

## **WASABI Co LIMITED SUPPLIER CHARTER**

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## **WASABI Co LIMITED SUPPLIER CHARTER**

### Introduction

The contents of this document set out all of the requirements of working with Wasabi, as well as all of the policies and procedures which are applicable to all suppliers.

### Product specification and pricing

All product specifications and pricing must be approved by us. Additionally, for our food and drinks suppliers, specifications and prices must be captured to our product management system via our product management procedures, with changes made only with our prior consent. The accuracy of this data is of fundamental importance, as it provides our customers with nutritional and dietary information. This includes, without exception, detailed allergen and nutritional information – which is a legal requirement.

### Supplier evaluation

We hold regular quality-assurance (QA) and product-evaluation meetings to review our products. We expect you to attend these meetings when invited.

### Standard operating procedures (SOPs)

We have SOPs which underpin our NPD process and other business processes. Suppliers may be asked to contribute to the content of these and, where required, adhere to these policies.

### Distribution

We have a central production unit (CPU) in Park Royal, North West London, owned and operated by Wasabi. A significant proportion of our core food ingredients and retail products for onward sale in our branches are delivered to the CPU. Our objective is to route the majority of revenue spend items via our CPU in the future.

Our suppliers are categorised as either direct supply (to our branches) and / or indirect supply (to our CPU).

Our distribution policy sets out additional requirements in this area and can be found on page 5.

### Recognised food safety scheme

We require food suppliers to be accredited with the Global Food Safety Initiative (GFSI) recognised accreditation e.g. British Retail Consortium (BRC) or equivalent. Where suppliers are BRC accredited, they are expected to have an accreditation of grade A or above.

### HACCP

We require all products to be made by suppliers which are technically competent in their specific area and which operate well-managed, hygienic locations, applying good manufacturing practices, a hazard-analysis-critical-control-points (HACCP) approach and due diligence – to ensure safety, legality, integrity and consistent quality.

#### Modern slavery

The link to our modern slavery and human-trafficking statement can be found on our home page at [wasabi.uk.com](http://wasabi.uk.com). This details the company's expectations of suppliers in ensuring that there is no modern slavery or human-trafficking in our supply chain.

#### Environment and sustainability

We ask our suppliers to review their performance, in order to reduce their impact on the environment and to have a positive effect on the communities in which they operate.

Where possible, resources must be renewable, with waste/pollutants minimised and disposed of in a safe, efficient and environmentally responsible manner.

#### Gifts and hospitality

We expect all suppliers to be open and transparent, to ensure full compliance with the Bribery Act 2010 and require suppliers to have an antibribery and corruption policy. This is detailed in the company's antibribery and corruption policy which can be found on page 9.

Our employees are expected to conduct themselves, at all times, with honesty, integrity and responsibility.

#### Suppliers' contracts

No supplier agreement, contract, document, letter or any other attachment to an e-mail should be taken as a legally binding commitment by Wasabi, unless it has been approved in line with the company's contracting procedure included in our purchasing policies and procedures document.

#### Animal-sourcing and welfare

We recognise animal welfare as a business issue and strive to ensure the highest-possible animal welfare standards.

We commit continuously to seeking ways of improving animal welfare, over time, and to providing transparency to customers about where the food we serve comes from.

We require our food suppliers to comply with our sourcing policies, practices and guidelines (see pages 6–12).

### Product validation testing

In order to ensure that our products adhere to the approved specification, we carry out validation testing across certain products, using UKAS-accredited laboratories.

We expect those suppliers making any specific claims about their product(s) to validate them with appropriate evidence.

### Genetic modification

We expect suppliers to ensure that no food sold to us will contain any genetically modified organisms.

### Supplier audits

Our technical team conducts routine reviews with suppliers, through both pre-arranged and unannounced audits. The length of any audit will depend on the size, scale and complexity of the business.

All reasonable efforts are made to ensure that audits cause minimal disruption to our suppliers' businesses.

For unannounced audits, we expect our auditors to have full and unrestricted access to the supplier's business within 15 minutes of arrival.

Audits are conducted with reference to specific criteria as detailed in the supplier audit scope, in accordance with BRC requirements, but will additionally include the following areas:

- Compliance with the supplier charter
- Threat analysis critical control points (TACCPs)
- Vulnerability analysis critical control points (VACCPs)
- Personnel
- Fire safety
- UK stockholding (if applicable)
- Foreign-object detection

Audits are rated gold, green, amber or red. Suppliers are expected to achieve a gold or green result. If an amber result is achieved, the supplier will be subject to a further unannounced audit. We reserve the right to terminate the contract with any supplier achieving a red result.

We expect suppliers to implement all actions identified on the audit to be completed within the specified timeframe.

### Supplier insurance

Public and product liability insurance of at least £10 million must be held by all suppliers, at all times, and should be verifiable during an audit, on request.

### Product rejection and recall

We expect suppliers to notify us immediately if they become aware of any defective products supplied to us. These are products which are unsafe, unfit for consumption or which fail to comply

with the agreed specification (including packaging). We will use reasonable efforts to work with you, where possible, although we reserve the right to recall products on any quality or safety grounds, at our sole discretion. Please refer to the company's product recall policy on section below.

#### Ordering

We operate a no-purchase-order-no-payment policy - all goods must be ordered through the use of a purchase order. All purchase orders need to be supported with a formal quotation on supplier letter-headed paperwork.

#### Payment

All approved payments will be made in line with agreed payment terms.

#### Whistle blowing

We encourage our suppliers and their employees to report and disclose genuine and serious wrongdoing, so that we can deal internally, at an early stage, with any improper activities and investigate accordingly.

All whistle blowing should be reported to the following e-mail address: [paul.hine@wasabi.uk.com](mailto:paul.hine@wasabi.uk.com)

#### Additional information

To provide suppliers with greater detail and technical guidance, you may refer to the additional policies which follow and form part of your supplier agreement with Wasabi.

### WASABI ANTIBRIBERY AND CORRUPTION POLICY

This policy applies to all employees of Wasabi Co. Limited and outlines that Company's stance and procedure on preventing and prohibiting bribery, in accordance with the Bribery Act 2010.

The Company will not tolerate any form of bribery by, or of, any employees, consultants, suppliers or any person or body acting on our behalf.

#### What is a bribe?

The Company is committed to complying with the Bribery Act 2010 in its business activities in the UK and overseas. A bribe, as defined under this Act, is a financial or other type of advantage that is offered or requested with: -

- the intention of encouraging or rewarding improper performance of a function or activity; or
- knowledge or belief that accepting such a reward would constitute the improper performance of such a function or activity.

## Facilitation Payments

The Company prohibits its employee from making or accepting any facilitation payments. Facilitation payments, or offers of such payments, will be deemed as a criminal offence by both the individual concerned and the Company under the Bribery Act 2010, even where such payments are made or requested overseas.

## Gifts, Hospitality and Entertainment

The Company permits corporate entertainment, gifts, hospitality and promotional expenditure that is undertaken if it is:

- arranged in good faith, and
- not offered, promised or accepted to secure an advantage for the Company or any of its employees or associated persons or to influence the impartiality of the recipient.

## Gifts

All gifts must be declared on the Company Gift and Hospitality Register. Anything that exceeds the permitted £50 value must be returned to the Company whom has sent it.

## Hospitality and Entertainment

Hospitality and entertainment may only be accepted if:

- employees from the supplier are in attendance
- the supplier doesn't pay for any accommodation or travel expenses for the Company
- the entertainment and/or acceptance of it could not be interpreted as an award, inducement or encouragement for a favour or preferential treatment; and
- it is unnecessarily extravagant

## Reporting Bribery

If any employee or supplier is concerned about any form of improper behaviour that they suspect is happening within the Company, they are encouraged to report this to the Head of Human Resources in the first instance. Any matters that are raised to the Company will be taken seriously and treated confidentially.

## SOURCING POLICIES, PRACTICES AND GUIDELINES

Wasabi has a responsibility to conduct its business responsibly and ethically – this extends to the sourcing of food products. We recognise animal welfare as a business issue and aim to ensure the highest possible animal welfare standards across the supply chain. We commit to looking continuously into ways of improving animal welfare, over time, and of providing transparency to customers about where the food we serve comes from.

We aim to ensure that food products are produced ethically, sustainably and in an environmentally friendly way and intend to complete regular, risk-based supplier audits to ensure this. Suppliers can expect an audit at least every 24 months, with frequency based on several factors, including sector, country of manufacture, volume, complaints and previous audit performance. Of our supplier audits, 25% will be targeted on an unannounced basis.

Our suppliers are expected to hold the Global Food Safety Initiative (GFSI) recognised accreditation e.g. British Retail Consortium (BRC) certification or equivalent – a globally recognised food safety standard, providing assurance that their processes and controls are stringent enough to ensure that the food which they supply is safe.

Our supply chain is extensive. Suppliers conform to those accredited assurance schemes relevant to their geographical location and products supplied. These assurance schemes also comply with EU legislation as a minimum and include, but are not limited to, Red Tractor and Genesis GAP.

### Management responsibility

Paul Hine, Head of Purchasing and a member of the leadership team, has responsibility for ensuring that suppliers adhere to this farm animal welfare policy and comply with the company's supplier charter.

Wasabi managers, with responsibility for overseeing the company's supply policies and quality-assurance have the mandate to ensure that high standards of animal welfare in the supply chain are adhered to. Regular updates are provided to the CEO and other company directors for review at Wasabi board meetings.

All suppliers will be invited to attend a supplier conference every 18 months. At the inaugural conference, likely to be in Q2 2021, Wasabi's commitment to farm animal welfare and responsible retailing will be reiterated. Suppliers will also invited to share their good work in this area.

### Supplier audits

Suppliers are routinely audited by Wasabi's technical team (trained auditor). The time gap between one audit and the next depends on risk, with all suppliers being audited either every 12 months or 24 months. The audits concentrate on the safety of the products being supplied and the welfare of the animals and employees of the supplier. The auditors have completed lead auditor training and hold advanced food safety qualifications.

### Responsible supplier principles

Our responsible supplier principles set out our expectations of all suppliers. This is to ensure that all workers involved in our supply chains are treated honestly, ethically and responsibly.

It is right to ensure that workers are treated well, with fair pay and good working conditions. It also ensures that we are a responsible and fair retailer, something which our customers expect of us. We also recognise that it is the only way to gain individuals' respect, long-term commitment and increased productivity – enabling us, in turn, to get the very best from our suppliers.

In sourcing products and services from many different countries and suppliers, it would be impossible for us to monitor all supply chains or every individual involved with our products and services. Therefore, we set these agreed standards and expect suppliers to conform within their own operations.

These minimum standards are intended to apply to all of our suppliers, across all countries and different jurisdictions from which all Wasabi products and services are sourced. We expect our suppliers to be fully responsible for implementing these principles and to be accountable for any non-compliance.

These principles must be applied at all times and, while we will work with suppliers to assist with compliance, if required changes are not made, we will impose strict sanctions on any supplier which refuses to comply and may cease to trade with that supplier.

In compiling these principles, we have made extensive reference to the UN International Labour Convention codes of practice and the Modern Slavery Act 2015.

All of those working for our suppliers must, as a minimum, be treated with respect for their basic human rights. Each supplier must strive to ensure full compliance with all local and national laws and regulations.

#### Legal compliance

Suppliers must ensure full adherence to all relevant laws and regulations within their jurisdiction. Where there is a conflict between legal standards and these principles, the supplier must comply with whatever standard affords workers the highest level of protection.

#### Pay

Wages and benefits must be at least fully comparable with local industry benchmarks or national legal requirements, whichever is the higher. In the UK, Wasabi expects all suppliers to pay workers in accordance with National Minimum Wage legislation.

Wages must always be sufficient for basic needs, while still providing some discretionary income. Wages should be paid in full and on time, at agreed intervals.

Before entering into employment, workers should be informed about the payment process. Wages must be paid directly to workers in the form of cash or cheques or into workers' nominated bank accounts. Information relating to wages must be available to workers in an understandable form.

No deductions from wages, other than those required by national law, must be permitted without the express agreement of the worker concerned. Deduction from wages for disciplinary purposes must not be permitted.

#### Working hours

These should conform to industry benchmarks and local and national laws. Hours must not be excessive and include proper provision for sleep and resting time.

Workers must not be expected to work in excess of 48 hours per week – or less, where there is a lower national limit or an agreed industry benchmark.

Overtime should be voluntary, limited to no more than 12 hours per week and not requested regularly; it must be paid at a premium rate or in accordance with national legislation.

There should be proper provision for rest and sleep. Breaks, holiday allowance and rest periods must be in full accordance with national legislation. Individual workers should have, on average, at least one full day's rest per seven days – or the equivalent, if shift work is involved.

### Working conditions

We expect suppliers to provide suitable and safe working environments for all workers which, at the very minimum, uphold local standards.

Every effort must be made to provide a safe and hygienic working environment. Adequate steps should be taken to prevent accidents and injury to health arising out of, associated with or occurring in, the course of work. Suppliers must have appropriate procedures to deal with serious injury. Suppliers must complete fully documented risk assessments of their sites and accommodation provided, with regular monitoring of risks posed to workers' health and safety.

Suppliers are expected to assign a senior management representative to be responsible for health and safety issues. Suppliers should set up procedures to consult employees to seek their contribution in assessing the site's health and safety and in developing health and safety standards.

No worker must be employed in potentially hazardous conditions, without having received adequate safety training and supervision. Health and safety training must be commensurate with the supplier's own health and safety responsibilities and must accord with the risk of hazard to which the worker is exposed.

Records of safety training must be available for inspection, on request. Individual workers must be able to demonstrate their understanding of the job and the ability to perform it to at least the minimum standard required by their employer.

Suppliers must provide, free of charge to their workers, essential items of climatically appropriate protective clothing and safety equipment.

Workers must be provided with access to potable drinking water, clean toilets and washing facilities.

Where provided, accommodation must be safe, clean and meet the basic needs of workers. Secure storage facilities should be provided. Suppliers should provide a range of mixed-gender, segregated and family accommodation, as appropriate, for the number of workers housed.

Where management provides dedicated transport for the movement of the workforce to, from or within the workplace, this must conform to the minimum standards set down in the appropriate national transport legislation. In the absence of such legislation, management must make every reasonable effort to minimise risk to workers while transporting them.

### Employment of children and young people

Suppliers must clearly document and communicate their policies with staff for prohibiting child labour in the workplace.

Our suppliers must not employ any worker who is younger than the applicable legal minimum age of employment.

In any event, our suppliers are absolutely prohibited from employing those under the age of 15 years (the minimum age is 16 in the United Kingdom).

Young people are distinguished as those aged 15–18 years. We expect our suppliers to give particular focus to the health, safety and educational needs of young people.

Young people must not be expected to work throughout the night or under potentially hazardous conditions.

If the supplier discovers that children are working for the supplier involved, the supplier will be expected to cease the practice and provide remediation for the children concerned, including support for the child to attend and remain in quality education until no longer a child. The supplier must also immediately notify Wasabi of any such occurrence.

#### Forced labour

All work must be conducted on a voluntary basis and free from the imposition of any penalties or sanctions. Wasabi absolutely does not agree to purchase any products or engage services from any supplier which subjects any workers to forced, bonded or involuntary labour. We will not tolerate slavery or human trafficking by any of our suppliers and fully expect them to take active steps in ensuring the same.

Suppliers must allow their employees the right to leave, after giving reasonable notice. Workers must not be required to lodge deposits or ID papers, unless it is a legal requirement to do so. In all circumstances, these must be returned promptly, on cessation of employment.

#### Freedom of association and employee representation

Suppliers' employees must have the fullest practicable rights of freedom of association. We encourage suppliers to share information with their employees and to develop effective mechanisms for consultation.

Suppliers must recognise and respect the rights of workers to freely join associations (such as workers' councils, trade unions and workers' associations) which can collectively represent their interests. Employers must not interfere with, or attempt to dominate or control, such bodies or discriminate against those workers choosing to belong to them.

Suppliers should respect the rights of such workers' associations to represent their members and to bargain collectively as defined and interpreted by the International Labour Operations (ILO) and national legal framework.

Suppliers must share with their employees any information which will affect working conditions and develop effective mechanisms for consultation.

Where the right to freedom of association and collective bargaining is not permissible under national law, suppliers should facilitate the development of parallel means of independent and free association and bargaining.

## Treatment of workers

Physical abuse or the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation is absolutely prohibited.

Disciplinary and grievance procedures must be clearly documented and communicated to all employees. All disciplinary measures must be recorded.

## Equality of treatment

Provided that all workers show sufficient ability and capability, our suppliers must provide them with equal access to jobs.

There must be no discrimination in hiring, compensation, access to training, promotion, termination or retirement, based on (but not limited to) gender, age, disability, national origin, race, marital status, sexual orientation, political opinion, union (or non-union) membership, religion or caste. Workers must not be expected to perform duties incompatible with their physical or mental abilities.

## Environment

Suppliers must use best endeavours to ensure the following:

- raw materials are obtained from sustainable sources.
- Waste and pollutants are disposed of in an efficient, safe and environmentally responsible manner.
- energy usage is minimised.
- international, national and sector codes of practice concerning the use of chemical products, including pesticides, are adhered to.

Suppliers must seek to make continuous improvements in their environmental performance and, as a minimum, comply with the requirements of local and international laws and regulations.

Suppliers must make practical efforts to minimise the use of energy, water and raw materials: where possible, these resources must be renewable.

Suppliers must avoid contamination of the local environment and ensure that air, noise and odour pollution is within nationally defined limits.

Suppliers must minimise chemical use and abide by international, national and sector-specific codes of practice for the use of pesticides and chemicals.

## Animal welfare

Wasabi believes that it has a responsibility to conduct its business responsibly and ethically; this extends to the sourcing of food products. Our food-sourcing policy refers to all of our products and ingredients containing meat, seafood, dairy and/or egg products.

## Five freedoms

We are committed to the 'five freedoms' as defined by the Farm Animal Welfare Committee (2009). These form the basis of internationally recognised animal welfare practice:

- freedom from hunger and thirst, by ready access to water and a diet to maintain health and vigour.
- freedom from discomfort, by providing an appropriate environment.
- freedom from pain, injury and disease, by prevention or rapid diagnosis and treatment.
- freedom to express normal behaviour, by providing sufficient space, proper facilities and appropriate company of the animal's own kind.
- Freedom from fear and distress, by ensuring conditions and treatment which avoid mental suffering.

#### Close confinement of animals

The routine use, by suppliers, of close-confinement systems in the rearing of farm animals is, where possible, avoided in the supply chain. This includes no cages for laying hens.

#### Mutilation

There is no routine mutilation of farm animals used to supply products to Wasabi.

#### Transport

We aim to keep transport times to a minimum, to prevent undue stress to animals. Eight hours is the maximum, although, in reality, most journeys are considerably shorter. The hauliers being used are those which comply with the assurance schemes relevant to the animals being carried.

#### Growth-promoting substances

The use of growth promoters is strictly prohibited across all of our livestock supply chains. This is defined explicitly in the Wasabi food sourcing policy.

#### Stunning

All livestock providing meat is stunned, before slaughter, to ensure that the animals are insensitive to pain before slaughter. All farmed seafood is stunned before processing.

#### Policies relating to animals

We expect all suppliers of meat to comply with the following.

#### Pork

The pigs used to supply pork products are sourced from within the EU from producers which conform to the appropriate national standards, based on Council Directive 2008/120. Many of the national standards exceed the minimum requirements.

Live transport times for pigs used to provide pork do not exceed eight hours, with average transport times, in most cases, significantly lower. We are working closely with pork suppliers to determine the percentage of animals transported over different lengths of time. In a small number of cases, the purchase on the open market makes the benchmarking of this difficult.

All of the pigs used to provide pork products are either gassed or electronically stunned, rendering them insensible to pain, before slaughter.

## Chicken

The chicken meat used in our supply chain is from broiler chickens reared cage free. It is sourced from countries including the UK, Thailand and those in Europe.

All chicken is assured under local schemes, for example the Genesis Gap Standard (Thailand).

Stocking densities vary by supplier (ranging from 28kg to 45kg per square metre). Over the coming months, we aim to work with suppliers to better understand the percentage of birds held within the stocking density ranges detailed above. Our objective is for suppliers to reduce stocking densities, by the end of 2021, to below 33kg per square metre.

Live transport times never exceed eight hours. In many cases, transport times will be significantly lower, owing to the integrated nature of the farm and factory processes.

Only sick animals or flocks containing sick animals are treated with antibiotics. Healthy chickens are not routinely treated. The use of antibiotics is controlled and monitored at all times by veterinarians.

Regular testing occurs to ensure that the required antibiotic withdrawal periods are adhered to and that no trace of antibiotics occurs. Critically important antibiotics, as defined by the WHO, are not used within the supply chain as a matter of routine, although animal welfare may render these necessary, at certain times.

All birds are stunned before slaughter, by means of either electrical water bath or CO2 gassing. Both methods render the animals insensible to pain.

## Policies relating to other products

We expect our suppliers of these products to comply with the following requirements.

### Whole or shell eggs

All suppliers that use egg as an included ingredient in supplied products will source these on a free-range basis.

### Palm oil

The palm oil used for cooking purposes is Roundtable on Sustainable Palm Oil (RSPO) certified.

## Salmon and Seafood

All of the salmon supplied to Wasabi is farmed and processed in Norway and Scotland and prepared for sale in England. There is very minimal use of antibiotics in the production of the salmon (only under close veterinary supervision).

Stocking densities are currently 25kg per cubic metre and all fish are electrically stunned, before the gills are manually cut.

Our salmon suppliers are certified to third party recognised schemes such as GSSI.

Our prawns are farmed in Vietnam and Indonesia and are Best Aquaculture Practices (BAP) or Aquaculture Stewardship Council (ASC) approved.

We are working towards our fresh tuna being MSC approved, dolphin friendly, caught via purse seining and fish aggregating device (FAD) free. We aim to have this completed by mid-2021.

Our tinned tuna is dolphin friendly.

Our prawns are farmed in Thailand and Vietnam and are Best Aquaculture Practices (BAP) or Aquaculture Stewardship Council (ASC) certified.

## Information

We will provide our customers with clear, easy-to-understand nutritional information, available at the point of sale in addition to being on our website. This information will include kcal units (Calories), sugar, salt and fat as a minimum.

We will provide our customers with clear, easy-to-understand allergen information and details of all ingredients in our food, available at the point of sale, in addition to being on our website.

## Menu and food development

All of the ingredients we use comply with current EU regulation. We are committed to removing artificial flavours/colours from our food and are working to remove as many of the 14 major allergens as possible.

We will try to simplify and shorten our supply chain from farm or ingredient to fork and ensure full traceability.

## Sourcing and supply chain

We will provide provenance details of all main food ingredients.

We will source responsibly – when choosing suppliers and products, we will take account of transportation (often referred to as food miles), higher welfare, sustainability and ethical sourcing standards (including Red Tractor and Free Range).

We will have a direct relationship with all our suppliers of unique or Wasabi-specific items, auditing them all regularly.

We expect our suppliers to employ high standards of animal welfare. This is detailed in our food sourcing policy and in our responsible sourcing principles.

We are committed to reducing the use of antibiotics and ensuring that they are not used on a prophylactic basis.

## DISTRIBUTION

This policy applies to suppliers which deliver products directly to our branches, whether using their own vehicles or those of a third party.

The following delivery temperature requirements apply for all chilled or frozen food deliveries:

Chilled goods: 1–5°C or below, except RTE salmon & tuna required to be 4°C or below

Frozen goods: -18°C or below

### Ordering process

Orders are placed directly from branches. Orders may also be placed by Wasabi's head office. Alternative ordering methods may be used, if agreed on by Wasabi and the supplier.

### Delivery and inspection

Suppliers must ensure that all delivery operatives fully adhere to all applicable health and safety legislation, as well as any branch -specific requirements, including branch risk assessments and SOPs. Where third-party carriers or agency staff drivers are used, it is the supplier's sole responsibility to ensure that deliveries are carried out safely in accordance with this policy.

All goods delivered must be supported by an accurate delivery note which clearly shows the description and quantity delivered, the delivery note number and an order number, where applicable. The quantities recorded on the delivery note must accurately reflect the goods delivered. Should there be any discrepancy, the supplier must amend the delivery note to reflect the actual delivered quantities, before it can be signed by the receiver. Any issued invoices must reflect adjusted delivery note paperwork.

Suppliers must conform with agreed delivery time slots. Because of delivery restrictions at some branches, Wasabi may not be able to accept deliveries outside of the agreed delivery time slots. The supplier shall be informed of any specific restrictions, such as vehicle size. The supplier must adhere to any such restrictions.

All deliveries should be avoided between 12:00 and 14:00.

Goods shall be deemed by Wasabi as delivered only if they are checked and signed for by a branch management team member.

The supplier must ensure that wooden pallets, where used, are collected from the branch no more than one week following delivery.

### CENTRAL PRODUCTION UNIT (CPU)

Wasabi's CPU location and contact details:

Wasabi Co Limited

Central Production Unit

Unit 5, Origin Business Park

Rainsford Road

London

NW10 7FW

[Get Directions](#)

Supplier contact details

To ensure smooth communication, all suppliers are required to ensure that contact details held at the CPU are up to date at all times.

Ordering

On the purchase order (PO) document, there will be a PO number which must be quoted on all supplier delivery documentation and when booking in the delivery with the CPU. The CPU operates on timed delivery windows. This schedule approach provides a smooth flow into the CPU, benefiting all parties. It is, therefore, essential that suppliers keep to delivery times.

Orders will be placed in line with the agreed lead time and subject to agreed product minimum order quantities.

*For stocked suppliers:*

Orders will be placed Monday–Friday, inclusive, for delivery on the agreed date. Deliveries are seven days per week, including bank holidays.

*JIT – TBC when implemented*

Booking-in Procedure

All suppliers are required to book deliveries. This is achieved by telephoning the CPU and notifying the provisions team about which PO is being booked in and details of the delivery, e.g. number of pallets.

When booking in the delivery, any shortages or exceptions to the PO must be notified at this stage. PO number(s) must be quoted in all correspondence with the CPU. Provisions are open to take bookings during 0800–1600 Monday–Friday.

*For stocked suppliers:*

Delivery timeslots are available Monday–Friday, closed during 16:00 and 08:00. Booking-in is required at least 48 hours in advance of the required delivery time. Delivery time slots are allocated on a first-come, first-served basis and are available on the hour only. If a specific timeslot is required, an early booking is recommended.

*JIT – TBC when implemented*

Pre-delivery

When the delivery is booked in, the name for delivery company will be noted which the delivery driver must quote on arrival at the CPU. This enables the CPU team to clear the vehicle for site entry.

Delivery vehicles may not be permitted on site until 15 minutes before the allocated booking time to be unloaded, unless by specific agreement with goods inwards.

Suppliers arriving more than 15 minutes before their booking slot may be turned away and asked to come back at their allotted time. Any delivery which arrives 30+ minutes after the delivery time may be turned away at the CPU and requested to book again.

If the supplier calls to inform of a delay, an estimated time slot will be given. If the supplier does not inform the CPU of any delay, the driver may be requested to book again.

Vehicles are not allowed to wait at the CPU for their booking slot. It is important that suppliers work to achieve minimum noise at the CPU.

Any vehicle arriving with minor(s) or pet(s) accompanying the driver will be rejected.

Bank Holiday / Seasonal Working

The site provides a dedicated service throughout the year. Therefore, suppliers are required to provide deliveries across the week, including all bank holidays, as required.

Delivery Documentation

All deliveries must be accompanied by a delivery note. This must clearly state:

- PO number
- Supplier delivery note number
- Delivery date
- Product code, product description and quantity
- Any other specific product-related detail, e.g. batch number, production date, shelf life, expiry date etc

## Product Presentation

All palletised deliveries must be made on GKN CHEP 1.2m X 1m four-way entry pallets in good condition with no exposed nails.

Maximum pallet height 1.68m, including the pallet. Cost for re-stowage may otherwise apply.

Wasabi is on a one-way trip account with CHEP.

Pallets will NOT be exchanged. Suppliers should declare pallets to the account of Wasabi; they will automatically be depleted from your account.

Products must be packaged in a manner which fully supports and protects the product.

Cases must be stacked on pallets in a consistent configuration, with case pack quantity as specified by the Purchasing Control Document and NAV.

By prior agreement, any changes in packaging or pallet configurations must be recorded on NAV before the change takes place and notified to the CPU team.

This product data affects the way the CPU warehouse management system handles the product in the CPU – it therefore has a cost impact, if incorrect.

Stacking must be stable and avoid pallet overhang.

All pallets must be with clear shrink wrap.

Products with different expiry dates must be presented on separate pallets – ensuring only one product expiry date per pallet.

All pallets must be clearly labelled, detailing the contents, by product, on each pallet.

## Food Deliveries

All 'mixed' product pallets must be stacked in layers, with segregation between each layer.

All pallets should be base-lined with a separator.

Case labels must be facing outwards and be visible.

All cases must be labelled with:

- Product code (both supplier and Wasabi, where possible).
- Legal description
- Weight/pack size
- Allergen information
- Use by date/Best before date
- Storage condition, e.g. 'store at or below -18°C'.
- Specific handling instructions

Any products which fail to meet the agreed specification, are mouldy or damaged may be rejected by the pallet, i.e. if there is one affected case, the pallet will be rejected.

## Temperature

The following temperature requirements apply for all chilled or frozen food deliveries into the CPU:

Chilled goods: **5°C or below, except RTE salmon & tuna required to be 4°C or below**

Frozen goods: **-18°C or below**

Temperature validation will be achieved by the following methods:

- Request for provision of temperature-monitoring printout data from vehicles or storage facility.
- Non-destructive temperature testing on receipt at the CPU.
- Destructive testing; this will be driven primarily by further investigation of a specific failure or by 'repeat' temperature issues with a specific supplier or product. This will be at the cost of the supplier.

Frozen or chilled goods which fail to meet CPU temperature requirements will be rejected. Previously rejected stock will not be accepted on redelivery, without the written authority of Wasabi's quality assurance team.

Rejected deliveries will be recorded as delivery failures and will be liable to cost recovery of £50 per pallet.

#### Vehicle Requirements

Vehicles/trailers used for transporting food products must be suitable for the purpose, maintained in good repair, in a hygienic condition and must not contain materials which compromise the safety or quality of the goods.

Vehicles/trailers must be of a specification suitable for delivery to dock levellers at 1.2m height. Curtain sided vehicles will be accept by prior arrangement.

Vehicles/trailers must be able to accommodate CPU unloading trucks of a maximum of 2 tonnes (laden weight assuming 1 x 1000kg pallets), ie the vehicle/trailer floor material and construction need to be able to support the trucks while unloading products.

Hand pallet trucks, sit-on pallet trucks or container specification counterbalance trucks may be used.

Any hand-balling costs because of deliveries arriving on an incompatible vehicle/pallet will be liable to cost recovery at £50 per pallet, unless pre-agreed with Wasabi Purchasing.

#### Product Specifications

All incoming food materials must conform to the product specification agreed between Wasabi and the supplier.

## Goods-in procedure – Inbound Deliveries

On arrival at the CPU, the goods inwards team will check the booking reference against the delivery schedule for that day. If the delivery is not booked in, it may be rejected or (as a minimum) the driver will have to wait for the next available delivery slot.

If the delivery is booked in and has arrived on schedule, the CPU will direct the driver to a specific unloading bay number or holding area. In either case, once parked, the driver is required to report to goods-in and hand in the delivery notes.

Once the vehicle is backed on to a bay, the keys must be handed to the goods inwards office before unloading commences. There will not be any unloading, unless the keys are handed in. This will enable the goods inwards operatives to prepare to receive the delivery. The driver is required to wait at goods inwards, until goods inwards advises the driver that unloading will commence.

Delivery drivers must wear a high-visibility vest and safety boots for the duration of the delivery. Goods will be unloaded from the vehicle, with observation from the driver, where applicable. To avoid accidents, all delivery drivers must comply with the goods inwards operative's instructions, in terms of where to stand while unloading takes place. This also applies to use of the driver welfare facilities which are provided at the discretion of the CPU duty shift manager.

Once the goods have been unloaded, products and quantities are checked against the delivery documentation using the CPU goods receipt note (GRN). The products will be examined for signs of visual damage, mould or pests at outer case level.

In the instance of full pallet deliveries, only the outer layers of cases can be examined. If damages are found within pallets at a later point, this will be reported to the supplier for rectification/replacement, at the supplier's cost.

Where the quantity delivered is greater than that on the purchase order, but is as stated on the supplier delivery note, the excess product will be rejected. Where the quantity delivered is less than that on the purchase order, the delivery may be rejected.

All date codes are checked and recorded. If shelf life or validated product temperature does not meet the agreed parameters, the stock will be rejected.

Wasabi reserves the right to change, move or cancel a confirmed booking, without incurring any additional costs. This would happen only in the event of exceptional circumstances.

Rejected deliveries will be recorded as delivery failures.

Once the delivery is complete, the driver will be contacted again asking him/her to goods inwards and keys collected.

For returns to the supplier and delivery rejections, please see our **Product Recall Policy**.

## Product Non-Conformance

Any rejection is considered a serious breach of this agreement. It must be followed by a full investigation by the supplier, identifying the causes, rectification proposal and long-term preventative actions. Investigation and response must be given to Wasabi within 48 hours.

Suppliers will also be liable to Wasabi cost recovery.

## Supplier performance-monitoring

The Wasabi CPU QA/goods inwards team will monitor each supplier delivery based on:

- supplier conformity to the booking-in procedure
- order fulfilment of 99.5% (versus order delivered in full, by required date)
- arrival within 15 minutes before or 30 minutes after the booked delivery time
- delivery documentation conformity
- product presentation
- case quantity and configuration (pallet quantity and height)
- CHEP pallet conformity, correct type and required pallet quality stacking and shrink-wrapping quality, i.e. is product secure and undamaged
- segregation of layers on mixed pallets
- case-labelling conformity
- temperature compliance
- date code compliance (expiry date)
- order accuracy (mis-picks/shorts/overs)
- cleanliness of vehicles and stock
- returns process conformity
- damages
- specification compliance

Wasabi will work with suppliers to ensure that they are successful in achieving the required level of overall delivery conformity. Where required, this may involve CPU supply chain meeting with suppliers at the CPU to discuss details of any issues and agree on action plans for rectification.

Achievement of these KPIs (subject to any specific exceptions which may be agreed on between Wasabi Purchasing and suppliers) is a condition of supplying Wasabi. Wasabi will support all suppliers, as far as is reasonably practical, to achieve conformity.

## Order placement

Wasabi will place purchase orders with suppliers by e-mail. The purchase order will include the products and their Wasabi product codes, together with quantities and delivery date.

On the purchase order (PO) document, there will be a PO number which must be quoted on all supplier delivery documentation and when booking in the delivery with the CPU. The CPU operates on timed delivery windows. This schedule approach provides a smooth flow into the CPU, benefiting all parties. It is, therefore, essential that suppliers keep to delivery times.

Orders will be placed in line with the agreed lead time and subject to agreed product minimum order quantities.

For stocked suppliers:

Orders will be placed Monday–Friday, inclusive, for delivery on the agreed date. Deliveries are seven days per week, including bank holidays.

For just-in-time (JIT) suppliers:

The deadline for order placement is 1830 on the day before delivery. JIT suppliers are required to indicate any limitations against this target order window. Orders will be placed Monday–Sunday, inclusive, for delivery between 0300 and 1200 the following day.

#### Booking-in procedure

All suppliers are required to book deliveries. This is achieved by telephoning the CPU and notifying the provisions team about which PO is being booked in and details of the delivery, e.g. number of pallets.

When booking in the delivery, any shortages or exceptions to the PO must be notified at this stage. PO number(s) must be quoted in all correspondence with the CPU. Provisions are open to take bookings during 0800–1600 Monday–Friday.

For stocked suppliers:

Delivery timeslots are available Monday–Sunday, closed during 0500–0600 and 1700–1800. Booking-in is required at least 48 hours in advance of the required delivery time. Delivery time slots are allocated on a first-come, first-served basis and are available on the hour only. If a specific timeslot is required, an early booking is recommended.

For just-in-time (JIT) suppliers:

Delivery timeslots are available 24 hours a day. Any top-up or replacement product must be delivered by 1500 at the latest on the same day. In the event that this stock is not recovered, the supplier must deliver directly to the branch.

#### Service level/stock availability

On supplier request, Wasabi will endeavour to provide volume forecasts for peak periods, based on demand history. Taking this into account, it is the supplier's obligation to ensure that stock levels are sufficient to achieve the order fulfilment KPI. Wasabi are not obliged to order any excess production of stock.

#### Delivery and Invoicing Requirements

A payment run is performed each week at Park Royal; this is processed via a three-day BACS transaction.

All authorised invoices on our system reaching the agreed payment terms will be paid by BACS.

A delivery note (DN) must be signed by a member of Wasabi branch or CPU staff, with a copy left with the signatory.

Payment to suppliers is reliant on the invoice matching the signed delivery note (DN), any discrepancy will result in the invoice being returned to the supplier.

Invoices must be presented in a format that supports our invoice management software, Continia:

**The Electronic invoices and Credit notes that you will need to submit MUST follow these guidelines and requirements below, we cannot pay invoice that do not comply with our requirements set out as follows:**

1. be in PDF format
2. NOT be encrypted
3. NOT be password protected
4. clearly display your Company name
5. clearly display your Company registration number
6. clearly display your Company address
7. clearly display your Company email with contact phone number.
8. clearly display the delivery address ( e.g. Branch name/ Branch Number)
9. clearly display your Account ref number (e.g. Wasabi , Kimchee or Soboro)
10. clearly display an invoice date
11. clearly display an invoice number
12. clearly display a PO number provided to you by .....
13. clearly display a sub total amount
14. clearly display your company VAT number (if applicable)
15. clearly display a VAT amount (if applicable)
16. clearly display a Total amount
17. always keep to the same format/layout
18. clearly display your payment terms with due date and your bank details.

**All invoices must be sent as per below table:**

<b>Trading As</b>	<b>Registered Company</b>	<b>Sending all Invoices &amp; credit notes to :</b>	<b>Sending All Periodic Statements &amp; Queries</b>
Wasabi Co Ltd	Wasabi Co Ltd	invoices@wasabi.uk.com	<a href="mailto:accounts@wasabi.uk.com">accounts@wasabi.uk.com</a>
Kimchee	Kim Korean Restuarants Ltd	Invoices@kimchee.uk.com	<a href="mailto:accounts@wasabi.uk.com">accounts@wasabi.uk.com</a>
Soboro	Soboro Ltd	invoices@sboro.uk.com	<a href="mailto:accounts@wasabi.uk.com">accounts@wasabi.uk.com</a>

Wasabi will accept paper invoices from new suppliers for a maximum period of three months. During this period, the supplier will be required to implement an electronic solution. Once an electronic payment process has been implemented by the new supplier, no further paper documentation is to be submitted.

All other invoices should be submitted via the Wasabi electronic process, as previously communicated.

All prices invoiced must match those logged in our purchase order systems, any discrepancy will result in the invoice being returned to the supplier for re-issue. Credit notes will not be accepted or processed.

Any pricing disputes should be discussed in the first instance with the relevant Buyer in the Purchasing team – [purchasing@wasabi.uk.com](mailto:purchasing@wasabi.uk.com)

Any invoice disputes are to be resolved by notifying the accounts payable team at Wasabi – [accounts@wasabi.uk.com](mailto:accounts@wasabi.uk.com)

### Food product labelling policy

Product-labelling must comply with the appropriate legal requirements and contain information to enable the safe handling, display, storage and preparation of the product. The management controls of product-labelling activities will ensure that products will be correctly labelled and coded.

#### Requirements:

- There must be clear, accurate and consistent labelling information on all outer cases and food contact packaging.
- There must be a process to verify that ingredient and allergen labelling is correct, based on the product recipe and ingredient specification.
- There must be an effective process in place to ensure that labelling information is reviewed whenever changes occur to the product recipe, raw materials, supplier or country of origin of raw materials or when there are legislative changes.
- Where a claim is made about a product to satisfy a consumer group, the product formulation and production process must be fully validated to meet the stated claim.
- The choice of print format must provide clear and indelible printing, taking into consideration the handling and storage of the product in the supply chain.
- There must be a process to ensure that only the correctly printed labels and packaging are available at the packaging machines.
- Production lines must be checked before production starts and following any changes of product to ensure that lines have been suitably cleared of products and packaging from previous production runs.
- Products must be packed into the correct packaging and correctly labelled.

#### Minimum requirements – outer case:

- Name/description of the product
- Batch/Traceability code
- Durability date
- Storage conditions
- Name and address of supplier
- Health mark (where applicable)

#### Minimum requirements – inner food contact packaging:

- Name/description of the product
- Batch/Traceability code
- Durability date
- Allergen information
- Health mark (where applicable)

### Product recall policy

A plan and system must be in place to manage incidents effectively and enable the withdrawal and recall of products, should this be required.

#### Requirements:

- If products, which have been released from the production site have been affected by an incident which compromises the safety, quality or legality of that product, Wasabi must be notified at the first opportunity.
- The exact reason for the withdrawal or recall must be given over the phone and confirmed by e-mail.
- Adequate information e.g. affected quantity, traceability code etc must be provided in order to identify the affected product or a complete withdrawal will be made.
- All uplift and recovery costs will be the responsibility of the supplier.
- Immediate steps must be taken to replace the affected stock.
- Suppliers must have a documented withdrawal and recall procedure which must contain up-to-date contact details.
- This (mock product recall) must be tested annually.

Wasabi has a documented withdrawal and recall procedure for managing the process in the CPU/branch estate, to ensure the safety of staff and customers and to minimise the impact on the business.

#### Traceability policy

Suppliers must be able to trace all raw material product lots (including packaging) from their suppliers through all stages of processing and dispatch to Wasabi and vice versa.

#### Requirements:

- There must be adequate identification of all raw materials, packaging, processing aids, semi-processed products, part-used materials, as well as finished products, to ensure traceability.
- The traceability system must be tested to determine its effectiveness from raw material, including primary packaging, to finished product and vice versa (at least annually).
- A quantity check/mass balance must be included.
- Full traceability must be achievable within four hours.
- Suppliers must ensure that their suppliers also have effective traceability systems.
- Where rework or any reworking operation is performed, traceability must be maintained.

#### Supply chain audit policy

Food supplier audits will be undertaken according to a schedule determined by a number of risk factors, including product category, location, BRC/GFSI rating, complaint history and contract volume. Audits may be undertaken at short notice and on an unannounced basis.

Supplier audits will assess compliance with:

- HACCP system
- Food safety and quality management system
- Documentation & control
- Supplier and raw materials
- Traceability and product recall
- Site standards
- Staff facilities
- Hygiene and housekeeping

- Good manufacture practice
- Pest control
- Physical and chemical contamination
- Product control
- Process control
- Personnel

Requirements:

- All Wasabi food suppliers must be certified to a Global Food Safety Initiative (GFSI) recognised accreditation
- Their quality management system (QMS) must reflect this.
- The product scope of certification must include the products being purchased by Wasabi.

Foreign object detection policy

The risk of product contamination shall be reduced or eliminated by the effective use of equipment to remove or detect foreign bodies. Foreign body removal must always be considered secondary to preventing contamination in the first place. This policy applies to all suppliers currently supplying food products and ingredients to Wasabi.

Requirements:

- It is the responsibility of suppliers to ensure that all foreign body risks are identified, managed and controlled in such a way that the safety and legality of the products supplied to Wasabi are maintained.
- In the event that a foreign body contamination has knowingly occurred, it is the responsibility of the supplier to inform Wasabi immediately – corrective and remedial action must be taken.
- The foreign object detection methods in place, within the production facility, must be coherent with the product being produced.
- All products should be passed through a foreign object detection device. In general, this will be a metal detector or X-ray, with consideration given to other devices, where appropriate.
- All detection methods should be located in such a way that they are as close as possible to the final packing point.
- All devices should be calibrated on a predetermined schedule (at least yearly) by the equipment manufacturer or fully trained contractors. The calibration should be to the tightest sensitivity, without increasing the number of false positives.
- The foreign object detector should be in full working order at the start of the production run.
- The detection machinery should be checked at the beginning and end of run, as well as a minimum of hourly.
- All checks should be documented appropriately as detailed in the relevant detection system.
- The detection machinery shall incorporate an automatic rejection device, belt stop or other such method to allow effective segregation of the affected product.