



SOURCED BY OXFAM

Supplier Manual

July 2026



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1 - ABOUT US

1.1 - OXFAM GB

Oxfam is a global community of people who believe in a kinder and radically better world, where everyone has the power to thrive not just survive. We believe we can overcome poverty by fighting the injustices and inequalities that fuel it.

Because we want lasting solutions, we fight the inequalities that keep people locked in poverty and injustice, we tackle not the symptoms but the systems, and we campaign for genuine, durable change.

We have a vision of a just and sustainable world. A world where people and the planet are at the centre of our economy. Where women and girls live free from violence and discrimination. Where the climate crisis is addressed. And where governance systems are inclusive and allow for those in power to be held to account. Our ambition is lasting impact. We make a difference by being part of a global movement for social justice.

1.2 - SOURCED BY OXFAM

The '**Sourced by Oxfam**' team collaborates with its supplier partners to bring you a responsibly sourced range of new products.

We are cause and mission driven when choosing our supplier partners. We look for products which tell a story, share our values, and compliment the wider Oxfam retail offer.

Our mission is to provide a multi-channel destination for responsibly sourced products. Collaborating with our supplier partners and enriching our customers lives whilst raising vital contribution for Oxfam's programme work.

It's exciting to see shoppers demanding more transparency from their brands and wanting to shop in a way that is ethical and environmentally friendly. It's this world of transparency and care for each other that Oxfam and our supporters strive for.

As a retailer in the UK, with a mission to fight inequality to end poverty and injustice, we want the products we sell to have a positive impact on the world. In the 1950s, Oxfam introduced the concept of 'fair trade' products in the UK, selling items that actively benefit the producers and their communities.

Since then, we've built more open, collaborative relationships with our suppliers, strengthening mutual accountability for our ethical and environmental impact.

We know that there is always more we can do, and we are committed to working with our suppliers to keep making the improvements which benefit people and the environment.

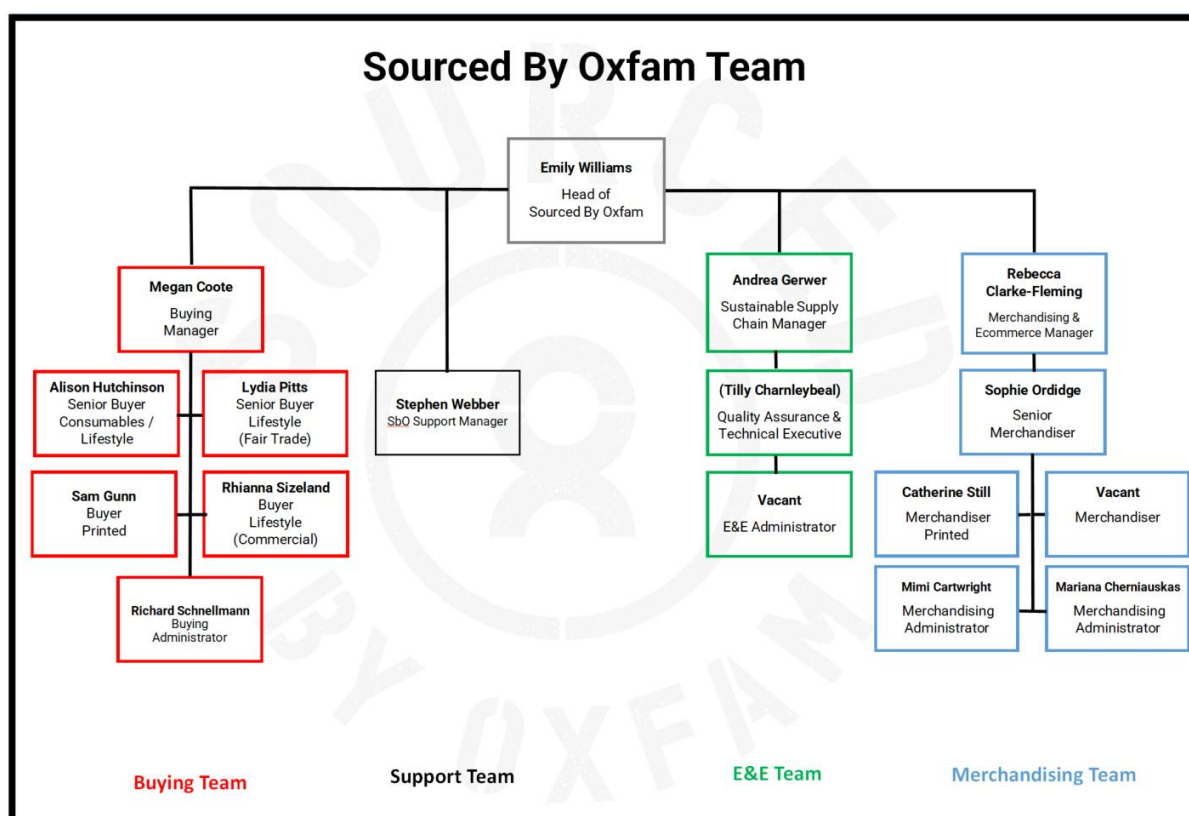
1.3 - OUR SHOPS AND VOLUNTEERS

Our high street charity shops first sold new products back in 1961, alongside donated / second hand goods. As a pioneer of the UK Fairtrade movement, our initial aim was to give Fairtrade producers access to a secure market. Today, **Sourced by Oxfam** products are sold in over 500 Oxfam shops across the UK as well as through the Oxfam online shop, raising vital contributions for Oxfam's programme work.

Oxfam shops turn shopping into a powerful way to help end poverty. From the local high street to our amazing online shop – whether it's brand new or donated – every single item our shoppers buy makes a vital, lifechanging difference worldwide.

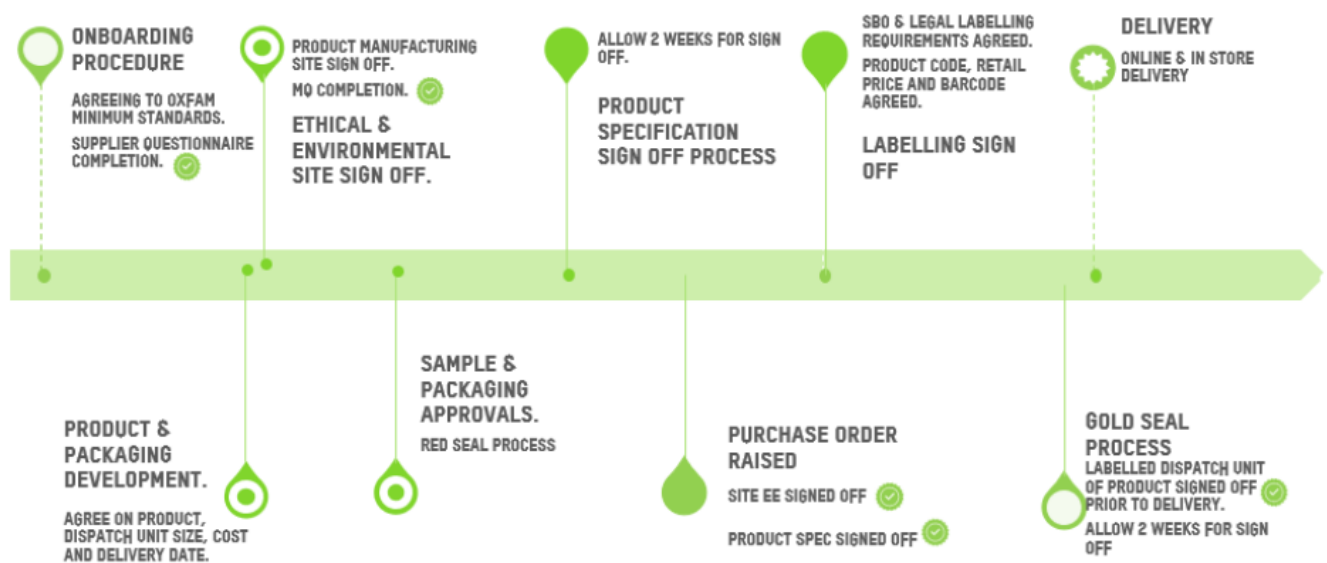
Our shops are staffed by an incredible 22,000+ amazing volunteers giving up their time to support Oxfam's retail business.

1.4 – SOURCED BY OXFAM TEAM



(see Contact Details in Section 10 on page 30)

1.5 - BUYING PROCESS SUMMARY



1.6 - SOURCED BY OXFAM SUPPLIER FRAMEWORK

Oxfam GB recognises the importance of sustainable development for all people living in poverty, without discrimination, and the long-term benefits of becoming a more sustainable organisation.

We are proud to work with suppliers who share our values, champion fairtrade principles, create products that care for our planet, and create decent employment for the people who make the products sold in our stores.

We're committed to working closely with our suppliers in order to adapt and improve our supply chains, because we know that things can always be done better.

Over the years, Oxfam has been working to make a transformative shift by applying learning from our global programme to improve how we do business with our suppliers.

In 2021, we launched our [Sourced by Oxfam Supplier Framework](#). This framework was developed to guide our understanding of the ethical and environmental impacts of our retail supply chain operations. The Supplier Framework aims to:

- Guide our everyday retail sourcing decisions.
- Set out what Oxfam considers good practice to deliver sustainable, positive impacts for the people working in our retail supply chain.
- Measure how well aligned our suppliers' business structure and decisions are with ethical and environmental outcomes, and how this improves over time.
- Learn from, celebrate and share good practice already demonstrated by our suppliers.
- Incentivize suppliers to work with us to raise ethical and environmental standards in our supply chain.
- Be transparent and accountable about how Oxfam works with our suppliers.

Using our three assessment tools, and in dialogue with Oxfam, suppliers are rated from level 5, which is entry level, up to level 1. We then work together to help suppliers to progress to the next level, with the **Sourced by Oxfam** team offering additional incentives at each level. At level 5 there are no incentives, while our top-level 'hero' suppliers enjoy preferential terms, promotions and more.

The framework is a 'work in progress' and we will develop it in response to feedback, as we continually strive to work together with suppliers to improve our impact.

During onboarding, your business will be scored using three tools, addressing three criteria:

- How Equitably their business is structured.
- Their Human Rights impact.
- The Environmental impact of manufacturing and operations.

We are then able to measure how well aligned our suppliers' business structure and decisions are with ethical and environmental outcomes, and how this improves over time as well as determine what the score means for the incentives offered to suppliers.

We invite you to read our SbO Supplier Framework, to learn more about how we can work together on this important topic, and what this means for your business with us.

1.7 - MINIMUM STANDARDS

It is vital that those who work with and for Oxfam GB remain true to its core mission, aims and values. To this end, as part of our minimum requirements, we ask all suppliers to align with our ethical and environmental policy.

Oxfam's [Ethical and Environmental](#) and [Anti-Slavery and Human Trafficking](#) policies cover several topics, and we ask you to review these documents in detail to have awareness about the implications for your business relationship with Oxfam. Included in the policy is further information about:

- Oxfam's Commitment to Suppliers
- Suppliers Commitment to Oxfam
- Environmental Standards
- Labour Standards
- Ethical Trading Initiative Base Code
- Roles and Responsibilities
- Consequences of non-compliance
- Modern Slavery

Additionally, as part of our onboarding process, we assess each supplier through our Supplier Questionnaire, which is based on the equitable, human rights and environmental tools as outlined in the previous section. Similarly, we review the final points of manufacture for all the products we sell through our Manufacturing Questionnaire, which is based on the [Ethical Trading Initiative Base Code](#). Finally, we review the materials specification for each product to ensure they align with Oxfam's policies and guidelines.

For further Information about our onboarding process, please check our [requirements guide](#).

Oxfam aims to source all its wood and paper products from responsible sources. Suppliers of **Sourced by Oxfam** must source forest products from recycled sources and/or well managed forests which have been certified to a credible standard.

Recycled should always be the preference and priority when sourcing wood and forest materials.

Oxfam GB views the Forestry Stewardship Council (FSC) to be the most credible certification for the sustainable sourcing of wood and forest materials. Therefore, we require evidence that wood and paper products are certified FSC (and/or recycled) and have a full chain of custody.

Exceptions will be made for products which are Fairtrade marked or produced by members of the World Fair Trade Organisation as appropriate.

In addition to this we require annual reporting of the tonnage of all wood/paper products supplied to Oxfam GB. We set out detailed Wood and paper reporting requirements in our Contract.

1.8 - INFORMATION FROM OUR SUPPLIERS:

In line with our Supply Chain Transparency Commitment and our Ethical Trading Initiative (ETI) membership, **Sourced by Oxfam** shares details of our final point of manufacture on [Open Supply Hub](#) to enhance transparency, improve accessibility, and encourage greater collaboration within and beyond the ETI community.

- Data that is shared on Open Supply Hub: Name, Parent Company Name, Address, Sector, Processing Type, Product Type, Number of Workers.
- Please note that all this information is linked to **Sourced by Oxfam**, rather than a specific supplier.
- Participation in this initiative is a requirement for doing business with us.

Please read more about the initiative [here](#) and feel free to contact us if you have any questions you'd like to discuss further.

1.9 - MINIMUM REQUIREMENTS FOR SUPPLIERS:

As a supplier to Oxfam, we require you to support your manufacturing sites to adhere to, and/or complete, the below forms and to report updates to Oxfam in a timely manner.

- Completion of Oxfam's Manufacturing Questionnaire (MQ)
- Completion of Oxfam's Suppliers Questionnaire. (SQ)
- Completion of Oxfam's Material Specification Forms (MSF)
- Adherence to our Ethical and Environmental Policy
- Adherence to our Anti-Slavery and Human Trafficking Policy
- The operation of a Quality Assurance system.
- The operation of an adequate safety management system if you supply food.
- **If required, agree to commission and pay for an on-site 3rd party labour and/or environmental audit, with a preference for SMETA audit within 2 months of an agreed Contract.**
- If requested, your manufacturing site(s) shall join SEDEX (The Supplier Ethical Database) at their own cost and link their profile within SEDEX to Oxfam products for Retail Sale so we can view the manufacturing site's data.

- If requested, the manufacturing site (s) must complete the SEDEX Supplier Assessment Questionnaire (SAQ) to 100%.
- Share copies of existing on-site Environmental and/or Labour Standards Audits and any Corrective Action plans (CAP) arising from such Audits.
- Agree to address issues arising from such on-site assessments via the resultant Corrective Action Plan, providing Oxfam with timely updates as requested.
- Where a Supplier Framework Action Plan has been agreed, you will show demonstrable commitment to progress the objectives outlined in the action plan. Failure to show demonstrable commitment can result in a termination of contract.
- Ensure that if any outsourcing occurs, that the relevant contact at Oxfam be notified and that the sites complete the above steps.

In terms of product and packaging materials, please refer to the [Oxfam Ethical and Environmental Policy](#) for further details. The list includes specific requirements for cotton, plastics (fossil-based and bioplastics), wood derived products, specific food commodities, vegetable oils and bamboo materials.

If any of the listed criteria cannot be matched, please discuss this with your product category buyer and provide any supporting documentation and an explanation of why this decision was made for our review.

With the above supply chain requirement demonstrated and agreed, we will establish our commercial relationship via a Contract with you.

This Contract must be signed.

Our Contract contains the essential terms regarding the supply of goods, a template Purchase Order, the agreed Specification(s), our Ethical and Environmental Products requirements, this Supplier Manual and if applicable, a Promotional and Marketing agreement.

2 - GENERAL INFORMATION

Oxfam expects all products you supply to be of the agreed quality, fit for purpose and to be delivered free from minor defect, procured through responsibly managed supply chains. Goods are to comply with all relevant UK Regulations.

Our trading relationship may range from the supply of “off the shelf” goods to more complicated and collaborative product development and/or specific work on packaging design.

We may request packaging design that remains exclusive to us for a specified period. We may use Oxfam or **Sourced by Oxfam** brand assets with you which remain our property (these assets are protected under intellectual property law). These elements of intellectual property and exclusivity will be detailed in our contact with you. You should factor the costs of product development and packaging design into your price when this is applicable.

Labelling requirements that are in addition to that detailed below will be communicated to you formally as they are agreed. Once the Purchase Order is raised, you will receive a Labelling Letter within the following week.

In all cases, our Buyers will work with you through this process, producing a Specification and requesting samples and prototypes. This process ultimately leads to a “Gold Seal” sample. Further details about this process can be found in section 2.3.2 on page 12.

IMPORTANT: *In order to minimise the need for intervention by us (and its associated costs) we require a quality service that delivers goods as specified by us at the time we need them. To this end we ask that you help us maximise our contribution to Oxfam’s good work by always delivering the goods in accordance with the Specification we agree, the Gold Seal sample you submit, the packaging and labelling instructions we have provided and the Purchase Order requirements we supply to you.*

2.1 - KEY PERFORMANCE INDICATORS

We have three key performance indicators for suppliers. They are:

PRODUCT: Product matches the specification and Gold Seal sample, and the product labelling (including barcode; price and product code roundel) are all correct.

DELIVERY: The dispatch unit size and labelling is as agreed;
The outer carton is the correct standard, and
The outer and pallet labelling are all correct.

SERVICE: We received advance notification of your intention to deliver the goods,
The goods are delivered (on time), in the correct quantity, and the correct process for invoicing takes place.

IMPORTANT: *Products supplied to us that are not in line with these performance indicators might result in either rejection of the goods or rework costs which will be charged back to you. Accepting a Purchase Order means agreeing to these potential rework costs should a delivery from you be unsuitable to be accepted into our warehouse.*

More details on these costs can be found in sections 5.1 & 5.2 on pages 19, 20 & 21.

2.2 – MATERIAL SPECIFICATION FORM

To ensure that the products comply with Oxfam GB policies, as well as with any relevant product regulation / standard, completion of the [Material Specification Form](#) will be requested for each specific line. Approval of this by Oxfam is a condition for placing the Purchase Order.

We maintain Specifications for all our products. Each specification is a legal document which captures the agreed description and parameters of the product. You are expected to jointly complete the specification with us in the early stages of the product cycle we operate.

This should be sent to the QA & Technical Executive at the outset of product development in order for the details to be reviewed. Specifications must be received by SBO ahead of any PO being placed.

Failure to do so may result in a delay to the Purchase Order being released. This is to give us enough time to check the specifications and to set the item up in our system.

If an existing product is changed at any time due to packaging styling, labelling, ingredients or materials, the supplier must send an updated version of the Material Specification Form.

Please name each Material Specification Form file with this format: Oxfam Product Code – Product Description (e.g., 501893 – Joy to the World Card)

Every section must be completed. Failure to do so may result in a delay to placing the order.

2.3 – SAMPLE PROCEDURES

All products are to be manufactured according to the Gold Seal sample supplied to Oxfam, incorporating any additional instructions provided by Oxfam and recorded in the Material Specification Form.

Oxfam has a 2-stage sample process.

2.3.1 - RED SEAL SAMPLE

- Oxfam requires approval of the final colour/look of the product prior to the commencement of production. To do so, a red seal sample is required. A red seal sample is a sample sent to the Buyer for final approval prior to the order being placed.
- Please send for the attention of the Buyer you have been dealing with to Oxfam House.
- If agreed with the Buyer, approval can be made using photographs; all aspects of the product should be provided in the images. This should also be accompanied by digital proofs of any labelling that has been requested.

If there are no changes to the product from the original sample provided to Oxfam, then this may be used as the Gold Seal and only labelling needs to be approved at this stage. Once approval has been received, production can commence.

2.3.2 - GOLD SEAL SAMPLE

Please find further guidance on this [here](#).

- Following the acceptance of the Purchase Order, the supplier agrees to send **free of charge** (FOC) one dispatch unit of the product as a Gold Seal Sample.
- This must be submitted **no later than 2 weeks prior to the scheduled delivery date**. This is to give us enough time to check the product prior to the arrival of the delivery.
- The sample must be a complete dispatch unit extracted directly from the first production run from the current year.
- The sample must be sent to the QA & Technical Executive at Oxfam House Head Office.
- If the dispatch unit contains just one single unit, one extra sample will be required FOC
- The Gold Seal Samples must be sent in the dispatch unit packaging and labelled as required – further details about dispatch unit labelling can be found in section 3.4 on page 14.
- It is the supplier's responsibility to ensure that the samples arrive on time, prior to delivery.
- Upon receipt of the Gold Seal Sample, you will receive an email confirmation, advising if the product has been approved.
- **Under no circumstances should any order be dispatched to Oxfam without our approval of the Gold Seal Sample.** If this is likely to cause any delay to the agreed delivery date, please contact the QA & Technical Executive to work through a solution.
- If the initial Gold Seal Samples fail, then a second sample must be sent free of charge with the relevant modifications.
- If there are occasions when the order is delayed and is time-critical, and the additional delay of sending a Gold Seal Sample causes further issues with stock pushes, the supplier should send detailed images of all packing stages, labelling, and clear product images for review and approval.
- If an existing product is changed at any time during the life of the product due to packaging styling, or quality requirements, the supplier must send a new Gold Seal Sample.
- For food seasonal lines, we would require the supplier to send Gold Seal Samples every year.

IMPORTANT: Any orders sent to our warehouse without Gold Seal Sample approval will be subject to storage charges until the Gold Seal Sample is received, approved and available for our warehouse team to check. See Section 5 on page 19 for details of charges.

3 – LABELLING

IMPORTANT: *The following information gives details on how our products should be packaged, labelled and delivered into our warehouse. Failure to follow these requirements could result in your goods being returned to you for remedial action, or rework charges being levied against you. More details on this can be found in Section 6 on page 22.*

Suppliers who are not manufacturers MUST communicate this crucial information to their final point manufacturer / packers and ensure that all of these requirements are met.

3.1 - LABELLING LETTER

Following the Purchase Order, you will receive a labelling letter stating any specific labelling requirements, reiterating the Gold Seal Sample process and packaging requirements.

Any product claims must be agreed with the Buyer in advance.

3.2 – SBO BRANDED PRODUCTS

If your product is Oxfam branded, please follow the instructions provided on the [Packaging Style Guide](#). The labelling letter will provide further information that must be included on the product label (product description, item code, retail price, etc).

3.3 – BARCODES

- In addition to the usual consumer information, **ALL PRODUCTS** need to carry a unique EAN 13-digit barcode. It is the supplier's responsibility to generate this number. This barcode image shall contain the 13-digit number only.
- (If you are unfamiliar with this process, we recommend that you become a member of GS1 which will enable you to produce these barcodes. More information can be found on <http://www.gs1.org/barcodes>)

Please be mindful that printing quality affects the ability to scan. **It is vital the barcode can be scanned.** We therefore recommend that you check the quality of the barcodes you are producing as part of your quality assurance process. **If barcodes are found to not work when the products are received by SBO, this may lead to re-works being required, at the labour and cost of the supplier.**

- Barcodes must be unique to the product being supplied, not re-used from previous years, for example: if the item or labelling is in any way changed. The same unique barcode must appear on each individual selling unit, as well as in any packaging stage (shop pack, transit carton, pallet).

3.4 – PRICE INDICATION

- In addition to the above, some products (as requested by the Buyer) are to carry a **15mm diameter re-peelable label** that shows the **retail price** and the **six-digit product code** that we assign.
- The retail price font size should be bigger than the item code to make it more easily legible for our volunteers and customers.

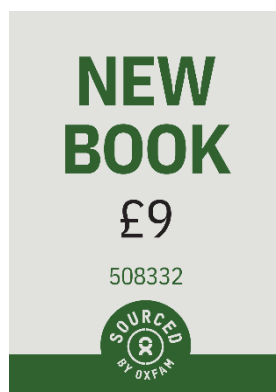
Font type must be Myriad Pro Regular.

Font size must be 9.553pt for item code and 12pt for price.

An example is shown here:



- Retail price and item code details will be communicated in the labelling letter.
- To distinguish donated books from new books, the latter are to carry a 'NEW BOOK' sticker, including the six-digit product code and the retail price. An example is shown here:



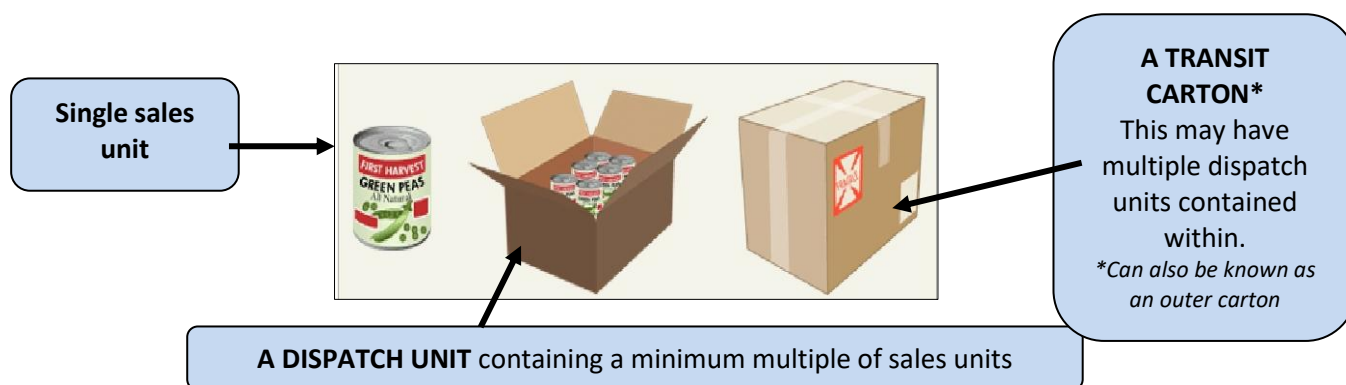
- Please ensure that the labelling does not obscure the product barcode or any consumer information.
- Please ensure that the labelling cost is considered in the final price you agree with your buyer.

4 – LABEL REQUIREMENTS FOR PACKAGING & BULK DELIVERY

4.1 – PACKAGING TERMS

We refer to the minimum multiples of product supplied by you as a “shop pack” or a “**dispatch unit**”. The number of products that make up a dispatch unit will be established in the Material Specification Form and the Purchase Order. **Depending on the product’s weight and size, there is the possibility that this dispatch unit will be sent to shops without any additional packaging.** As a result, the minimum standard of board to be used is 125K/DW (Double Walled) 125T. Again, dependant on the product, such packs may require internal padding if the goods are able to move around within the container. If in doubt, discuss with your Merchandiser before finalising outer packaging.

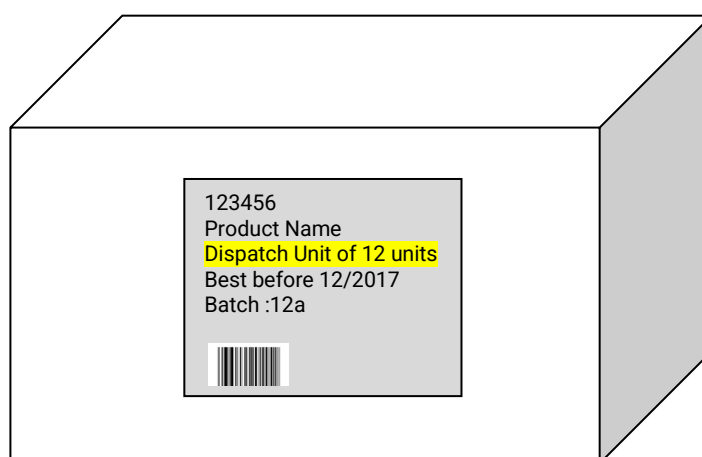
Other smaller, lighter dispatch units will warrant an additional outer carton that will contain several shop packs. We refer to this additional packaging as the **TRANSIT CARTON**. All Transit Cartons are to be a **minimum** standard of 125K/DW (Double Walled) 125T. Products that have a special nature, such as liquids or glass, will require a higher standard of carton and packaging. This will be established during the negotiations within our buying team.



Please note: We use standard parcel delivery from our warehouse to shops and customers that order via our online shop, so it is important that whatever you supply, due consideration is given to this method of final distribution, and especially considering that many of our products are sold individually online direct to consumers. A good indicator of the suitability of transit packaging is to carry out a transit trial or a drop test of the goods in the proposed packaging before all details are finalised. Should you decide to carry out a transit trial or drop test of your product, please refer to the details given in section 7.5 on pages 26 & 27.

4.2 – REQUIREMENTS FOR DISPATCH UNITS (DUs)

- All dispatch units must securely contain and protect any multiple of a single product.
- **No individual dispatch unit is to weigh more than 8kg gross weight. This is critical. Anything close to 8kg must be packaged ready to ship to store via parcel carrier.**
- Unless otherwise agreed by our Buyer and set out in a Purchase Order, no individual dispatch unit is to exceed **50cm x 30cm x 30cm** in size.
- Individual dispatch units should not contain mixed items. If there is a large shipping on-cost, please discuss with the Merchandiser and or Buyer before finalising packaging.
- Dispatch units must be sealed with 50mm or 75mm carton tape.
- For fragile items, the minimum standard of board to be used is 125K/DW (Double Walled) 125T
- A contents label clearly showing the following information must be affixed to the outside of each dispatch unit:
 - Oxfam six-digit product code
 - Description of goods
 - Quantity of units in the pack
 - Best Before and batch code information (where applicable)
 - Product barcode.
- When no additional outer carton is required, these dispatch packs shall be palletised and labelled as instructed below (see pallet labelling requirements).



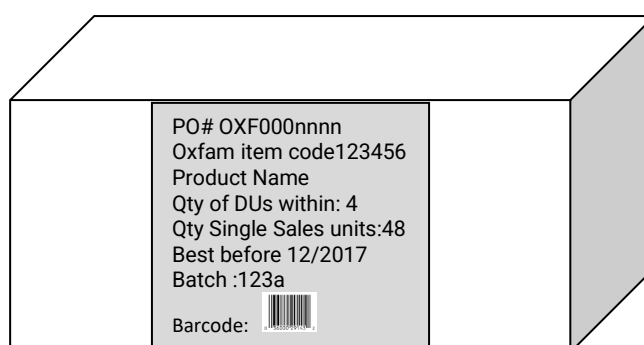
4.3 - REQUIREMENTS FOR TRANSIT CARTONS

- All transit cartons must securely contain and protect any dispatch units and retail packaging that they contain.
- Each transit carton (when filled) must weigh no more than **16kgs**.
- Transit cartons must be “H” sealed with 50mm or 75mm carton tape, as shown here:



- For fragile items, the minimum standard of board to be used is 125K/DW (Double Walled) 125T.
- A label must be fixed to the outside of each transit carton clearly showing the following information:
 - Oxfam Purchase Order Number
 - Oxfam 6-digit product code
 - Name of Product
 - Number of dispatch units within the transit carton (if more than one)
 - Total number of single sales units contained within the transit carton
 - Best before and batch code information (where applicable)
 - Product Barcode.

All transit cartons must be loaded on to the pallets in such a way that all carton labelling is clearly visible on all outer faces of the loaded pallet.



4.4 – LABELLING REQUIREMENTS FOR PALLET LOADING

In addition to transit carton labels, pallet labels **MUST** be fixed to at least TWO faces of each pallet. Each pallet label should contain the following information:

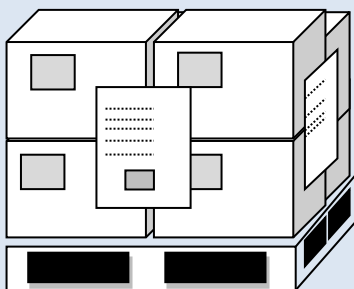
- Oxfam Purchase Order Number
- Oxfam 6-digit product code
- Number of transit cartons per pallet
- Number of dispatch units contained in each transit carton
- Total number of single sales units per transit carton
- Product barcode
- Best before date and batch code information (where applicable).

4.5 – PALLET STANDARDS

All shipments must be delivered to the warehouse on pallets. Loose cartons will not be accepted.

Palletised goods may, on occasion, be suited to double stacking. Supplier must ensure safe and proper stability and use protective packaging measures to protect lower layers and to prevent collapse/damage during all stages of transit. (If your pallet is not suitable for double stacking, we recommend securing a single additional empty transit carton to the middle of the top of the pallet to prevent any carrier companies from double stacking unsuitable pallets.)

- Pallets must be sound and free from defects and free from insect infestation.
- Pallets should be 4-way entry with perimeter base and either 1200mm x 1000mm **OR** 800mm x 1000mm
- Poster and print pallets are acceptable for printed products.
- Each individually loaded pallet **MUST NOT EXCEED 1.3M IN HEIGHT or 500KG IN WEIGHT.**
- We cannot accept deliveries on plastic pallets or presswood pallets. Any deliveries made on plastic pallets or presswood pallets will be rejected.
- Pallet loads must remain completely stable after any pallet wrap has been removed. Under no circumstances should boxes overhang the pallet.
- We prefer the use of recyclable plastic pallet wrap to protect the packaging against any possible damage.



- If our order means that you have no alternative but to send a mixed pallet, these must be sent by you with only **one product type per layer**.
- Each layer must be clearly segregated, and each layer must be clearly labelled with the contents of that layer.
- Any shrink wrap used **MUST** be clear.
- Please ensure that all of the same products are grouped together. Do not place a partial quantity of a product on one mixed pallet, and the rest on another mixed pallet.

IMPORTANT: Food products with Best Before Dates:

Minimum life on receipt into warehouse must be 75% of the total manufactured life of the product. So, if the item is manufactured with 2 years' life, min life on receipt should be 18 months. Any exceptions must be agreed in advance or products will be rejected.

- Ensure that the earliest expiry date is uppermost on the pallet.
- Ensure clear segregation between different expiry dates with only one expiry date per layer.
- Ensure that each layer is clearly labelled with the expiry date of that layer.

5 – REWORK AND CHARGES

IMPORTANT: We will only agree to carry out any remedial action if we have the capacity to do so – in all other cases, stock will be returned to you for corrective action. This will incur supplementary charges detailed below

5.1 – COMMON ISSUES THAT REQUIRE REWORK

The information below gives details of the most common issues that can incur rework charges. Examples of the costs are also given below. However, please note that these are for *GUIDANCE ONLY* and should not be treated as confirmed costs. The list of rework issues should not be considered exhaustive. For any rework, labour charges are calculated in 15 minute increments based on an overall charge of £30 per hour.

Please note that where we have the capacity to carry out rework, we will only notify you in advance if those charges would be in excess of £100. In all other cases we will carry on with the work and debit the rework charge against the Purchase Order invoice.

Issue	Action	Costing Guidance
Costs associated with receiving and handling any delivery that is early or incorrect and will be returned to the supplier for corrective action	Return Purchase Order creation	£200 + loss of sales
	Inspection and receipt of goods	£40 <i>minimum</i>
	Mechanical handling costs	£40 <i>minimum</i>
	Administration charges	£40
	Reloading costs	£40 <i>minimum</i>
Any storage charges for stock delivered more than 4 working days prior to the date specified on the Purchase Order or stock waiting for collection by the supplier - costs include day of delivery and collection (<i>when applicable</i>)		£40 <i>per day</i>
Pallets delivered over max height allowance of 1.3m	Goods will require to be re-distributed and restacked on additional pallets to correct height	Labour charged only
Mixed pallets with no clear segregation and labelling	Goods will all need to be checked and re-distributed to ensure delivery matches purchase order	Labour charged only
Overweight Boxes	Goods will require re-packing in suitable cartons and restacked on pallets	Labour and packaging charges will apply
Incorrect Dispatch Unit sizes		Labour and packaging charges will apply
Unsuitable transit packaging	Goods will require re-packing in suitable cartons	Labour and packaging charges will apply

5.2 – LATE DELIVERY CHARGES

Oxfam reserves the right to issue a late delivery charge, which may be incurred on orders delivered without reasonable notice more than 4 working days after the date specified on the Purchase Order, or in situations where goods are returned to the supplier for rework. If an order is to be reworked, the date of delivery will be considered from when the final reworked stock is received unless otherwise agreed with Oxfam.

Oxfam retains the option to cancel/decline any late deliveries without prior agreement.

Number of Weeks Late (without reasonable notice)	Replenishment Delivery	First Delivery of Goods (per Stock Keeping Unit) or First Delivery in the last 12 months
1 Week Late	10% of Cost value of late-delivered goods	15% of Cost value of late-delivered goods
2 Weeks Late	15% of Cost value of late-delivered goods	25% of Cost value of late-delivered goods or compensation of lost sales whichever greater
3 Weeks Late	20% of Cost value of late-delivered goods	Compensation of lost sales due to late or no delivery
4 Weeks or Over	25% of Cost or Full compensation of lost sales due to late or no delivery	Compensation of lost sales due to late or no delivery

Example: £10,000 order on all year round (AYR) products.

Delivery Date: Week Commencing 1st September 2020.

	Delivery Week (Week commencing date on Purchase Order)	1 Week Late	2 Weeks Late	3 Weeks Late	4 Weeks or Over
Dates	01/09/2020 - 07/09/2020	08/09/2020 - 14/09/2020	15/09/2020 - 21/09/2020	22/09/2020 - 28/09/2020	29/09/2020 or Later
Charge:	£0	£1,000	£1,500	£2,000	£2,500 or higher if damages accrued from lost sales

In calculating compensation for lost sales due to late delivery, we will consider the loss of projected profit for the respective Goods, taking into account mitigating circumstances and also:

- number of weeks delay;
- seasonal factors (eg Christmas shopping);
- where relevant, alternative products in the range;
- where relevant, current stock levels.

Note, in cases of low value orders (typically below £2,000), late deliveries will be subject to a fixed charge of £200 to cover administration costs in Merchandising, Stock Control and Warehouse.

6 – DELIVERIES TO MILTON POINT

Your product must be packaged and labelled according to the standards laid down in the labelling letter, the PO and in this manual.

Milton Point
Oxfam Activities Ltd
Garamonde Drive
Wymbush
Milton Keynes
MK8 8DF
Tel: 01908 305422

6.1 – DELIVERY SLOT BOOKING IN

At least ONE WEEK IN ADVANCE of the delivery date stated on the PO, the goods must be booked in for delivery subject to availability.

Office hours: 08:00 – 16:00, Monday to Friday

Tel: 01908 305 422

The following information will be required from you at this stage:

- The name of the supplier;
- The Purchase Order number;
- The total number of pallets;
- The total number of transit cartons.

We will provide you with a booking reference and a delivery time. **Keep a record of the booking reference and delivery time.**

All deliveries that are booked in must be delivered at the time that has been allocated. **Early, late or un-booked deliveries may be refused.**

Our delivery times are as follows:

Mon- Fri	08.15; 09.15; 10.15; 11.15; 12.45; 13.45; 15.00
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You can cancel/amend your booking reference and time by calling **01908 305422** as early as possible. A new booking reference will be allocated when necessary.

IMPORTANT: There are no other delivery options. Deliveries cannot be made on Saturday, Sunday, or Bank & Public holidays.

A Forklift truck is available for unloading palletised stock from lorries. For loose cartons not on pallets, stock unloading should be done by couriers / carriers.

6.2 - DELIVERY NOTES

You **MUST** supply a hard copy delivery note upon delivery. The PO number must be quoted as your delivery is booked in.

Delivery notes **MUST** be legible and **MUST** include the following information:

- Oxfam PO number for EACH PRODUCT on the delivery;
- Oxfam product code for EACH PRODUCT on the delivery;
- Number of dispatch units per transit carton PER PRODUCT;
- Number of single sales units per dispatch unit PER PRODUCT;
- Total number of units delivered PER PRODUCT.

An example of an acceptable delivery note is shown here:

Case Qty	Item Code	Description	Case size	Total Units
115	500413	Fudge Seasalt	6	690
115	500349	Fudge Traditional Butter	6	690
0	0		0	0

Total cartons 230

6.3 – HEALTH AND SAFETY

All delivery personnel **MUST** wear a high visibility jacket whilst on Milton Point's premises – this includes the delivery yard.

Delivery personnel must never use any of Milton Point's handling equipment.

Smoking is not permitted on the site – this includes the delivery yard.

All delivery drivers and visitors to Milton Point must follow the instructions of the Oxfam Staff.

7 – PACKAGING REQUIREMENTS

Products supplied to **Sourced by Oxfam** may be handled by multiple courier companies and warehousing staff, and will reach the customer via various methods of dispatch. It is owing to multi-handling nature of the business that the **specific packaging and labelling requirements outlined in this Supplier Manual must be adhered to.**

It is the responsibility of our suppliers to ensure that their quality control standards and procedures are of sufficiently high standard to ensure that they will achieve these requirements.

This section sets out in detail how products should be packaged. Any specific legislative labelling requirement pertaining to items as necessary (e.g. toys) will be handled separately by our QA advisor.

Suppliers are required to meet the packaging instructions herein and as advised by the Buyer. **Failure to do so could lead to otherwise avoidable delays which may incur subsequent costs.**

Should you have any queries regarding the following, please contact your Oxfam GB Buying representative or QA Advisor as identified below.

7.1 – PACKAGING STANDARDS

For items that are packed in dispatch units greater than 1 unit, the following packaging standards apply. The quality of packaging material to be used will be dependent on several factors, including the gross packed weight, the type of product plus the design and protection from internal fittings.

Please note that the correct standards for your products will be notified to you in advance. Where one product has two or more components (e.g. basket with lid), they must be packaged together in one carton. Any exceptions to be agreed in writing with the Buyer.

Level	Suitable for	Commentary
4	Very fragile products, liquids, glass products, highest value products	An OVERPACK standard. Please use material required to ensure safe delivery; suggest similar to current standard 125K/DW Double Walled) 125 T. Items should be individually wrapped in protective layer (e.g. tissue paper, corrugated cardboard), card dividers between items, Cartons to be marked fragile, liquids to be marked “this way up”. A ‘fragile’ label must be affixed to the outside of the box with the wording FRAGILE: Handle with care. All packs containing GLASS must be clearly marked on both the outside of the packaging and on the immediate internal glass wrapping with: CAUTION: GLASS – use extreme care to avoid damage or injury Heavier, fragile or valuable items must be able to pass the applicable Drop Test Standard or Transit Trail. Please refer to section 7.5.1 & 7.5.2 on pages 26 & 27.
3	High value items, moderate risk of breakage or items at risk of crush damage	125K / DW (Double Walled) 125 T Products might be subject to Drop Test Standard or Transit Trail. Please refer to section 7.5 .1 & 7.5.2 on pages 26 & 27.
2	AYR products usually packed as part of a larger shipment, contained within Oxfam cartons	Items that will be packed in Oxfam cartons, require lower protection, single walled cardboard box. Items must be tightly packed within the enclosing box.
1	Very low risk products, low weight, low bulk, very low risk of breakage	Minimal packaging, e.g., dispatch unit enclosed within paper bag, no reasonable risk of damage in transit. Minimal packaging and protection supplied are required.

7.2 – CARTONS / OUTER BOXES

Please note we have a “clean box” policy and will not accept damaged, scruffy, or re-used product outer boxing as these give a very poor impression to our customers.

Cartons must be sealed with tape on all open sides and any stitching (staples) must be covered with clear tape to prevent injury or damage. Our preferred grade of card to be used is 125K/DW (Double Walled) 125 T.

7.3 – INNER PACKAGING

Any inner box packaging, unless sealed colour retail packaging is used, as agreed with our Buying Department, must be sealed as per outer packaging / carton, as illustrated above.

Inner fitments must be used as appropriate to ensure that once the product has been placed within its outer box packaging there is no possibility of movement within, which can lead to damage to the product or tears in the packaging.

- Use packaging materials and fitments to locate, cushion and separate components inside box;
- Corners, edges, feet to be protected with securely located corrugated fitments, polystyrene or pads to ensure no movement within cartons;
- Plastic air bags if used must be as a minimum resin code 1 or 5 and of 50 microns and printed with anti-suffocation warning notice and resin code symbol;
- If the opening of the poly bag for toy products is 10cm or greater, the bag **MUST** have air holes;
- Silica gel sachets - if used - must be marked: **Silica Gel – DO NOT EAT**

7.4 – PACKAGING FOR SOFT ITEMS

Soft items such as rugs, cushions and other textile products must be packaged in agreed dispatch units and ready for dispatch in polythene bags to be a minimum of 100 microns average thickness.

- Multiple dispatch units can then be placed in an outer carton as required, ensuring that the outer carton does not exceed the maximum size and/or weight limit as advised in the supplier manual;
- All open edges to be sealed with high tack clear polypropylene self-adhesive tape;
- All bags greater than 10cm wide **MUST** have air holes;
- All polythene bags must be printed with the anti-suffocation warning and resin code symbol.

7.5 – FRAGILE ITEMS

All heavy, fragile or valuable products must be able to pass the applicable Drop Test Standard. Exceptions to this **MUST** be agreed in advance with your buying team contact at Oxfam.

7.5.1 – TRANSIT TRIAL

You may be required to provide samples for a transit trial as part of the product development process. Using your proposed transit packaging send one Dispatch Unit of the product to the QA & Technical Executive. Upon receipt of the sample, if the item is in good condition, we will then send the sample to one of our shops. If this transit trial is successful, we will report on this and confirm the packaging as approved. If the sample suffers any damage during the transit trial, the proposed packaging will need to be improved and tested again until passing the tests.

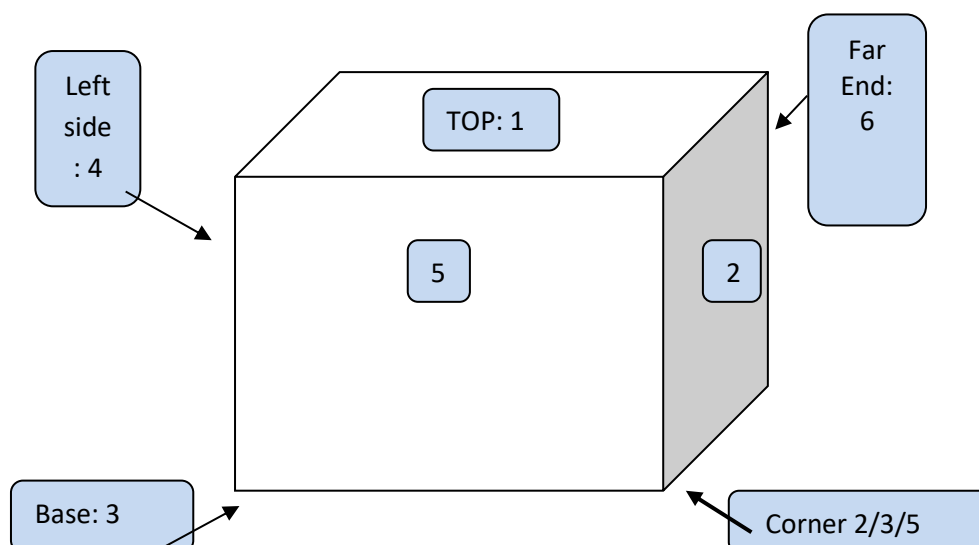
7.5.2 - DROP TEST

As a general guideline, any heavy, valuable or fragile items must pass the Drop Test Standard, as outlined here:

Products which fail the specified Drop Test Standard cannot be progressed without further discussion with the QA and Buying team in advance.

Using your proposed transit packaging, and following the guidance in the tables below, drop the product on to a solid floor (concrete is preferable) and record the results. If the item survives the drop test, the packaging configuration is approved. If the sample suffers any damage during the drop test, the proposed packaging will need to be improved until the parcel passes the drop test.

Packaged Product Weight				Drop Height	
Equal to or greater than		but less than		Free Fall	
Lb	Kg	lb	Kg	in	cm
0	0	21	9.5	39.5	100



Drop the packaged product according to the following sequence:

1	The most fragile corner – if not known, test the 2/3/5 corner	6	Flat on the opposite small face
2	The shortest edge radiating from the corner tested	7	Flat on one of the medium faces
3	The next longest edge from the corner tested	8	Flat on the opposite medium face
4	The longest edge from the corner tested	9	Flat on one of the largest faces
5	Flat on one of the smallest faces	10	Flat on the opposite largest face.

8 - MANAGEMENT OF ACCOUNT WITH OXFAM

To begin the process for payment, please complete your New Supplier Form that you should receive upon return of your signed Contract from your Buyer.

- The payments of all orders are controlled by the **Sourced by Oxfam** Administrator;
- **ALL INVOICES** must be sent to OxfamGB_InvoiceCapture@Concursolutions.com
Under no circumstances is the invoice to be sent to any member of the Buying or Merchandising team, as this will result in a delay and late payment;
- The electronic copy of the invoices should be sent in .pdf format;
- Invoices are reconciled for payment after the goods have been delivered to our Warehouse. Payment terms are usually 30 days from the date we received the goods;
- Statements and any enquiries should be sent to npinvoice@oxfam.org.uk

8.1 - INVOICING & PURCHASE ORDERS

Please ensure that your invoice contains the following:

- Date of the invoice;
- Invoice number – **unique to each invoice**;
- Relevant Oxfam Purchase Order number (usually OXF000nnnn);
- Oxfam product code for each item being supplied;
- Quantity of each item being supplied and the delivery unit size;
- An indication if only part of the total order of an item is being delivered;
- Unit cost; total cost and VAT for each item;
- Subtotals for total cost and total VAT;
- Total value for the invoice;
- FSC certification information when relevant – the Quality Assurance Executive will explain this aspect.

Invoices should match the original Purchase Order and as per the instructions on the PO, you should check **quantities** and **costs** and immediately raise any queries with your merchandiser, and formally accept and acknowledge the PO.

Any **small** discrepancies in final production/delivery quantities should also be flagged to your merchandiser prior to delivery. The exact PO quantity can be amended at this point to match the corresponding delivery & invoice.

Example invoice:

Item	Description	Quantity	Unit Price	VAT	Amount GBP
		168.00	9.00	20%	1,512.00
		168.00	9.00	20%	1,512.00
		124.00	10.64	20%	1,319.36
		124.00	10.64	20%	1,319.36
		160.00	9.00	20%	1,440.00
		40.00	9.00	20%	360.00
Subtotal					7,462.72
TOTAL VAT 20%					1,492.54
TOTAL GBP					8,955.26

If invoice is for a deposit, please specify the percentage of the PO being billed e.g. '30% deposit of PO value £xxx.xx, invoice total =£xxx.xx'.

Also indicate the payment terms e.g. 'balance of £xxx.xx to be paid within 30 days of receipt of goods'

Due Date: 23 May 2026

Goods remain property of [redacted] until payment is made in full

PLEASE NOTE UPDATED BANK DETAILS

Bank Name: [redacted]
Account Name: [redacted]
Sort Code: [redacted]
Account Number: [redacted]
IBAN: [redacted]

Company Registration No: [redacted] Registered Office: [redacted]

Supplier Name

Supplier Address

Invoice Date
23 Apr 2026

Invoice Number
[redacted]

Reference
[redacted]

VAT Number
[redacted]

Oxfam PO number → [redacted]

Invoice

Oxfam
John Smith Court
2600 John Smith Drive, Cowley
Oxford
OX4 2JY
UNITED KINGDOM
VAT Number: GB348454238

9 – COMPLAINTS

If you feel that any aspect of our business relationship falls short of what might be expected in business-to-business transactions and communications, you can make use of our complaints process:

<http://www.oxfam.org.uk/what-we-do/about-us/contact-us/feedback-and-complaints>

10 – CONTACT DETAILS

Name	Job Title	Email Address
Emily Williams	Head of Sourced By Oxfam	ewilliams2@oxfam.org.uk
Megan Coote	Buying Manager	mcoote1@oxfam.org.uk
Alison Hutchinson	Senior Buyer	ahutchinson1@oxfam.org.uk
Lydia Pitts	Senior Buyer	lpitts@oxfam.org.uk
Samantha Gunn	Buyer	sgunn1@oxfam.org.uk
Rhianna Sizeland	Buyer	rsizeland1@oxfam.org.uk
Richard Schnellmann	Buying Administrator	rschnellmann1@oxfam.org.uk
Rebecca Clarke-Fleming	Merchandising & Ecommerce Manager	rclarke-fleming@oxfam.org.uk
Sophie Ordidge	Senior Merchandiser	sordidge1@oxfam.org.uk
Catherine Still	Merchandiser	cstill@oxfam.org.uk
Mimi Cartwright	Merchandising Administrator	micartwright@oxfam.org.uk
Mariana Cherniauskas	Merchandising Administrator	mcherniauskas1@oxfam.org.uk
Andrea Gerwer	Sustainable Supply Chain Manager	agerwer1@oxfam.org.uk
Tilly Charnleybeal	Quality Assurance & Technical Executive	tcharnleybeal1@oxfam.org.uk
Stephen Webber	SbO Support Manager	swebber2@oxfam.org.uk
Simon Hardwick	Warehouse Manager	shardwick1@oxfam.org.uk
Matthew Cheng	Retail Distribution Manager	mcheng1@oxfam.org.uk

Quick Access email addresses:

Invoices: **OxfamGB_InvoiceCapture@conkursolutions.com**

Statements & Enquiries: **npinvoice@oxfam.org.uk**

Oxfam Address Details: **Oxfam GB
2600 John Smith Drive
Cowley
Oxford,
OX4 2JY**

11 - GLOSSARY

AYR	All Year Round
Booking Reference	Usually the purchase order number that is provided to you by our Goods in Department when you book your delivery.
Brand Asset	Oxfam's brand and associated copy/design, however used.
Contract	Agreement between Oxfam Activities Ltd and the supplier for the supply of satisfactory goods that are fit for purpose, free from minor defect and meet the agreed specification.
Delivery Note	A note detailing the key aspects of what has been delivered.
Ethical & Environmental Policy	Oxfam's Ethical and Environmental Policy that covers supply chains and operations.
Gold Seal sample	The final agreed quality standard sample of product and packaging that constitutes the goods contracted for.
Key Performance Indicators	The repeated, achievement of product, delivery and service as required by Oxfam.
Manufacturing Questionnaire	A form to be completed by Tier 1 manufacturing sites. This data informs our decision on sourcing and trading goods that meet our legal, technical and ethical standards.
Payment Terms	The agreed terms we have regarding payment to you for the goods supplied.
SEDEX	The Supplier Ethical Data Exchange – a not-for-profit membership organisation dedicated to driving improvements in responsible and ethical business practices in global supply chains.
Shop Pack / Dispatch Unit	The agreed number of products packed as a unit, supplied by you.
6-digit product code	The unique six-digit code we assign to products.
Specification	Our documentation of, and agreement on, the technical and legal description and parameters of the products we sell.
Supplier Questionnaire	Data collection that informs our decision on sourcing and trading goods that meet our legal, technical and ethical standards.
Transit Carton	An additional double-walled outer carton (minimum 125K/DW125T) that will contain a number of shop packs/dispatch units.