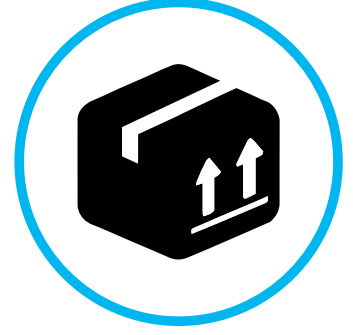




Supplier Charter

Issue 3 21/06/24SYR UK Supplier Charter



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Introduction

Since the very beginning our unique cleaning systems have been carefully designed and built to last, an ethos that is still very present in everything we manufacture today – innovation and quality is still at the heart of everything we do, because cleaning matters.

As a supplier to SYR we ask you to commit to our Supplier Charter to aid SYR in our commitment to delivering fantastic products and industry leading customer service to our customers.

To achieve this, we depend on great suppliers, and we need to work together to make it as easy as possible to allow SYR to deliver the highest level of service. The purpose of our Supplier Charter is to make this happen.

This document will outline the steps needed to book deliveries into our warehouse, SYRs expectations around quality and communication and the return of goods.



Deliveries

SYR REQUIRE ALL PURCHASE ORDERS TO BE DELIVERED ON TIME, IN FULL, EVERY TIME.

As our supplier you agree to strictly comply with the following minimum requirements, without exception:

All orders to be acknowledged in writing via email within 48 hours.

Upon receipt of a Purchase Order, any issues that will affect the delivery being made on time, in full, must be communicated in email to the Purchasing Department via your account handler within 24 hours.

All deliveries must be booked in with Goods Inwards a minimum of 48 hours prior to the date stated on the Purchase Order, unless you have a designated time slot allocated or the consignment is under 10 cartons. If third-party carriers are used, you must ensure that they are aware of, and adhere to, this requirement.

You will be quoted a Booking In Reference Number, which the driver must quote on arrival. When drivers arrive to site they must comply to our Health & Safety practices and follow instruction from the Goods Inwards team.

Phone - SYR Goods In : 01384 421222

Email - Warehouse : DR@syclean.com

Third-party carriers are to be advised to deliver consignments complete without tampering or altering contents of pallets.

If a timed delivery is running late, suppliers are advised to instruct transport providers to contact SYR Goods In by telephone on **01384 421222**

Delivery Notes must accompany all deliveries. Failure to do may result in refusal of the delivery. Copies must be emailed immediately upon request. Delivery Notes must state SYR Code Numbers, Descriptions, Delivered Quantity, and SYR Order Number.

Failure to comply with the above could have a negative impact to our 'On Time in Full' performance statistics.

Late deliveries will have to wait for the next available time slot to be unloaded. If no later time slot is available, the delivery may be refused.

Delivery Note information must replicate the detail of goods contained on each pallet.

Palletisation

Maximum height of full pallets is 1.4m, including actual pallet.

Pallet type – 1200mm (48”) X 1000mm (40”) 4 WAY ENTRY FULL PERIMETER PALLET (A Grade)

PALLET WEIGHTS MUST NOT EXCEED 500KG

Pallet quantity cannot be changed unless agreed by SYR Purchasing Dept.

Number of cartons per layer (Leg or TI) should be calculated to ensure the maximum number possible within the pallet dimensions and without any overhanging of the pallet.

Carton configuration of each layer should be calculated to fill maximum area of pallet, keeping spaces between cartons to a minimum.

Layer-upon-layer configuration should, where possible, facilitate a “bonding” effect, so each layer interlocks as much as possible with the layer above and below, improving stability of stack.

Pallets should be film wrapped to stabilise and hold loads together. All pallets should be base wrapped and potentially unstable loads should be banded.

Avoid single straight-up stacks. See below images for further detail.



NOT ACCEPTABLE



ACCEPTABLE



ACCEPTABLE
MIXED PRODUCTS

Pallets must be fully intact with no damage – damaged pallets may be rejected. Goods must be fully contained and protected from any external contamination.

Carton & Pack Labelling

Each carton/pack should be labelled or printed with the following minimum information:

- Line 1: Product Description
- Line 2: SYR Product Code
- Line 3: Quantity per Carton/Pack
- Line 4: PO Number
- Line 5: Reference Number for traceability i.e. 011209 / 08MAR14
- EAN 13 Barcode containing all product details.

Pallet Labelling:

Pallet Labels must be applied to all pallets detailing:

- SYR PO Number
- SYR Product Code
- SYR Description
- Qty on Pallet
- EAN 13 Barcode containing all product details – where possible
- Date

PO -

???????

BARCODE

Insert Item Code

Insert Item Description Here

QTY :

???????

DATE :

??/??/????

Pallet label must be on the longer side (1200m) of the pallet to ensure visibility when in racking.

Pallet labels would ideally be A3 size but not being less than A4 size and attached to the outside of the pallet wrap.

Quality

SYR expects all suppliers to ensure that the product supplied and delivered meets or exceeds the agreed specifications and corresponds to 'gold samples' provided and approved, prior to any full production run.

In the event that a quality issue is identified by SYR due to quality inspection or through the complaints channel, SYR will raise a non-conformance report (NCR/ SCAR – Supplier Corrective Action Report) and forward this to the supplier within 2 hours of notification of the incident. The detail of Cause and Corrective Actions must be returned to our QHSE Team within 48 hours and decision on the disposition of goods must be given to SYR through the QHSE Team, within 24 hours of notification of the issue.

A credit must be given for all stock that is to be scrapped or returned after the decision has been made by the supplier.

If items are spotted during unloading that are damaged or fall below our Quality standards, the delivery in part or full may be refused and returned on the delivery vehicle at a cost to yourselves.

SYR's Quality Management System is certified as conformant to the requirements of ISO9001. We expect similar standards of quality management throughout our supply chain. As such, we may request cooperation on the implementation of our Quality Audit procedures, including opportunities to audit our suppliers' premises and operations, by arrangement.

Invoicing

Invoice information must replicate the information and sequence contained in the SYR Purchase Order.

Invoices must not contain multiple Purchase Order numbers i.e. one invoice per order number. Monthly statements must be sent to SYR Accounts Department to ensure payment terms are adhered to **Purchase.ledger@syrcclean.com**

Return of Goods

If any products are deemed to be incorrect / unsuitable, SYR will raise a 'Return to Supplier' note and the 'Return to Supplier' reference will be communicated to the supplier. This may be supplemented by an NCR/ SCAR Report.

The supplier must book in the collection, as per the delivery instructions described in Section 1 above, quoting the 'Return to Supplier' reference within ten days of initial request for collection. Failure to do this will result in goods being disposed of and credit deducted from any balance owed.

Payment of the complete invoice will be held until:

- 1) The goods have been collected at the supplier's expense.
- 2) The required credit note has been issued stating the 'Return to Supplier' reference.

Overview - All Sections

Please sign below your acceptance to the SYR SUPPLIER CHARTER:

Supplier Name :

Signed on Behalf of Supplier :

Print Name :

Position Held in Company :

Date :

Please return, via email, a signed copy of this document to your Procurement contact.