



SOURCED BY OXFAM SUPPLIER MANUAL

JULY 2023



Contents

1 - ABOUT US	4
1.1 - OXFAM GB	4
1.2 - SOURCED BY OXFAM	4
1.3 - OUR SHOPS AND VOLUNTEERS	4
1.4 – SOURCED BY OXFAM TEAM	5
1.5 - BUYING PROCESS sUMMARY	5
1.6 - SOURCED BY OXFAM SUPPLIER FRAMEWORK	6
1.7 - MINIMUM STANDARDS	6
1.8 - INFORMATION FROM OUR SUPPLIERS:	7
1.9 - MINIMUM REQUIREMENTS FOR SUPPLIERS:	7
2 - GENERAL INFORMATION	9
2.1 - KEY PERFORMANCE INDICATORS	9
2.2 – PRODUCT SPECIFICATION FORM	10
2.3 – SAMPLE PROCEDURES	10
2.3.1 - RED SEAL SAMPLE	10
2.3.2 - GOLD SEAL SAMPLE	11
3 – LABELLING	12
3.1 - LABELLING LETTER	12
3.2 – SBO BRANDED PRODUCTS	12
3.3 – BARCODES	12
3.4 – PRICE INDICATION	13
4 – LABELLING REQUIREMENTS FOR PACKAGING AND BULK DELIVERY	14
4.1 – PACKAGING TERMS	14
4.2 – MIXED PACKS & BULK DELIVERIES TO MOSAIC (OUR 3rd-PARTY ONLINE WAREHOUSE) 14	
4.3 – REQUIREMENTS FOR DISPATCH UNITS	15
4.4 - REQUIREMENTS FOR TRANSIT CARTONS	16
4.5. – LABELLING REQUIREMENTS FOR PALLET LOADING	16
4.6 – PALLET STANDARDS	17
5 – REWORK AND CHARGES	18
5.1 – COMMON ISSUES THAT REQUIRE REWORK	18
5.2 – LATE DELIVERY CHARGES	19
6 – DELIVERIES	20
6.1 - DELIVERY GENERAL INFORMATION	20
6.2. - DELIVERIES TO MILTON POINT	21

6.3 - DELIVERIES DIRECT TO OUR SHOPS	22
6.4 – DELIVERIES TO MOSAIC FULFILMENT SOLUTIONS LTD.	23
7 – PACKAGING REQUIREMENTS	25
7.1 – PACKAGING STANDARDS	25
7.2 – CARTONS / OUTER BOXES	26
7.3 – INNER PACKAGING	26
7.4 – PACKAGING FOR SOFT ITEMS	27
7.5 – FRAGILE ITEMS.....	27
8 - MANAGEMENT OF ACCOUNT WITH OXFAM.....	29
8.1 - INVOICING & PURCHASE ORDERS	29
9 – COMPLAINTS.....	29
10 – CONTACT DETAILS	30
11 - GLOSSARY	31
12 - APPENDIX	32
12.1 - SUPPLIER ANNUAL REVIEW TEMPLATE.....	32
12.2 - ASSESSMENT OF SUPPLIER PERFORMANCE	32
12.3 - ASSESSMENT OF OXFAM PERFORMANCE	38

1 - ABOUT US

1.1 - OXFAM GB

Oxfam is a global movement of millions of people who share the belief that, in a world rich in resources, poverty isn't inevitable. We believe in a kinder and radically better world where everyone has the power to thrive, not just survive. We exist to end poverty by helping people fight it today and root out its causes for tomorrow. Oxfam believes that by standing together with communities around the world to speak out against injustice – working in the toughest places on earth and tackling the inequalities that exacerbate poverty – a kinder and radically better world is possible.

1.2 - SOURCED BY OXFAM

The 'Sourced by Oxfam' range is comprised of beautiful, high-quality products, many of which come from suppliers who put people and planet before profit, all while raising vital contributions for Oxfam's programme work. **Sourced by Oxfam** sources quirky, new, feel-good products that do good too.

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. As a retailer with a mission to overcome poverty, we want the products we sell to have a positive impact on the world.

Oxfam first introduced the concept of 'fair trade' products in the UK in the 1950s, selling items that actively benefit the producers and their communities.

We have since worked directly with numerous producers to develop mutually-beneficial relationships – sourcing beautiful products to sell in the UK while helping to beat poverty once and for all.

It's vital to our mission of ending poverty that we choose suppliers who are committed to reducing their impact on the environment. Not only is this important to us and the communities we work with around the world, it is also important to our customers.

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

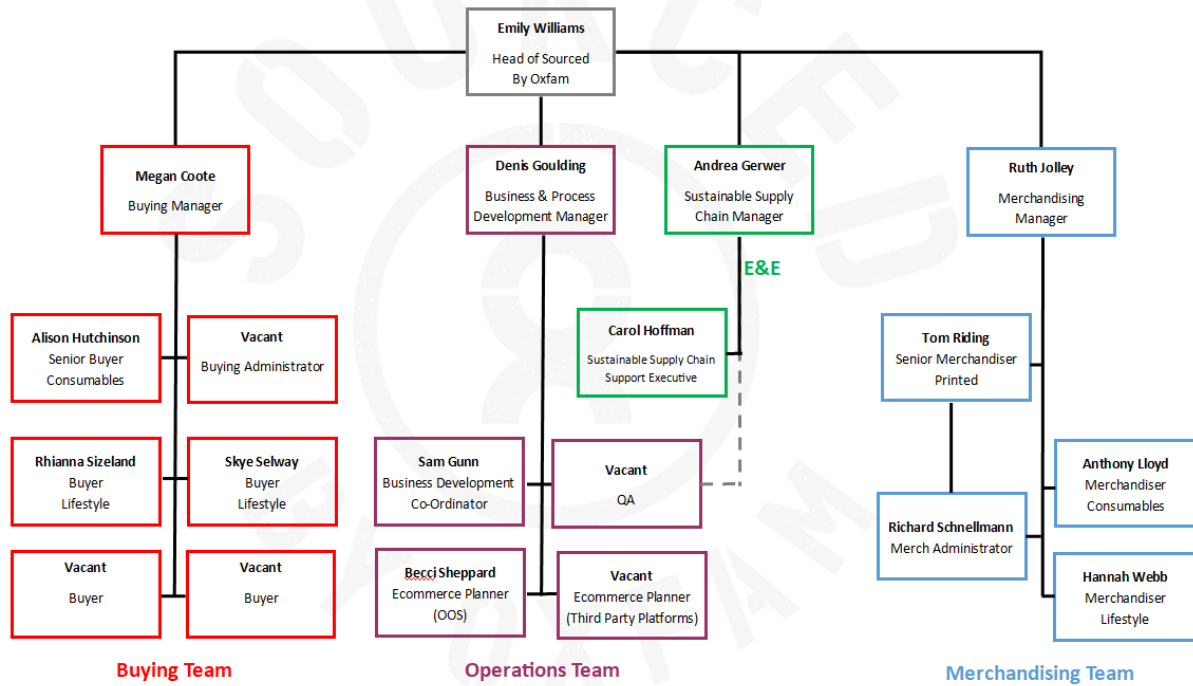
Our high street charity shops first sold new products back in 1961, alongside donated / second hand goods. As a pioneer of the UK Fairtrade movement, our initial aim was to give Fairtrade producers access to a secure market. Today, **Sourced by Oxfam** products are sold in over 500 Oxfam shops across 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

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 fair-trade 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 has been developed 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 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 the 3 tools, addressing 3 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 [Guide to the 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](#) 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

Suppliers additionally need to demonstrate their process for achieving technical and legal compliance. We establish this by either reviewing audits that you supply, or through our manufacturing questionnaires and via any agreed specification.

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 or well managed forests which have been certified to a credible standard.

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

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

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:

Please know that confidential information exchanged shall be respected on both sides of any trading relationship. To reassure you further; we do not approach, or source directly from, your manufacturers. We do not use information provided by you to circumvent you as a supplier.

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.

1.9 - MINIMUM REQUIREMENTS FOR SUPPLIERS:

- Completion of Oxfam's Manufacturing Questionnaire (MQ)

- Completion of Oxfam's Suppliers Questionnaire. (SQ)
- Completion of Oxfam's Product Specification Forms (PSF)
- Adherence to our Ethical and Environmental Policy
-
- Adherence to our Anti-Slavery Policy

- The operation of a Quality Assurance system.
- The operation of an adequate food safety management system if you supply food.
- 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, 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.
- If required, agree to commission and pay for an on-site 3rd party labour and/or environmental audit (using auditors approved by Oxfam) within 2 months of an agreed Contract.
- 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 SbO 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.
- Specifically, when wood and paper form the product (or part thereof), supply evidence that the product is certified by the FSC and/or recycled (including full chain of custody information), and report on the tonnage of wood/paper supplied as detailed in the Contract.
- Ensure that if any outsourcing occurs, that the relevant contact at Oxfam be notified and that the sites complete the above steps.

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

Our Contract contains the essential terms regarding the supply of goods, a template Purchase Order, the agreed Specification(s), our Ethical and Environmental and Forestry 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 our sampling process can be found in sections 2.3.2 on page 11.

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 we are likely to charge back to you. Accepting a Purchase Order means agreeing to these potential rework costs should a delivery from you be unsuitable to accept into our warehouse.

More details on these costs can be found in sections 5.1 & 5.2 on pages 18, 19 & 20.

2.2 – PRODUCT SPECIFICATION FORM

To ensure that the products comply with Oxfam GB policies, as well as with any relevant product regulation / standard, completion of the Product 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 no later than three weeks before the agreed Purchase Order week. If the Purchase Order needs to be raised by the 1st March, the supplier needs to ensure to send the completed forms no later than the 8th February. 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 product specifications and to set up the item 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 Product Specification Form.

Please name each Product Specification Form file with the format below: 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 original sample supplied to Oxfam, incorporating any additional instructions provided by Oxfam and recorded in the Product 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

- 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.
- A complete dispatch unit* of Gold Seals Samples of the finished product extracted from the first production run must be sent to the QA & Technical Executive at Oxfam House no later than 2 weeks before the delivery date. This is to give us enough time to check the product and get it sent across to our warehouse prior to the arrival of the delivery.
- *If the dispatch unit contains just one single unit, one extra sample will be required FOC
- The Gold Seals Samples must be sent in the dispatch unit final packaging and labelled as required – further details about dispatch unit labelling can be found in page 13, section 4.3.
- 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 fails, then a second sample must be sent free of charge with the relevant modifications.
- When we have occasions where the order is delayed and is time critical, and the additional delay of sending a Gold Seal Sample would cause further issues with stock pushes, on those occasions, 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: Under no circumstances should any orders be despatched to Oxfam without our approval of the Gold Seal Sample. 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 18 for details on 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.

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, the labelling letter will provide further information that must be included on the product label (product description, item code, retail price, SbO icons, 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 then 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.
- 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. An example is shown below:



- 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 below:



- Please ensure any labelling doesn't obscure the product barcode or any consumer information.

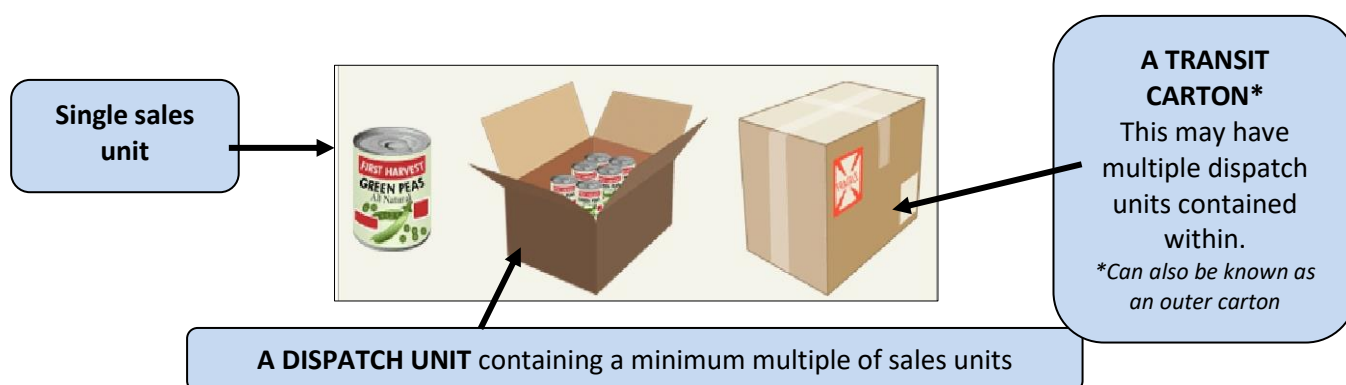
IMPORTANT: Please ensure any labelling cost is considered on the final price you agree with your buyer.

4 – LABELLING REQUIREMENTS FOR PACKAGING AND 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 Product 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 **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.



IMPORTANT: 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 27 & 28.

4.2 – MIXED PACKS & BULK DELIVERIES TO MOSAIC (OUR 3RD-PARTY ONLINE WAREHOUSE)

We occasionally buy items in mixed packs – where several variants of a single item (e.g. colour variants) may be contained within a single dispatch unit, whilst all carrying the same Item code / different barcode. These work well in shops, providing extra choice without excessive stock holding.

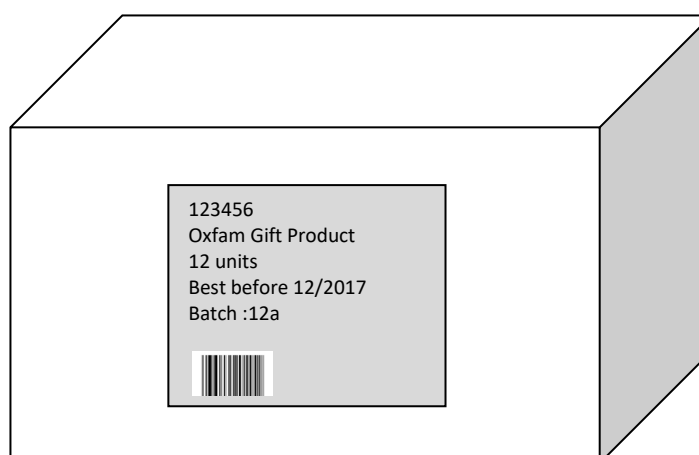
However, mixed packs cannot be sold online. We have to set up the different variants as separate items in our systems. For deliveries to Mosaic (our 3rd party Online Fulfilment Warehouse) your Purchase order will have different items codes, and we would like you to

deliver the different variants in bulk outer cartons (one variant per carton) up to a maximum of 15kg.

Please present your deliveries, paperwork and carton labels to Mosaic to match the Purchase order. Note, there is NO CHANGE required to the physical retail units or their labels (including item codes and barcodes): each variant supplied to Mosaic for Online will be identical to the one in shops. The object of the exercise is to prevent costly splitting down of mixed packs at mosaic.

4.3 – REQUIREMENTS FOR DISPATCH UNITS

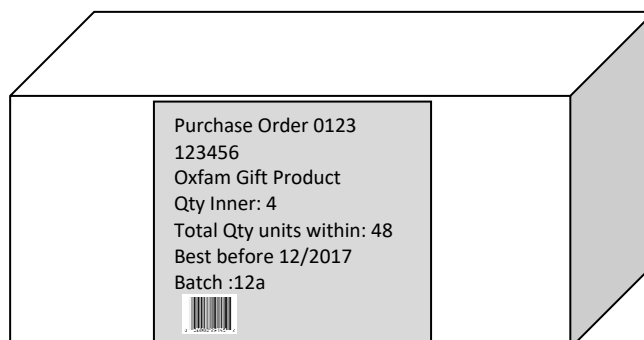
- All dispatch units must securely contain and protect any multiple of a single product.
- **No individual dispatch unit is to weigh more than 8kg. This is critical. Anything close to 8kg, must be packaged ready to ship to store via parcel carrier.**
- Unless otherwise agreed by our Buyer and set out 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).



4.4 - 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 8kgs.
- Transit cartons must be “H” 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 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 contained within the transit carton (if more than one)
 - Total number of single sales units contained within the transit carton
 - Product barcode
 - Best before and batch code information (where applicable).

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.



4.5. – LABELLING REQUIREMENTS FOR PALLET LOADING

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

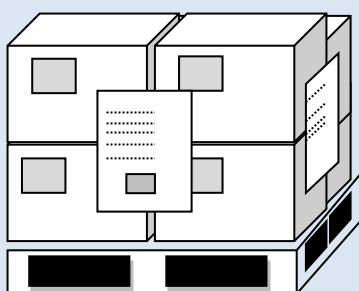
- Oxfam Purchase Order Number;
- Oxfam 6-digit product code;
- Number of transit cartons per pallet;
- Number of dispatch units contained in each transit case;
- Total number of single sales units per transit carton;
- Product barcode;
- Best before date and batch code information (where applicable).

4.6 – PALLET STANDARDS

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 – this will prevent any carrier companies from double stacking unsuitable pallets.)*

- Pallets must be sound and free from defects.
- Pallets should be 4-way entry 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. Any deliveries made on plastic 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.

IMPORTANT:



- 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!

Please note: 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 give 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 minutes 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 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

6.1 - DELIVERY GENERAL INFORMATION

The delivery address will be indicated on the Purchase Order (PO). You are to deliver the goods to the address detailed in the PO on the date indicated in the PO.

PLEASE NOTE: We are unable to accept deliveries in a Container Lorry. All deliveries must be in a Curtain Sided Lorry



Deliveries generally take place in one of two ways – By exception we can sometimes allow delivery directly to shops. Your Merchandiser will make clear which method - and the details of the delivery address will appear on the Purchase Order. There are subtle differences in delivery requirements. These are detailed in the pages to follow.

Deliveries to Milton Point

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

Deliveries to Mosaic Fulfilment Solutions

Goods Inwards
 Mosaic Fulfilment Solutions Ltd
 York House
 Wetherby Road
 Long Marston
 York
 YO26 7NH
 Tel: 01904 202142

6.2. - 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.

6.2.1 - DELIVERY SLOT BOOK 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 Thursday

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- Thurs	08.15; 09.15; 10.15; 11.15; 12.45; 13.45; 15.00
-------------------	---

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 Friday, Saturday, Sunday, or Bank & Public holidays.

6.2.2 - 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 below:

Oxfam House John Smith Drive Cowley Oxford OX4 2JY 0		Delivery Address: Oxfam Retail DC Milton Point garamonde Drive Milton Keynes Bucks MK8 8ND	
Delivery Date	Booking Ref	Customer order No.	
Case Qty	Item Code	Description	Total Units
115	500413	Fudge Seasalt	690
115	500349	Fudge Traditional Butter	690
0	0		0
Total cartons			230

6.2.3 – 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.

6.3 - DELIVERIES DIRECT TO OUR SHOPS

To be agreed with the Merchandiser.

6.3.1 – DELIVERY

Your product needs to be packaged and labelled according to the standards laid down in the Specification, Purchase Order, Labelling Letter and this Supplier Manual.

At least one week in advance of the delivery date stated on the purchase order, please call the shop manager to confirm the time of the delivery. The agreed day and time for the delivery must be adhered to. Late or early deliveries may be turned away.

Deliveries to the shop premises can only be made **Monday – Friday** between **10:00 – 16:00**. Goods shall be delivered over the threshold of the shop premises.

Any pallets used for the purposes of delivery shall be removed by the courier on delivery. No Transit carton nor dispatch unit must weigh more than 8kg. An itemised delivery note should be included (see below) and receipt of goods does not count as acceptance that the quantities have been checked and are correct.

Your invoice should be directed to OxfamGB_InvoiceCapture@concurolutions.com

and include an accompanying Proof Of Delivery (POD).

6.3.2 – DELIVERY NOTE

All deliveries are to be accompanied by a sufficiently detailed delivery note.

Each good listed on the delivery/packing note is to be referenced with the following information.

- Our Purchase Order;
- Product Description;
- Our Product code and barcode;
- Total number of pallets/boxes and total number of single units delivered.

6.3.3. – PROOF OF DELIVERY

We will take our warehouse records as correct. In case of any discrepancies, you must retain a proof of delivery. As standard practice, warehouse staff will only sign for the number of pallets received. If we need to check the item quantities, supplier delivery drivers will be asked to wait whilst a count is carried out.

6.4 – DELIVERIES TO MOSAIC FULFILMENT SOLUTIONS LTD.

To ensure the smooth receipt of goods, we require all suppliers to conform to the following Mosaic Goods in Procedure.

6.4.1 – PACKAGING AND LABELLING

All boxes must be labelled with the following:

- Product Code;
- Product Description;
- Order reference (Purchase Order Number);
- Quantity contained within each box.

No individual box should:

- Weigh more than 15kgs;
- Contain more than 1 product type.

Product packaging should always be robust enough to ensure the product transits safely through courier and Royal Mail networks.

Please refer to pages 27 & 28 for drop test standards and transit trial testing – packaging standards for online orders are at the end of this document.

6.4.2 - DELIVERY NOTES

A delivery note must be supplied with every delivery and it should contain the following information:

- Product Code(s);
- Product Description(s);
- Quantity delivered;
- Supplier's Name; Address and Telephone number;
- Purchase Order Number.

To ensure that there are no issues with the delivery paperwork, we recommend that an electronic copy is emailed once the delivery is booked in.

Please email this to goodsin@mosiac-fs.co.uk Please ensure that the Purchase Order reference and delivery booking in slot are in the email subject header.

6.4.3 - PALLETISED DELIVERIES

All pallets must conform to the following criteria:

- Deliveries will only be accepted on standard 4-way wooden pallets, size 1200mm x 1000mm;
- The pallet must have all base struts intact;
- The weight of an individual pallet must not exceed 1,000kgs;
- The height of an individual pallet must not exceed 1200mm from the floor;
- All pallets must be securely wrapped and remain secure throughout transit.

Pallet loads must remain completely stable after the pallet wrap has been removed. Under no circumstances should boxes overhang the pallet.

Products with special requirements may be exempt from all or part of these requirements, strictly subject to agreement in writing from both Oxfam GB and Mosaic Fulfilment Solutions prior to delivery being made.

6.4.4 – BOOKING DELIVERY AT MOSAIC

All Deliveries must be booked in. Suppliers must telephone at least 3 working days prior to the date on which they wish to make a delivery.

- A delivery slot will be confirmed and a booking in reference supplied. Please note, all deliveries must arrive by 3.30pm on the allotted day.
- Unscheduled deliveries or deliveries attempted without a booking reference will be turned away.
- If a delivery date changes, please contact us to obtain a new booking reference.
- Where a delivery is urgent it may be possible to deliver same day, with prior agreement with the Goods in Bookings team.

To **request a delivery slot** please telephone 01904 202142 between the hours of 8.15am and 4.45pm – Monday to Friday, excluding Bank and public holidays

- All emails must be sent to goodsin@mosaic-fs.co.uk
- Once the delivery has been completed, a copy of the signed proof of delivery must be emailed to: nporders@oxfam.org.uk

6.4.5 – HEALTH AND SAFETY

- All delivery personnel are required to wear a high visibility jacket whilst on Mosaic Fulfilment Solutions' premises – this includes the delivery yard.
- Delivery personnel must never use any of Mosaic Fulfilment Solutions' handling equipment.
- Smoking is not permitted on the site – this includes the delivery yard.

Please Note:

It is the responsibility of the supplier to ensure compliance with these delivery requirements and to meet all costs in doing so. Failure to meet these requirements may result in rework charges. Any re-work charges will be presented with supporting documentation and if appropriate, digital images to allow us to pass these charges back to you.

7 – PACKAGING REQUIREMENTS

Products supplied to Sourced by Oxfam activities 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 we wish products to be packaged. Any specific legislative labelling requirement pertaining to items as necessary (e.g. Toys) will be handled separately by our QA advisor.

We require you to **meet the packaging instructions** herein and as advised by the Buyer. **Failure to do so could lead to otherwise avoidable delays and you may incur subsequent costs.**

Should you have any queries whatsoever regarding the following, **please contact your Oxfam GB Buying representative or our 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 you to use for your product 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	<p>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,</p> <p>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.</p> <p>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</p> <p>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 27 & 28.</p>

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 27 & 28.
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.

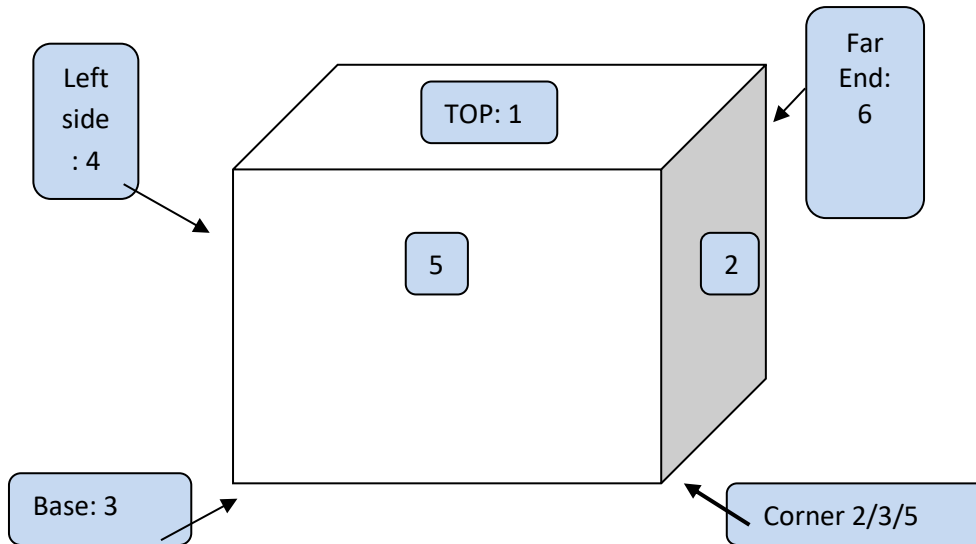
7.5.2 - DROP TEST

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

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 the 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 dispatched and 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 reference number
- 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.

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
Denis Goulding	Business & Processes Developing Manager	dgoulding1@oxfam.org.uk
Samantha Gunn	Business Development & Shops Coordinator	sgunn1@oxfam.org.uk
Megan Coote	Buying Manager	mcoote1@oxfam.org.uk
Alison Hutchinson	Senior Buyer	ahutchinson1@oxfam.org.uk
tbc	Buyer	
tbc	Buyer	
Skye Selway	Buyer	sselway1@oxfam.org.uk
Rhianna Sizeland	Buyer	rsizeland1@oxfam.org.uk
tbc	Buying Administrator	
Ruth Jolley	Merchandising Manager	rjolley1@oxfam.org.uk
Tom Riding	Senior Merchandiser	triding1@oxfam.org.uk
Anthony Lloyd	Merchandiser	alloyd1@oxfam.org.uk
Hannah Webb	Merchandiser	hwebb1@oxfam.org.uk
Richard Schnellmann	Merchandising Administrator	rschnellmann1@oxfam.org.uk
Andrea Gerwer	Sustainable Supply Chain Manager	agerwer1@oxfam.org.uk
Carol Hoffmann	Sustainable Supply Chain Support Executive	choffman1@oxfam.org.uk
tbc	QA & Technical Advisor	
Simon Hardwick	Warehouse Manager	shardwick1@oxfam.org.uk
Becci Sheppard	ECommerce Planner (OOS)	bsheppard1@oxfam.org.uk
tbc	Ecommerce Planner (3 rd Party Platforms)	
tbc	Comms	

Quick Access email addresses

Invoices: OxfamGB_InvoiceCapture@conkursolutions.com

Statements & Enquiries npinvoice@oxfam.org.uk

Mosaic Deliveries: goodsin@mosaic-fs.co.uk

Oxfam House Address Details

**Oxfam GB
Oxfam House
2700 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 meet the agreed Specification, are fit for purpose and free from minor defect
Delivery note	A note detailing the key aspects of what has been delivered
Ethical and 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
Mosaic Fulfilment Solutions Ltd	Our third-party online warehouse
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.
Six-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

12 - APPENDIX

12.1 - SUPPLIER ANNUAL REVIEW TEMPLATE

Completed by: (member in SbO name/ position)		Date:	
Supplier name:		Product Range:	
Review period:		Company's financial risk:	
Contractual status:		Oxfam's orders % of supplier's total business:	
Annual spend:			
MQ last completed:			

12.2 - ASSESSMENT OF SUPPLIER PERFORMANCE

Measure		Comments
Product Development – Owner: Buyer		
1.	Supplier understands SbO product category, market position and different channels	
2.	Supplier presents good ideas, informed by market knowledge, and where appropriate responds well to briefs	
3.	Tailors products and promotions to SbO's target market	
4.	Supplier requires minimal input from SbO to develop products to completion	

5.	Supplier takes lead on appropriate labelling/packaging		
	Total out of 5		
Manufacturing Site Sign Off – Owner: Buyer / Sustainable Supply Chain Manager			
6.	Supplier understands Oxfam’s Ethical and Environmental requirements and takes lead on new sites		
7.	Supplier and factory share SbO Manufacturing Questionnaires completed to thorough standard		
8.	Supplier ensures all products meet Oxfam’s environmental standards e.g. wood & paper		
9.	Supplier manages and closes audit non-compliances and keeps Oxfam updated in timely manner		
10.	Supplier closes down specified purchase order conditions in timely manner		
11.	Supplier works with manufacturing sites for continuous improvement and keeps Oxfam updated of progress		
	Total out of 6		
Ethical and Environmental – Owner: Sustainable Supply Chain Manager			

12.	Supplier understands and shows demonstrable progress on their commitment to the SbO Supplier Framework (where action plan has been created)	
13.	Supplier is open and transparent about the standards in their supply chain operations, and provides information requested by Oxfam to enable assessment	
14.	Supplier informs Oxfam if their purchasing practices are undermining their ability to uphold decent working conditions (including predictable work and living wages) and works with Oxfam to build trust and share accountability	
15.	Supplier provides clear, understandable oral and written information to workers, in their own language, on their wages, working hours, benefits, terms of employment and their rights as workers.	
16.	Total out of 4	
QA & Packaging – Owner QA & Technical Advisor		

17.	Product Specification forms are finished in a timely manner and to a high standard of completion by Supplier	
18.	Supplier takes ownership of labelling, and welcomes suggestions (e.g. recycling information, warning statements etc.)	
19.	Supplier manufacturing sites have robust quality assurance processes & great consistency in production	
20.	Suppliers follow the outlined Gold Seal sample process with minimal input from SbO	
21.	Supplier assists with any quality assurance issues or product recall withdrawal notification	
22.	Supplier works to ensure packaging is compliant with Oxfam E&E requirements	
	Total out of 6	
Deliveries/Warehouse – Owner Deputy Warehouse Manager		
23.	Delivery presentation: safely presented, well stacked, damage free, within height restrictions, whether pallets are mixed, requires no reworking	
24.	Good process and communication, delivery booked in, product labelling, accurate paperwork, Oxfam product codes used	
	Total out of 2	

Merchandising – Owner: Merchandiser		
25.	Supplier always delivers exactly as PO i.e. in the agreed week, and with the right quantity	
26.	Supplier communication is timely and appropriate. Tracks production and delivery ensuring no late surprises	
27.	Supplier invoicing accurate and timely	
28.	Supplier adds value with other requirements (samples, equipment, shop queries etc)	
29.	Supplier delivers effectively to Mosaic e.g. splits out online only items from mixed packs	
30.	Suppliers assist with and funds promotions in full	
	Total out of 6	

Account Management – Owner: Buyer/ Ecommerce Planner		
31.	Supplier communicates issues and solves problems efficiently	
32.	Supplier proactively manages the account, gives Oxfam competitive advantage	
33.	Supplier is responsive to requests and manages their business for Oxfam’s benefit. Oxfam feels this supplier eager to do business	
34.	Supplier adds value to Oxfam, ensuring ease of business across channels (e.g. online copy, photos, etc)	
35.	Supplier manages critical paths and supplier team efficiently and effectively	
	Total out of 5	
Cost – Owner: Buyer		
36.	Suppliers costs enable target margins to be hit	
37.	Supplier is good marketing and other support (growth incentives etc)	
38.	Supplier offers supports in other ways e.g. markdowns, small pack sizes, samples to shops etc	
	Total out of 3	
Total rating out of 38		

12.3 - ASSESSMENT OF OXFAM PERFORMANCE

Measure	Rating	Comments	
LABOUR & ENVIRONMENTAL STANDARDS The points below are drawn from our Sourcing Team commitment outlines in our Ethical and Environmental Policy. Provide feedback on the below points so that we may continue to improve our business practices and achieve better outcomes for those in our supply chains			
1.	SbO provides a stable business relationship and endeavours to establish long-term product lines and relationships		
2.	SbO recognises that we may not be able to achieve all the Oxfam labour and environmental standards immediately and works with us towards achieving conformance in a reasonable timeframe		
3.	As a supplier, our views and experience on ethical and environmental standards, and their ability to be practically implemented are sought		
4.	SbO provide proportionate material and practical support that enables us to meet their Ethical and Environmental commitments. Reasonable and agreed timeframes are given for these improvements to be made		
5.	If a purchase arrangement or relationship must be terminated, we receive appropriate communication and notification		

6.	Oxfam Buyers communicate clearly, promptly, and accurately on all issues concerning product development (pre-purchase order)		
7.	Oxfam Merchandisers communicate clearly, promptly, and accurately on all issues concerning orders (post-purchase order)		
8.	If changes to SbO orders are unavoidable, the target delivery dates are adjusted accordingly		
9.	SbO pays a price that enables our suppliers to provide decent wages and working conditions for their workforce		
Other Areas of Feedback			
10.	Deliveries		
11.	Invoices and payments		
12.	NPD process, briefing and selection		

Action Plan following review:	
<ul style="list-style-type: none"> • • • 	
Total rating out of 65	

Chief Executive: Danny Sriskandarajah
Oxfam is a registered charity in England and Wales (202918) and Scotland (SC039042) and a company limited by guarantee registered in England No 612172 at Oxfam House, John Smith Drive, Cowley, Oxford OX4 2JY. Oxfam GB is a member of Oxfam International