

COUNTERFEIT, FRAUDULENT AND SUSPECT ITEMS (CFSI) POLICY

Aqua-tech have a clear process in place to mitigate the risk of suspect and counterfeit products being supplied to our customers.

We operate a Quality Management System (QMS) in line with ISO 9001, demonstrating both its fitness for purpose and the unwavering commitment of our business to working in a manner that is reflective of best practice.

We only ever purchase directly from the approved supplier and any deviation from this would result in considerable disciplinary measures being taken against our business, unless an agreement had been made in extraordinary circumstances via Senior Management for us to source from elsewhere.

Our management team are responsible for evaluating the suitability of our suppliers and products and do so by considering key issues such as stock availability, fitness for purpose, pricing and logistics support alongside the Quality, Safety and Environmental performance of the supplier's business operations. All prospective suppliers are required to complete an Appraisal Questionnaire that covers key areas such as:

- Company details
- Corporate standards and management systems
- Product / service standards and specification
- Ethical trading standards
- Manufacturing / distribution
- Commercial
- Culture
- Supply chain management

Our team are highly experienced in product evaluation and consistently apply this knowledge to ensure that our supply chain remains inclusive of fully compliant and suitably tested items. We remain vigilant to changes within the marketplace to ensure that our processes consider all pertinent issues relating to a product's durability and impact on end users.

In addition to the above, we ensure that key details such as ISO certification and CE / BS marks if applicable are provided with all products prior to their purchase and implementation into stock. When we are certain a supplier is able to operate with the level of quality, credibility and ethical positioning acceptable to Aqua-tech, they are then approved as authorised suppliers on our system.

Our Management continually monitor the performance of our suppliers to ensure that they adhere to the standards expected by Aqua-tech and do not threaten the integrity of our supply chain.

The level of due diligence we take towards supply chain management means that it is extremely unlikely that we would ever find ourselves in a situation where we were offered counterfeit materials.

The company will undertake responsibility for implementing this Policy Statement and its objectives.

This Policy Statement will be reviewed and published annually or sooner if a situation arises which warrants further amendment prior to this time frame.

Louise Coats
Director

