



AT SASSAFRAS

POLICY STATEMENT

SUPPLIER QUALITY MANAGEMENT SYSTEM

Cream at Sassafras (CAS) is discerning in its selection of suppliers. Whilst product quality is extremely important, so too is our relationships with our Suppliers. We value loyalty and long term relationships. A Purchaser is the customer of a Supplier. Various aspects including respect and Customer Service are implicit. CAS understands that the ongoing transaction of business has obligations for both parties.

The purpose of this Policy is to ensure the manner by which CAS is prepared to deal with those who choose to supply it with Goods and Services is absolutely clear.

1.0 Communication

In accordance with its Environment Policy, CAS does not communicate by facsimile. Email is preferred and where matters need written confirmation.

2.0 Commercial Trading Accounts

CAS will provide whatever information and documentation is reasonably required by a potential supplier in order to establish and maintain, a Trading Account.

3.0 Orders

CAS does not uniformly employ a Purchase Order System. However, CAS prefers to place orders in writing. Where a discussion concludes with the placement of an order, an email confirmation thereafter is preferable. CAS will make every endeavour to advise suppliers of errors in delivery as soon as practicable after any delivery has been received. Notwithstanding, CAS will not accept responsibility for any delays which result from an error by a Supplier.

4.0 Payment Terms

CAS accepts that it has an obligation to pay accounts that are correctly drawn, within the time specified and agreed by the Supplier. Any variation(s)/extension(s) sought and agreed will be sought by CAS before any account/charge becomes due.

5.0 COD

Where CAS agrees to be supplied on a COD basis, it will only pay after being given reasonable time to receive the goods/service, verify the supply and reconcile the invoice. The minimum time required for payment is one Business Day from receipt of the supply.

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6.0 Invoices

CAS will only make payments against Tax Invoices which are correctly drawn and accurate. The supplier is responsible for the compliance/correctness of each invoice and its accuracy and for providing substitute invoices/information in the event an error occurs. CAS will not accept responsibility for any delays in payment which result from an invoicing error by a Supplier.

7.0 Payment

CAS does not pay in cash. We pay preferentially, in descending order, by the following mechanisms; Credit Card, EFT and cheque.

8.0 Payment by Credit Card

Where a supplier has an approved SSL Payment Gateway, we will provide our Credit Card details electronically. Otherwise, we will telephone with details specifying invoices to be paid. We never provide Credit Card and other Secure Banking information by email, in accordance with IT Security Practices.

When we authorise a Credit Card debit, we expect that transaction conducted promptly and within 24 hrs. We manage our cash flow so that no payment should ever be declined and this is largely why we expect payments to be taken promptly.

Any and all authority we provide when providing our Credit Card details is valid only for one Business Day (24 hours) and is automatically revoked thereafter.

We provide our Credit Card or Bank Account details only on the condition they are used immediately, not stored and then destroyed. Any retention of such confidential information is permitted only when a Supplier has our written authorisation.

9.0 Understanding, Agreement and Acceptance

All existing and new Suppliers will be provided with a copy of this SQMS Policy. Please read it carefully. Please forward any queries in writing.

The first supply of Goods or Services after this Policy has been provided to a Supplier will be deemed as Agreement and Acceptance by the Supplier.

10.0 Continuous Improvement

CAS is committed to the principles of Continuous Improvement. This Policy will therefore, be revised, from time-to-time. Suppliers will find the current version on our website.

LEENAH KHOR
Proprietor – February 2010

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