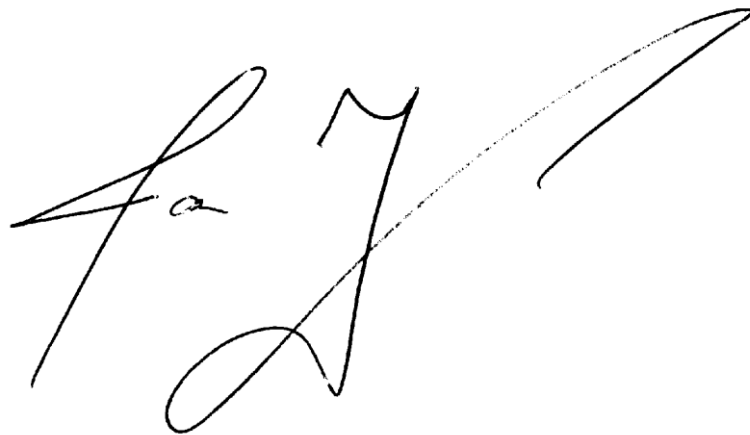


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## **FSC Chain of Custody (Transfer System) Management System**

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**Approved For Use By :** Ian Fletcher-Price (CEO)

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**Document Authority:** Warren Sellers (Business Standards Manager)

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<b>Issue</b>	<b>Change Detail</b>	<b>Date</b>
1	New policy in force	Aug 2019
2	Yearly Review	Aug 2020

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## **1 AIM**

The aim of this procedure is to ensure that the purchasing and sales of products containing timber are where possible from FSC chain of custody certified suppliers.

## **2 Scope**

All activities undertaken by Posturite during the management of an FSC transfer system.

## **3 Departments, Staff and Other Interested Parties Affected**

Purchasing, Warehousing, Sales, Finance Departments.  
Customers, Suppliers of Products, Logistic Companies and Certification Body.

## **4 Responsibilities**

Head of Sales – Geoff Thompson – overall leadership  
Sales – Geoff Thompson  
Sales Staff – Specifying correct product to client  
Chain of Custody Management Representative – Warren Sellers  
Purchasing Manager – Chris Pratt  
Purchasing department staff – Product Knowledge and record keeping  
Warehouse Manager – Stock management & segregation of stock  
Warehouse staff – Picking and system knowledge, product knowledge  
Customer Services – Jamie Hall, CS Staff - orders

## **5 Associated Documents**

We shall maintain the following documentation and associated records as applicable to our scope of certification.

Procedures, product lists; training records; purchase and sales documents; material accounting records; annual volume summaries; trademark approvals; records of suppliers, complaints and control of nonconforming products.

FSC Documentation and associated records shall be retained for a minimum of 5 years.

## **6 Procedures**

### **6.1 Purchasing Requirements**

All products that we claim to be from FSC certified sources shall be purchased under strict control.

These controls shall include the ongoing assessment of suppliers to ensure the products we purchase are certified.

When making purchases we shall stipulate our FSC requirements on the purchasing documentation (Purchase Order).

Records of FSC purchases shall be maintained and periodic audits will be carried out to ensure stock levels are correct. If discrepancies are found an investigation shall be carried out to track the stock.

We shall maintain up to date information about our suppliers including proof of their certification status, the products which they supply and the specific FSC claim for each product (FSC 100%, FSC Mix or FSC Recycled).

### **6.2 Supplier Approval and Evaluation**

It is important that we carry out a full assessment of our suppliers with regard to products that contain timber to ensure that these fulfil the requirements of the FSC Chain of Custody standard (FSC-STD-40-004 V3-0).

Suppliers shall be approved prior to ordering products which claim to be from a certified FSC source and in order to be considered for approval suppliers shall be required to prove they have achieved this status through certification.

Checks will also be undertaken via the FSC Certificate Database to ensure ongoing certification. Records of these activities shall be maintained.

### **6.3 Goods Received - Storage and Segregation**

Upon receipt of FSC certified products warehouse staff shall initially quarantine these until there is an opportunity to;

1. Check the supplier's delivery documentation to confirm that the product and quantities are in accordance with what has been received,
2. Confirm that the FSC claim is specified,
3. Place FSC products in identifiable areas away from similar products which do not hold FSC certification.

## **6.4 Sales**

We shall ensure that all sales documentation issued for products sold with an FSC claim shall include the following information;

1. Posturite company name and contact details,
2. Information to identify the customer – Name and Address,
3. Date when the documentation was issued,
4. Product name or description,
5. Quantities,
6. Our FSC certificate code,
7. Product claim – We pass on our suppliers output claim. A clear indication of the FSC claim for each product (i.e. FSC mix 70%, FSC 100%).
8. Product group Office furniture, W12 & W12.7 - Outputs - FSC MIX 70%, FSC 100%.

## **6.5 Customer Services**

Customer services shall be responsible for the processing of client orders, so it is important that staff are fully aware of those products which are being sold with an FSC claim.

A full understanding of the FSC Returns mechanism shall be required. This will follow current processes but with the added importance of stock segregation and communications with the warehouse.

## **6.6 Product Picking and Delivery (Sales)**

Care shall be taken when picking items for delivery when part or all of the order is for FSC certified products.

Products can only be dispatched from the stated storage area and once all checks have been undertaken in accordance with the goods received stage above.

## **6.7 Nonconforming Products**

We shall ensure that all products which do not meet our, customer or FSC standard requirements are identified and quarantined from other stock.

Upon receipt of goods we shall inspect to ensure that our requirements have been met in terms of quality and FSC compliance.

Nonconforming products shall be labelled to prevent their unintended use and arrangements made to return the goods to the supplier.

Records of all defects and returned goods shall be maintained in order to facilitate ongoing evaluation of nonconforming suppliers. This information shall feed into our periodic supplier evaluation process.

## **Document Control**

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Where nonconforming products are detected after delivery to our customer's we shall undertake the following;

1. Notify our certification body and the affected customers within 5 working days of the identification of the nonconformity,
2. Notify the supplier of the identified issue,
3. Analyse the cause of the nonconformity and implement measures to prevent their recurrence. The supplier will be part of this process.
4. Cooperate with the certification body in order to allow them to confirm that appropriate actions have been taken to correct the nonconformity. This may include the sharing of information such as specific transaction data.

Records relating to the above procedure will be maintained and analysed periodically to ensure compliance with the requirements of the standard.

## **6.8 Complaints**

All complaints received relating to the purchase and supply of FSC certified products shall be reviewed immediately by our system Management Representative and the appropriate department head.

Depending on the initial findings the issue may be escalated to the board of directors.

1. We will ensure that we acknowledge receipt of the complaint with the complainant within 2 weeks of receipt.
2. We shall fully investigate the complaint in order to identify proposed actions and respond to the complainant within 3 months. If more time is required, we shall inform the complainant and our certification body of this.
3. Following the internal investigation and communications with the complainant we shall determine corrective actions and implement these. We shall ensure that any issues with our processes are corrected to meet certification requirements.
4. We shall at all times keep an open dialogue with the complainant and where necessary our certification body through to an agreed conclusion and closure.

Records of all complaints shall be maintained and will be subject to periodic review.

## **7 Staff Training**

All staff who perform elements of the procedures stated within this document shall undergo specific internal training and be aware of the consequences of not meeting the requirements stated within this management system and those associated with the FSC standard.

Records of specific training shall be maintained and where necessary periodic refresher training shall be undertaken and documented accordingly.

## **8 Internal Audit**

In order to ensure compliance with the requirements of this management system and those stipulated within the standard we shall undertake periodic internal audits.

**PROTECT**

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Records of these audits shall be maintained and fully analysed.  
This analysis will include an assessment of nonconformities to establish whether specific trends have developed which may require further control.

The Business Standards Manager is the authority of this document and is responsible for ensuring that this document is reviewed in line with the review requirements of the organisation control and management systems.

This procedure was approved by the CEO on the date shown and is issued on a version-controlled basis under their signature