

# CROPWELL BISHOP CREAMERY LIMITED - ("CROPWELL BISHOP CREAMERY")

## PURCHASING PROTOCOL

### 1. NEW SUPPLIERS

#### 1.1. Account

For a new purchase ledger account to be created we require all new suppliers to submit a company letterhead detailing the company reg. no., VAT no. and Bank details.

#### 1.2. Technical

We must approve all suppliers **before** commencement of supply. Where applicable, we may wish to visit and audit your factory processes, require samples and/or require you to complete detailed information about your products or services and processes.

#### 1.3. Goods

You may be required to supply a sample for both technical and process approval of any new product before supply can commence. Samples must be accompanied by a detailed product specification. All subsequent supplies must strictly comply with the specification and with any samples provided. Specifications, processes, and location of manufacture must not be changed without prior consultation with us.

### 2. PURCHASE ORDER SYSTEM

#### 2.1. Authority

Orders can only be accepted from an authorised member of the Cropwell Bishop Creamery procurement team. An up-to-date list of authorised staff will be provided on request. Please check authorisation.

#### Purchase Order

Orders must be accompanied by an official Cropwell Bishop Creamery Purchase Order Number. Orders will be confirmed by fax or e-mail. This will state the item description and price. The purchase order number and description must be quoted on all documentation from you - i.e. delivery notes and invoices. The detail on the order, including delivery date, should be validated on receipt and any anomalies reported immediately to us. Please be aware that it may not be possible to accept changes once the goods have been delivered.

### 3. **DELIVERY PROCEDURE**

#### 3.1. Booking In

The delivery date and time must be agreed with the person procuring the Order, preferably at the time of placing the Order and definitely no less than 24 hours before delivery. All times and dates are critical and cannot be changed without our agreement in writing. All goods must be delivered to the relevant Goods Inwards point at one of our 2 sites in Cropwell Bishop as detailed on the order. Please note, we have 2 sites in Cropwell Bishop and please check which one is appropriate.

All delivery documentation, invoices or correspondence must quote clearly the relevant Purchase Order Numbers and our item description.

#### 3.2. Variation

Short or late delivery must be reported at least 24 hours before the agreed delivery date. We will then instruct you if the delivery is still required. Where deliveries are part fulfilling an order this must be clearly stated on the delivery documentation.

#### 3.3. Delivery Vehicle

Drivers and contractors must report to reception, and contractors should complete the signing in and signing out procedure. Due care and attention must be taken at all times at our sites. Drivers should be mindful of other vehicles (site and visitors) and pedestrians. The site speed restriction should be strictly adhered to. All drivers and vehicles must be instructed to comply with our site rules, including any Health & Safety requirements. Our sites are 'No Smoking' sites except for designated areas. In addition, access to certain areas is prohibited (see signs). The goods carrying area of the vehicle must be clean and odour/taint free.

### 4. **PRODUCT CONFORMATION**

#### 4.1. Inspection of Goods

All goods and services (where applicable) will be subject to Quality Control examination before acceptance. Samples may be required for testing purposes, particularly of ingredients. Certain products may require certification by the supplier. All certificates must be available for inspection on or prior to delivery.

#### 4.2. Packaging

Goods should be securely packaged and protected, properly labelled and comply with any special requirements on the Order. Goods shall be stacked (without overhang) not higher than 1.7 metres on 4 way entry, perimeter boarded, clean white UK spec pallets (1000mm x 1200mm). All packaging shall be non-returnable unless agreed in writing to the contrary. Apart from the GKN system, pallets will

only be exchanged where formal written agreements exist between Cropwell Bishop Creamery and the supplier.

4.3. Temperature Control

Any temperature requirements must be strictly complied with. Failure to keep within the requirements must be reported to us on delivery.

4.4. Labelling

Each pack should be clearly labelled to show the following: description; Cropwell Bishop Creamery Purchase Order number; quantity; nett weight (where applicable); 'use by' or 'best before' date; unique batch numbers and any other information specified by us.

5. **ACCOUNT PROCEDURE**

5.1. Pricing

Prices will be agreed at time of ordering or for a period of time. Where the latter applies, notice of any deviation in such agreed prices must be given in writing at least 4 weeks in advance of the proposed date of increase with a detailed explanation and with supporting information. The new price will not apply until we have agreed it in writing and we reserve the right to cancel or not place future orders after the increase.

5.2. Accounts Queries

Any discrepancies on Invoices will result in the payment of the whole Invoice being withheld until either a credit note is received or the query is resolved.

5.3. Bribery and Anti-Corruption

You must comply with all applicable laws and regulations in relation to Bribery and Anti-Corruption including but not limited to the Bribery Act 2010. No bribe must be offered or given to any members of Cropwell Bishop Creamery's staff. However, certain low value items, such as bottles of spirits/wine, diaries, planners, etc. are acceptable as is Corporate hospitality, provided that it is confined to official business situations only, such as working business lunches and industry functions.

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