identification and control of critical process parameters, equipment calibration, staff training and competence in:
  - a. Manufacture
  - b. Inspection
  - c. Test
  - d. Protection during manufacture and storage
  - e. Packaging for shipment
  - f. Reject analysis and process improvement planning
11. Product identification and traceability
12. Provision of data to Spinlock

# Spinlock Limited

## Audit Checklist:

Ref	Questions	Notes
1	<p>Does the supplier have an ISO9001 certificate? If so, obtain a copy.</p> <p>How are internal audits planned? Are they up to date? Ask to see the last audit report for the area where Spinlock orders &amp; products are processed / manufactured.</p> <p>How are nonconformities / corrective actions managed? Do records show that they are completed on time?</p>	
2	<p>What actions have been taken to resolve and prevent recurrence of discrepancies identified at the last audit? Ask for evidence to prove that effective actions have been taken.</p>	
3	<p>What has been done to prevent recurrence of defects in product supplied? Ask for evidence to prove that effective actions have been taken.</p>	
4	<p>What orders are currently outstanding? Are any overdue? If so why &amp; what is being done to catch up?</p>	
5	<p>Are there any problems with the clarity of Spinlock orders: Technical? Contractual?</p>	
6	<p>What is the organisation structure of the area dealing with Spinlock products?</p> <p>Is it clear who is authorised to accept orders from Spinlock? Who is responsible for communication with Spinlock regarding problems, progress etc?</p>	
7	<p>Are materials purchased for Spinlock products adequately specified in purchase orders?</p> <p>Are the materials purchased against the correct specifications?</p> <p>Where alternative materials may be used, how is it assured that these also comply with the correct specifications?</p>	

## Spinlock Limited

Ref	Questions	Notes
	<p>Are materials obtained from competent suppliers? Is it clear who is authorised to place / approve purchase orders?</p> <p>How are materials inspected when received? Are they adequately stored and identified to prevent loss, damage, mixing with similar materials?</p> <p>Select a sample of components / materials &amp; check that the stock records agree with actual stocks held.</p>	
8	<p>How are suppliers selected &amp; approved? Ask to see the approved supplier list and check that suppliers of parts / materials for Spinlock products are on the list and that there is evidence of how they were selected &amp; approved.</p> <p>Are there any problems with suppliers' quality or delivery performance? If so, how are they resolved &amp; by whom?</p>	
9	<p>How are documents &amp; data (drawings, work instructions, inspection requirements etc) necessary for manufacture, inspection &amp; test of Spinlock products provided to the manufacturing area? How are they kept up to date when changes occur?</p>	
10	<p><b>Control of manufacture, inspection, despatch.</b> Are the processes for manufacture, inspection, test, packaging &amp; despatch adequately defined &amp; documented? This includes drawings, specifications, work instructions etc. Are the documents, drawings etc available where needed? Select some examples &amp; check that they are legible, adequately identified &amp; up to date. Who is authorised to approve changes?</p> <p>How are critical processes controlled (e.g. stitching)? Are calibration needs adequately identified for control of critical processes &amp; inspection equipment? Has calibration been carried out as planned? Check calibration records &amp; ask to see the certificates.</p> <p>Are inspection / test requirements adequately defined &amp; carried out by trained, competent people? Are products clearly identified to show what is awaiting inspection, what has been inspected &amp; whether it passed or failed? Are rejects clearly identified &amp; segregated from good products? What are the pass / fail rates?</p>	



# Spinlock Limited

Ref	Questions	Notes
	<p>How are failures investigated to identify causes? What improvements are planned?</p> <p>How is equipment maintenance managed? Is there a maintenance plan? Has planned maintenance been carried out?</p> <p>Are products adequately protected to prevent damage during manufacture?</p> <p>Is packaging for shipment adequate &amp; in accordance with Spinlock requirements?</p> <p>Is the manufacturing area clean, tidy &amp; well organised? Are lighting &amp; ventilation adequate? Are tools &amp; equipment in good condition?</p> <p>If any adhesives are used, how is shelf life controlled?</p> <p>How does the supplier ensure that people have the necessary training and skills? How is their performance reviewed? How are training needs identified? Where training needs have been identified, was the training provided in a reasonable time? Are training records adequate? Ask to see them.</p>	
11	<p>Are products marked &amp; identified as required?</p> <p>How does the supplier ensure that the correct serial number is marked on each product?</p> <p>Are records adequate to provide material traceability? Can you find what batches material / components used in any individual finished product came from? Can you find what finished products material / components from a particular batch were used in?</p>	
12	<p>How is data supplied to Spinlock collected? Is it clear that the data supplied is accurate &amp; reliable?</p>	
	<p>Additional product specific requirements:</p>	

# Spinlock Limited

Ref	Questions	Notes
13	<p><b>Employee Welfare</b></p> <p>Is there a corporate code of conduct?</p>	
14	Do you comply with all international, national, regional and other applicable laws?	
15	Is training provided to all employees regarding relevant legal, regulatory and internal requirements that apply to their jobs?	
16	Is there a documented and established policy on no discrimination in the recruitment, training, promotion, dismissal or general administration of their employees?	
17	Do they work to a documented and established policy prohibiting sexual, racial or religious slurs, jokes, comments and behaviour?	
18	Their employment terms, including wages and working hours are fair and compliant with the legislated minimum level requirements?	
19	Do they work to a documented and established policy of no forced, bonded, involuntary prison or illegal labour?	
20	Are employees granted relevant statutory rights such as annual leave, sick leave and maternity/paternity leave to the legislated requirements?	
21	Do they comply with the legislated minimum age for employment of the country in which they operate?	
22	Is the work environment safe, healthy, pollution free and a productive environment to ensure the wellbeing of their employees and the quality of products?	
23	Are emergency procedures in place? Including evacuation plans and clearly marked fire exits.	

## Spinlock Limited

Ref	Questions	Notes
24	<b>Environmental practises</b>  Does the supplier have an environmental policy?	
25	Is there sufficient management practises in place to identify and dispose of recyclable and non or hazardous materials?	
26	Do they try to reduce wastewater if any is produced by operations?	
27	Do they look to manage and reduce any air emissions produced by their operations?	