BONDLINE QUALITY MANUAL AND PROCEDURES

Bondline Electronics Limited
Unit 4, Rivermead Drive
Rivermead Industrial Estate
Swindon
Wiltshire
SN5 7EX

Revision 02 (2021)

Contents Overview:

BONDLINE

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Section1 QUALITY ASSURANCE MANUAL

1.1

Company Profile:

The present directors formed Bondline in 1986, after working in the industry for many years. Located in Rivermead Drive in Swindon, the company is well placed to service and supply a diverse range of manufacturers both locally and throughout the rest of the UK. The company operates from a one unit premises that have gained a reputation for quality products and service. The main business of the company is supply of static control products and electronic product aids for the electronics industry.

During the formation of the company, the policy of ensuiring that the needs of the customer were met at all stages was principle to the aims and objectives of all concerned. This would be supported by investment in the training of people and investment in plant equipment and resoruces required, in order to demonstrate commitment to customer service and to ensure that products supplied meet the requirements stipulated by the customer.

1.2

Policy Statement:

The policy of quality assurance currently being pursued by Bondline is an extension of the fundamental principles laid down during the establishment of the Company and the success of the policy is assured by demonstrated involvement and support of Company personnel at all levels.

The Quality Programme laid down in this manual has the full support of Bondline, management team and it is a mandatory requirement that all personnel involved comply
with the policies, systems and procedures defined herein. No deviation is permitted without the approval of the Managing Director.
The objectives of the programme are to supply products of reliable quality at acceptable cost, in accordance with customer's specifications, statutory and legal requirements.

The company is committed to continually improve the effectiveness of the quality management system also customer satisfaction and focus to ensure needs and expectation
are met.
The Quality Assurance Programme shall as a minimum meet the requirements of international quality standards BS EN ISO 9001.2000, which one of the objectives of this policy is to maintain registration to this standard.

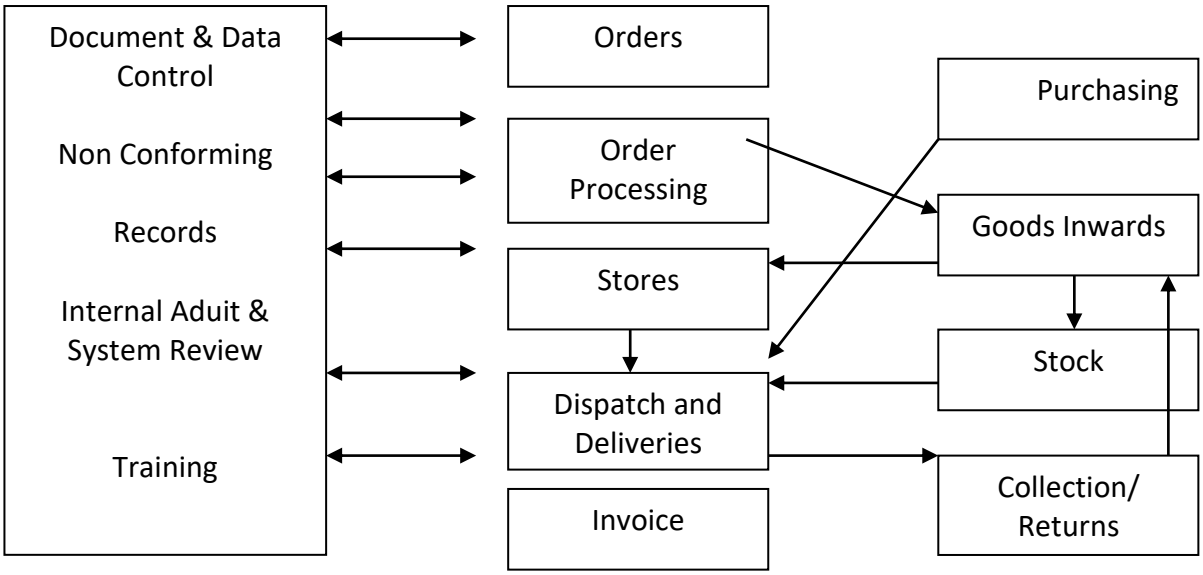
Other objectives will be determined at the manangement review process.

This policy is reviewed for continuous suitability.
Re-viewed: 01/01/2021 Signed: Director, Victoria Blizzard *V.Blizzard*

Section 2

2.1

Interaction of Processes:



2.2

Management Systems:

This manual, which is applicabl throughout the company, defines the company's mangament policies and planning, with regard to the application that have influenc eon the quality of the products and services supplied to our customers.

The manual is designed to be used as a basic reference document and outlines in broad terms the controls operated to ensure thast the requirements of any QA standard are likely to be applied by our activities required during the course of a contract. In further developing the systems and procedures operated in order to meet the requirements of our customers, it was considered essential that the documented systems be capable of being readily relatable to the QA standards applied by our customers requirements.

Copies of this manual are readily available to to customers for information purposes, it is company policy that the detailed quality procedures by which the quality programme is implemented are confidential company documents. They are not generally submitted to customers for review, but certain procedures may be submitted for contractual purpose, subject to agreement.

Quality procedures are acailable at the company premises for customer representatives to carry out any evaluation, audit, surveillance, inspection or test on which they may be employed.

2.3

Objectives and targets:

The company will establish specific objectives and targets after they have been determined as significant for the business, this will be undertaken by the Quality Management reviews.Plans will be produced these will determine the objectives, targets and time scale after consideration of the legal, financial, operational and business requirements of the organisation, and the views of

relevant interested parties. These plans will be reviewed at the regular review meeting. These objectives and targets will be consistent with the polices and commited to continual improvement in performance.

2.4

Management Programme:

Management programmed will be maintained through the quality management system review meetings for setting objectives and targets for each of the improvement plan. Also designating the responsibilities fr achieving each function and level within the organization, the means to achieve it and reviewing the project on a regular basis so that changes / modifications or corrective meachanisim can be employed, if need arises.l

2.5

Communiations:

Internal: Any employee may report a non conformance that they know or feel is not un-control, Through the non conforming product procedure, this may include positive feedback.
Also the managing director will make the employees aware of the performace of the company.
A copy of review meetings will be available to all employees.
External: If any comments of the companys performance is received, either verbally or written form. A non conformane form must be raised and passed to the managing director, who will communicate with the external interested party. Evidence of whjat action, which has taken place, will be reviewed at QMS review meetings so the outcome can be evaluated and consider what, if any further action is necessary.

2.6

Customer Satisfaction:

The company will continually measure and analyse levels of customer satisdaction to ensure improvements in product and services are achieved.
Exclusions:
The company, no design facility and no special processes are carriaged out on site so the company has determined to exclude the requirements of clauses (Design and Development) and (Validation of special processes of the Standard.)

Section 3

Quality Manual Control

The design and purpose of the top tier manual is such that its updating is carried out only on copies issued for in-house use and to approving authorities, These copies are uniquely numbered and contain an amendement record sheet. All other copies are defined at the highest level applicable to the products of the company. Any change to the polices defined would be a lowering of the standards and would warrange a complete withdrawal of the manual by thee commercial manager.

In the event of a change in managing director, the new excutive to confirm their agrrement to the contined validity of the manual would countersign a copy of the policy statement.
Thte office manager is responsible for the issure of amendments to all recorded holders of the quality assurance manual. It is the responsibility of recipients of amendments to ensure that they are immediately incorporated in to their copy of the manual and records the change in the amendment record below. All superseded pages must be removed and destroyed.

Date	Details of Change		
	Policy Statement		
	Change of Location	New documentation	
	New sales rep		

3.1
Managing Director: The managing director (MD) has overall responsibility for the company including but, limited to co-ordinating of all the management aspects of the company, the well being of its employees and for ensuring the customers expectations are met to the companys best ability. The MD has specific responsibilities for sales, financial and budget requirements of the company and the administration of the sales and purchasing activities of the company.

3.2
Operating Manager: The manager is responsible for the management of the quality system. The office manager is particularly responsible for providing adequate resources to implement and maintain the quality programme. They are the quality representative and in this capacity is responsible for all quality related functions and aspects of the companys operations, and is the management representive for all quality matters.
3.3
Sales Manager: The sales manger report to the managing director and is responsible for the sales representatives and day to day selling and promoting of the companys producs and services.
3.4
Administrators: The administrators report to the office manager, unless indicated to report to the managing director. The administrators are responsible for the day to day functions of the office, ie answering telephones, processing orders, placing purchase order,inputting quotations and making sure goods are dispatched on time, any other general customer and supplier enquiries.
3.5
Quality Assurance Representatives: The quality assurance representatives (QAR) is responsible to the managing director for development and maintainance of the quality programme with particular regard to internal audits, reviews corrective and preventaion action and liasing with the certification body.

3.6
Scope of Registration: Stockist and Distributor of Static Control Products.

3.7

Management Review:

It is company policy that the management programme be reviewed for continued effectiveness and adequacy at intervals not exceeding 12 months and that records are maintained, this should include, but be limited to:

-A review of the company policy and objective statement.
-A corrective and preventative action and internal audits.
-Opportunities and recommndations for improvement.
-Evaluation for needs for change to the system.
-Customer feedback.
-Process performance and product conformity.
Effects on the Quality Management System.
-and follow up action form previous reviews.
The MD, Office manager and QA representative and sales manager attend the review.

Procedures	Company Ref- procedure No
Orders	01
Processing	02
Purchasing	03
Stores	04
Non Conforming/ Corrective &Preventative action	06
Document and Data Control	07
Records	09
Internal Audits &Management System Review	10
Training	11

3.8

Contract Review:

The objective of this procedure is to ensure that all enquires/ orders are processes and complies with the customers requirements.

3.9

Responsibilties:

The office manager has overall responsibility for the sales/ administration activities of the company.

3.10

Procedure:

This procedure details all necessary steps, relevant to customer orders/ enquiries that they are dealt with efficiently and to exact customer requirements.

Enquiries/ Quotations:

The following details are taken when an enquiry either by phone, email and quotation request forms from the salesrep.

Date
Company name and address
Contact
Telephone/ Email contact
Enquiry details

Action by
When all above details have been obtained a quote can be produced containing the following information:
Customer contact
Company name and address
Email
Individual Quote number
Productg code, description, quantity and the price to the customer.
Payment terms and delivery charges, if applicable.
Signed by administrator or on behalf of sales rep.
The quotation will be emailed to the representative for that particular area for follow up. The administrators will keep a copy for reference and any additional information. (ie supplier quote/ cost and delivery details.) a copy will be put ino the particular customer file for general filing in alphabetical order.

3.11
Orders: Orders are mainly received by email and telephone. When an order is taken a telephone orer form must be used and all boxes completed. Orders are also generated via the website. On receipt of an order the administrator will action it by checking the following details:
Company name and invoice and delivery address
Telephone number
Valid part number and quantity
Purchase order number
Price quoted
Any agreement information, quote reference, name etc.
If above is satisfactory the administrator must ininital the order to identify they have reviewed and completed it.
3.12
Special Orders:
When an order has been deemed 'special' the same order process takes place, the only difference being that on the documents a message is typed in as to what specifically is special.
3.13
Order Amendments:
When the customer requests an amendment to an existing order, the amendment will be checked to see if it is viable. If it is then the customer will be confirmed.
3.14
Outstanding orders: Orders that cannot be completed will be placed in the outstanding orders file, for that particular area. On receipt of receiving the prodcuts the administrator will be advised and will then process the order.

3.15
Call off orders:
When a customer requires goods from their call off order, retrieve that PO from the outstanding order file and follow the general process procedure. Then return to outstanding file for next call

off. Stock for call off orders will be allocated to the customer and placed on the call off order shelf in the warehouse.

3.16

Testing:

The following items require either assembly and testing or calibration before dispatch.
Test instruments and ionizers.

3.17

Order Processing:

1. The objective of this procedure is to ensure that all invoices raised, accurately reflect the goods sent to customers are sent within 48hours of the goods being dispatched wherever possible.

   Responsibilities:

   The responsibility for maintatinf this lies with the office manger. The admisistator is responsible to ensure cusomers orders are processed effectively and the required deliveries are met.

   Procedure:

Standard orders: the following steps are taken to raise and invoice from standard orders:
In the sage programme, enter the 'Product sales order details' on screen and type in the customer reference number. Cross reference the customer details by checking the address and telephone number against the order and checking the delivery address. Enter the stock code, description and price will appread, checking it is the same on the customer order and enter the quantity, advise the customer with acknowledgment if price isn't correct.

The nominal and tax code will appear automatically and only the tax code will ever need to be changed if invoicing outside of the UK.

Type in the department codes for the sales representative who covers that customer (this can be found in the sage programme, customer defaults)

The selling price needs to be checked and refered to the correct department. In order detail screen, type customer order number, type delivery address if applicable and in the carriage box, type the method of delivery, ie the carrier and if relevant the size of the package. Nominal code is 1195 and department 30 for carriage. Allocate the stock and then dispatch if the order is due out, or file in the order book until required dispatch date. A copy of the order acknowledgment template is emailed to the customer to check and confirm the order has been received and accepted. At this stage and price or disputes can arise before dispatching. The sales order is dispatched printing 2 copies of the delivery note, 1 for the customer and 1 for the warehouse to sign and put carrier details on, this is then returned at the end of each day for filing. Once dispatched the sales order this generates the invoice, this can be printed and placed in the invoice tray for checking and updating to be ready to emailed or posted to the customer for payment. The sales order and invoice number is written on the paper copy of the order and filed in orders complete. The delivery notes are placed in the 'goods out' tray ready for dispatch. (if dispatch is required same day, a post it not is provided or the delivery notes are personally given to the warehouse mangaer to ensure the same day dispatch.

3.18

Website Orders

1. Email saying 'new order received with the order reference' from noreply@bondline.co.uk will be sent to sales@bondline.co.uk cc victoria@bondline.co.uk (do not duplicate)
2. Shortly after a confirmation email from donotreply@sagepay.com will be sent to the customer and Bondline when the payment has been successful.

This will show on our sage pay account:

3. Then we manually input the details into sage through the customer sales order /invoice process. Input as much detail as possible, department, memo contact name/ email. Input the order with the exact prices and carriage amount VAT etc (the order reference generated as the order number) as per the order confirmation received. Print 2 delivery notes (copy for warehouse and copy for the box) and 2 invoices (copy for the customer in with the goods in an envelope and copy in the tray for accounts. (New customers must get a copy of the catalogue, price list and rep's area business card.) Email and or print copy for the relevant reps information, they may have already visited and the department may need changing for the months figures.
4. Log into the CMS and change the status of the order to 'Dispatched' which will send a further confirmation email to the customer. (once the payment has gone through) to say the order is being dispatched. (this is when we are confident we have the stock and the goods are packed for dispatch, this is when we can advise delivery time if there is no stock) In the tab 'Orders'
5. The invoice to be updated and checked to department 16, with paper copy to file in orders complete. (unless it is defaulted rep customer, if they haven't order for 2 years, put to Google 16 department.
6. The payment will show on the bank as SagePay (this will then be matched against the customer account as per a normal credit/debit card payment.
7. If the customer wants to cancel / refund. This can be donethrough the Sage Pay login details above on the refund tab, check with the office manager, offer credit notes when possible.

Section 4. Quality manual continued.

4.0

Bondline departments:

1. Head Office	10. Ed Shone A	21. Distribution B	
2.Head Office B	11. Dave Shone B	27 Distribution UK	
3. John Hatton A	14 Misc UK	28 Distribution OS	
4. John Hatton B	15 Misc OS	30 Carriage	
5. (spare)	16 Google/ Web		
6. Rob Scrivens A	17. Special Structure		
7. Rob Scrivens B	18. (spare)		

4.1

Purchasing:

Purpose:

The purpose of this procedure is to establish the method to be used for purchasing products and services. The procedure also details the methods used for the purchasing and monitor suppliers.

4.2

Purchasing General:
Purchasing commences when a requirement is new and finishes when the requirement has been satisfied. It covers raw material, product sub- contracts and services. To achieve the best conditions of suppy the following principles should be observed:
Buy directly from manufacturers whenever quality and lead time allow to ensure quality and competitive prices adherence to specification and the provision of test certificates or letters of conformity where applicable. Establish direct contact with top management of suppliers and exchange visits to overcome and comings in quality, delivery and service.
To use approved suppliers for critical purchases, where applicable, request suppliers to account for defective work and to state what are being taken to avoid recurrence.
Purchasing is divided into 3 main categories:
Critical – Any purchases for products, which will affect the quality of product to be supplied to our customers. All these suppliers must be approved before purchasing commences and the goods will be subject to a goods inward inspection.
Non critical – Any other type of product or services no covered by the ther two catergories.
Capital Expenditure- Products and services for which the Managing Director must approve and authorise ie Capital equipment, vehicles, machinery etc.

4.3
Procedure:
Critical- For all critical goods purchased a purchase order must be raised. Any person who has the responsibility within their job functions can raise, sign the Purchase Order. The person raising the order must enter the suppliers code, part reference either the suppliers company description, qty, price and delivery address and any delivery instruction if applicable into the computer order. When satisfactory a copy is printed which automatically generates the next purchase order number, this is then emailed to the specific supplier contact by email. The paper copy is filed for for when the goods arrive in stock. Suppliers are then expected to acknowledge the order, each individual line should be checked against the details of the order, when is it not poosible to reconcile the order acknowledgment, the difference shall be resolved using the original order. The orders must be placed with only approved suppliers.
Non critical- These do not have to be from an approved supplier and do not require a purchase order.
Capital Expenditure- These orders can only be raised and signed a company director.
Purchasing Rejects- when an item / product has been rejected it has been determined that the fault is due to the supplier, a non- conformance form will be raised.
Approved supplier list- A list will be maintained which will contain all suppliers of critical purchases. The office mangaer will undertake a review every 6 months and hold a copy of the approved supplier list.
Appraisal /Assesment- Assesment visits and new/ existing suppliers will be carried out on suppliers of critical purchases only. Appraisals will be carried our on all new or potential existing suppliers / sub contractors, when requested ot if they have no achieved the minimum quality criteria laid down by Bondline.
4.4
Methods of Appraisal- an appraisal of the company's quality capability requirements will be undertaken by one of three methods:

1. **Supplier Quality Assurance Questionnaire**- (SQAQ) will be sent to all new or potential supplier/ sub contractors to ascertain the level of quality assurance within the company. If after the completion the SQAQ is felt necessary an assessment visit should be carried.
2. **Assesment visit**- a member of senior management or the QAR of the company should carry out the assessment visit. The scope of the assessment should be explained in details to the company and time scale agreed.. The confidentialy of any information obtained and the procedures for maintaining it should be stressed to the company and the method of reporting explained. The requirements of BS EN ISO 9001 will form the basis of the audit and any Quality Plans/ Purchase order and related specifications if appropriacte. All features of the purchase order and if specification will be audited and any deficiencies recorded and discussed with the supplier. The finding of the audit should be recorded on a Supplier Quality Assessment Form. If any deficiencies are found these should be brought to the attention of the supplier. Also the attidite of the supplier to carrying out the recommendation obtained. On return, all findings shall be discussed with the office mangaer to decide the grading of that particular company.
3. **Existing suppliers**: These will not be required to be appraised or an Assesment visit carried our as long as the performance of that supplier is satisfactory for the previous period. The methof of appraisal should be recorded on the approved supplier record form for that particular supplier. After completion fo one of these methods od appraisal above, the supplier will be given a rating.
   Rating: A form should be raised for all new suppliers, the office manager will review the form and if satisfactory add the supplier to the approved supplier list at the review point.
   4.5
   Existing suppliers, they will be reviewed and rated:
   A Rating- A supplier whose quality, delivery, services and costs are performing to above an acceptable level for the last period. Eg no problems experienced in that period.
   B Rating- A supplier whose quality, delivery, service and costs are performing to an acceptable lvel but only small problems are experienced.
   C Rating- A supplier whose quality, delivery, services and costs have not been performing to the required standard and requires monitoring closely to ensure this performance does not come to an unacceptable level. If unacceptable the must be removed from the Approved Suppliers List.
   It is not Bondline policy to provide formal evidence of ‘approval’ to companies in themanner adopted by some procurement authorities. Knowledge of the rating allocated may be contived by the company as ‘degree of apporval’ and used by them in a competive situation.
   The companys rating may be altered if over a six month period there has been improvement or a cause for concern. If a supplier is causing concern they may be subject to re-assesment.
   Supplier Review: it is ectremely important that the performance of Bondline suppliers be monitored to ensure full accountability for quality of the goods/ service provided. The office manager will review all non-conformances raised against suppliers every month and report to the management meeting and highlight any supplier performace which is causing concern. A review will anlayse the suppliers performance over the last period and be conducted as follows:

a. obtain all the relevant information necessary to conduct the review.
b. Trends
c. Possible corrective action
d. The review will rerate suppliers in both directions if necessary depending on performace and approvals obtained by suppliers. tHe office manager reserves the right to contact a supplier if he deems it necessary in the interest of the company.

4.6

Handling, Storage, Packaging, Preservation and Delivery- this procedure defines the controls to be operated on the all stages from receipt to dispatch.

Responisbility- It is the responsibility of all personnel to ensure that items are handled in a manner that will prevent damage or deterioration during storage.

Procedure- in the majority of cases, the controls required are common sense and good practice. Any area/ activity which is considered to be a potential risk area or where damage to products could result, should be bought to the managing directors or office managers immediate attention.

Special requirements- certain contracts may require special controls to be exercised eg packing, labeling etc. any such controls must be included on that particular dispatch note. Personnel at all stages of storage and dispatch are responisbile for ensuring that special requirements written on the dispatch note are carried out.

Damgage or deterioration- if at any stage personnel consider that damafe or deterioration has occurred then these must be immediately drawn to the attention of senior management.

Stored items- stored items must be inspected for deterioration dureing internal audits or as request by the office manager, the appropriate corrective action taken when problems are found. It is essential to check that stock is rotated.

Dispatch documentation- when the products have been picked and packed accordingly the delivery note must be attached to the package and a copy of the delivery note filed in the relevant trays. Any person dispatching the order must sign the bottom of the copy of the delivery note. The method of dispatch Is then determined, by the weight, customer delivery date, or own resource. Official paperwork must be attached to the box before and carrier is able to collect the goods from goods out.

Inspection and Testing- this is to define the inspection and testing are undertaken on receipt of products, during the process and on completion.

Responsibility- all personnel shall be responisible for effectively controlling the identification and traceability, acceptance, place,ment and release of products.

4.8

Procedure- Covered in goods inwards.

Calibration inspection and testing: the results of inspection and testing will be recorded on the certificate of conformance for each meter whch wil refer to the individual serial number against the appropriate test procedure. If the meter passes all the inspection an dtest requirements, the meter will be packaged and dispatched in the appropriate method. All inspection and test must be carried our by a trained member of staff. With new meters check that the meter functuins corectly and raise a certificate of calibration for that particular meter which must be included with the goods.

4.9

Product Identification and Traceability- all products will be identified with a Part Bumber, the part number can be confirmed by reference to the company brochure, flyer or website. The identification of the part number will be specified on the purchase ordere and this number must be ratined throughout the life time of that product.
Inspection and Test Status- all products must be clearly identified at all times by an identification label which states as a minimum the part number. If products have failed, a reject identification label must be applied referring to a non- conformance form.

4.10
Control of Customer Supplied Products:
Procedure- when any products are supplied by a customer, these will be insepceted as per the goods inwards procedure and if any specific requirements for safe storage of the product will be documented on the delivery note. On completion on the goods inwards procedure, the products will be stored in a designated area and a manual stock record maintained on a stock record card. If any customer supplied product is lost, stolem or damaged whilst in the process, will be documented on a non- coformance form and follow the same procedure as any normal product being non- conformed.

4.11
Non-Conforming Products:
Purpose- To ensure the control of products which do not conform to the requirements of an order, specification or the established quality standards of Bondline.
Responisbility- The office manager shall establish and maintain the requirements for dealing with non-confirming items, and for ensure that personnel in all areas are aware of their responsibility to prompty identify, and draw attention to all deficiencies.
Procedure- detaisl of all non-conforming items / products shall be recored in order to:

A. Provide a data feed back to prevent recurrence of non-conformances.
B. Provide information concerning the reasons for non-conformance.
C. Initiate the replacement or return of products.
D. Propse a method of rectification.

The documents used to control non-confrming items / products is a non conformance.
Identification and Segregation- where any item is foun to be non-conforming, a non conformance form shall be raised immediately and the office manger informed. All work or use of this items should be held for priority investigation. The office mangaer or administrator shall investigate and spendent upon the nature of the non-conformity.
All non-conforming items shall be suitably identified and where possible, removed to the ‘reject, holding area’ where this is impractical the item must be segregated from further and similar work and positively identified. Details of the rejection must be entered on to the non-conformance form.
Non Conformance form- the form must be raised by the person responsible for that activity where the non-conformatnce is found during the course of that particular operation, process, check or test being carried out. The form should be completed as detailed on the bottom of the form and distributed as requested. If the corrective action required has not been completed, the recipient must determine the necessary action with relevant paperwork. The form will be sent to the person responsible for completing and undertaking the corrective action required. On completion the

person responsible will complete the corrective action section of the non conformance and send to the office manager. All fomrs raised will be recorded in the master non- conformance register.
Rejects for Return to supplier: when an item/ product has been rejected and it has been determined that the fault is due to the supplier, a debit note will be sent with the rejected goods which must cross reference the non conformance number, to ensure all the necessary information is available for the supplier to action the non conformance.
Customer complaint- all customer complaints are important and where a complaint arises for whatever reason a non conformance form should be completed, the reason these are important is that it enables the company to assess complaints and problmes, for trends and hence corrective action can be taken to eventually eliminate non – conformances. On receipt of a customer complaint should the relevant section of the form be passed to the manager, who will investiage the reason and determine if any corrective action is to be taken.
Rejection Records and Returns- Fully documented records shall be maintained by the office manager of all non-conforming products/services. The office manager must ensure that reject data is positively monitored and shall be responsible for alerting of relevant advers performance trends. A yearly report will be produced with will details the trends and highlight any areas of concern. All personnel, shall advise the office manafer of adverse feedback from customers, or any other source, as soon as possible.

4.12
Document and Data Control:
Purpose- The purpose of ths procedure is to establish the methods to be used for the controlling all of the doucments and data which form part of the Quality System.
Responisbilities- The office manager shall be responsible for monitoring that the documentation and control requirements are understoof and adhered to by all personnel.
Procedure- When an amendment to any of the documents list in 4 of this procedure is required, the person requesting to have the amendment made shall provide the details on a change note form. This form shall then be passed to the office manger for consideration. The Quality director shall consider the details on the requested change note form and if he considers to change the request, he will detail the action required and sign the form. If tan amendment has been carried out to a manual or procedure the amendment sheet shall be suitably annotated to show the amendmenmts whicha have been made.
Controlled Documents- the documents and procedures which are covered by this procedure are; Quality Assurance Manual, Quality Procedures, Quality related forms, Inspection records and Work instructions.

4.13
References standards and specifications- the office manager will maintain a file containing all reference standars and specification. If a new standard of specification is issued this will be placed in the file and the previous issue destroyed.
Data Control- a password control and back up system are used for the SAGE computer system. The office manager has overall responsibility for the back up system. There are 5 USB sticks marked with the day for each ‘back up’ these are removed off site each night.

Reciept of goods- the objective of this procedure is to ensure that goods received and checked again delivery notes and Bondline Purchase orders prior to formal acceptance.

Responsibilities- the responsibility for maintaining this procedure lies with any employee in receipt of goods/ products on behalf of Bondline. Overall responsibility for maintain this proceure lies with the Quality Management Representative.
Procedure: when a delivery arrives the following procedures applies:
Received in goods in area.Goods checked against the delivery note and visually checked.
Signed good condition.
Check against the Bondline Purchase Order.
Goods put into stock and allocated to the specific stock location.
The paper copy of the purchase order is ticked of and the deliver note signed.
The delivery note goes into the office delivery note tray.
If the purchase order is complete, it is placed into the purchase orders complete file. If goods are short shipped or partial shipment has been agreed the PO can be updated and indicated the number of items still outstanding and returned to the live 'purchase order' file.

All persons must reconcile and scrutinize the consignment for evidence of transit or deterioration. Ensure that if documentation is specified on the purchase order, ie cerficate of conforminty, health and safety data sheets are available with the goods. If the documentation is unavailable, the office manager is to be informed. All certificates receied with goods should be forwarded to the office manager, if they are not satisfactory a non-conformance is raised.
If goods are sent to the customer, from a supplier a Bondline Delviery Note must be emailed to the supplier to attached to to customer order for those particular goods.

4.14
Control of Quality Records:
Purpose-this procedure defines the actions and responisbilites for the control of quality records.
Responsibility- It it the responsibility of the office manager to ensure that thisa proceduire is understood and operated by all relvant personnel. It is the responsibility for the nominated holder of any quality record either specidied below or withn the applicable QP, to ensure that all records are legible, safely and securely maintained and to ensure that all records are removed and disposed of in accordance with the management instructions,
General- The control of specific records applicable to individual procedures are documented in the relevan procedures. This procedure summarises the varous quality records, the responsivle holders and minimum retention periods.
Procedure- The following is a list of records which must be controlled:-

Record	**Master File Held By**	**Minimum Retention Period**
Audit and Quality Monitoring Reports	Operating Manager	5 years
Customer Complaints	Operating Manager	2 years

Customer orders	Sales office	Hard copy for 1 year(then archived (Disk)
(contract review)		
Purchase Orders	Sales Office	Hard copy for 1 year(then archived (Disk)
Supplier Assessment Form	Office Manager	2 years

4.15

Record	**Master File Held By**	**Minimum Retention Period**
Supplier Performance Records	Operating Manager	3 Years
Personnel Qualification and Training records	Operating Manager	Indefinite
Non Conformance Forms	Operating Manager	1 year
Callibration records	Operating Manager	1 year
Change notes	Operating Manager	2 years
Test records (customer equipment)	Operating Office	2 years

Further Quality records may be added to this list, which must be determined by the office mangaer following review and consideration of the nature and type of record and its relationship to other records. All obsolete records must be removed from the files and disposed of in accordance with the office mangagers instructions, or as required by contract.
Where records are retained for information purpose only these must be suitable endorsed and retained in such a manner to prevent loss or damage, or removal for production/ manufacturing purposes. Where documentation is used for general communication this may be kept as deemed appropriate by the holder.

Section 5 Quality Manual cont. Management Review.

5.1

Interal Audit and Review:

Purpose- to ensure continued demonstrated compliance with and effectiveness of the Quality Assurance Procedure, periodic and systematic mangament reviews are undertaken in accordance with the relevant section of the Quality Assurance Manual.
Scope- Internal reviews are carried out on all control procedures periodically. To achieve these objectives the internal review is conducted at two levels:-

(a) Internal Audits, which evaluate compliance with the prescribed systems.
(b) Overall system reviews which evaluates the effectiveness and currency prescribed controls.

References- Internal reviews are conducted against the following control documetns as applicable:-

1. Quality Assurance Manual
2. Quality Procedures

5.2 Responsibilities of personnel involved in internal reviews:

Quality Assurance Respresentative- The (QAR) is responsible for ensuring that the control systems are effective, efficient and complied with in total. He is also responsible for enureing that any corrective action or improvements are effectively and expeditiouslky introduced. He provides the necessary authorization for the audit programme and procedure. The QAR will ensure that audits are carried out tho the programmed. The QAR will compile the audit check sheets and report in accordance with current procedure and highlight any procedure deficiencies.

Auditor- The auditor may be the AWR or a senior member of managemnent designated by him who are independent of the section being audited. The auditor is responsible for:-

Conducting the audit to the prescrived procedure ina n unbiased and efficient mannergiving due regard to the confidentiality of information gained and reports produced. Agreed findings and potential corrective action with the responsible co-ordinator on whose section he audit is conducted. Carrying out follow- up audits to evaluate the effectiveness of the corrective action.

Resonsible Co-ordinator- The responsible co-ordinator on whom the audit is conducted has a responsibility to provide all necessary assistance to the auditor to enable him to conduct the audit, In the event of failure to agree findings, the QAR shall report back to the managing director.

Internal Audit Procedure- An internal audit will be carried our when specified on the internal audit plan for the year. All audits will be carried out at least once a year except for the major eleements of the system. These will be audited twice a year and any element wihich fails during the year or whenever there is an apparent need. Verbal consent must be obtained with the responsible co-ordinator that is convenient to carry out the audit at this time. The auditor must obtain the relevevant documents and complete the form. The date for follow up will also be stated.

5.3

Management and System Review:

The quality system established in accordance with the provisions of the company's requirements shall be periodically and symmetrically reviewed to ensure its continuouse, sutiability adequacy, effectiveness of its policy, objectives are being met, opportunities for improvement and evaluate the need for changes to the system.

The managing director, office manager, and QAR will attend the review.

The review will contain a summary of the system activities during the year and should take considerations but not be limited to from the following sources of information:-

-Results of audits
-Customer feedback
-process performace and product conformity.
- status preventative and corrective actions.
-Resource needs
-Follow up actions form previous reviews
-planned changes that could affect the system.

Recommended improvements of the system, its processes, of product related to customer requiremetns and resource needs, this review should take place as soon as possible after the end of the financial year when the evidence is available.
Management and system reviews may take place at other time of the year to deal with particular topics and minutes of these meeting will be taken and used as part of the yearly review.

5.4
Training
Purpose- to ensure the training needs are identified, reviewed and provided for all personnel whose activities affect quality.
Responsibility- The office manager will be responsible for co-ordinating and reviewing the training activites and manintaing the records of personnel and training.
Procedure, Induction Training- Each new employuee shall receive a brief tour of the premises and be introduced to the management and work force. During this tour they shall be advised of the company quality policy, the health and safety policy, toilet facilities and general employment rules documentation.
Review of training- this will be completed during the management receiw meeting to evaluate the effectiveness of any trainging and other action taken. The office manager shall hold a record of these meetings. Where a training need is identified which cannot be satisfied within the company, the office manager shall be responsible for arranging the necessary external training.
Records- All training that can affect quality will be recorded on a training record form, or external records to demonstrate the skill, education and experience of employees and held in the personnel files. It is the responsibility of the office manager to maintain these records.
Control of Inspectionm measuring and Test Equipment.
Purpose- this procedure is to ensure all necessary inspection, measuring and test equipment is in a known state of calibration.
Responsibility- the office manager shall be responsible for establishing, maintaining and monitoring and measuring a calibration system and for the day to day implementation of the system.

Procedure- Calibration of measuring and test equipment will be understaken by independent bodies to the appropriate standards or by an internal calibration procedure with master equipment which is traceable to a recognized national standard.

All measuring any test equipment shall carry identification status and a label stating the next calibration due date ina prominent position. An instrument record card for each piece of equipment shall be manintained and should contain the required frequency, a record of calibration data and any deviations folund. After each calibration a certificate or records of the calibration must be obtained the standard which the equipment has been calibrated any deviation found and signhed by a competent person. Measuring and test equipment shall be used for its

designed purpose and shall not be misued or mislaid. Personnel who find such equipment tampered with or deficient in any way must ensure that it is withdrawn immediately and returned for the relevant corrective action. All personnel; to whom measuring and test equipment is issued shall be responsible for coorect and careful use, safe keeping and for verifying that calibration is within period limit. Should any piece of equipmement fail in service or exceed the calibration period the user shall request immediate action by the office manager who shall affix a label staiting 'Do Not Use- Not Calibrated'. The office manager must review the products produced to ascertain if any corrective action is necessary. This may require the products to be reworked or recalled. Repaired equipment must be re-callibrated and a clear indication of calibration must be evident.

Section 6 Document Control.

6.1 RoHS Compliance

Bondline Electronics Limited hereby certifies and warrants that it has assessed the products below in relation to the requirements of the RoHS Directive [(1)] , that they confirm in full to the requirements thereof, that the products do not contain any of the following materials/substances in excess of the applicable threshold levels as set out below and that we will immediately notify to you in writing of any change whatsoever in RoHS directive are indicated as such in the list below. Similarly, we undertake to notify you of any future products (not listed) that do not conform to the requirements detailed herein prior to release of those products to our customers.

This full document can be found under our latest Rohs compliance.

6.2 Re: REACH Directive

Bondline Electronics have a close working relationship with our suppliers; this ensures that all products we offer are compliant with all relevant statutory provisions.

As you are aware we are not manufacturers or importers of substances, or substances in articles. Also in the majority, our suppliers won't be either.
Therefore our obligation will be to pass on information down the supply chain from further up the supply chain where registration will take place.

We will pass on this information when it becomes available to us and we will continue to monitor all developments, to be able to full fill our obligations.

We will continue to provide information in the form of updated MSDS sheets in order to support the REACH requirements.

The full document can be found under the latest REACH directive compliance documentation.

6.3

TELEPHONE ENQUIRY FORM - EXAMPLE

Customer:……
……..

Contact Name:
……

Address:……
……..

Telephone:……

Nature of Enquiry:

Action Required:

Re

Follow Up Date:

Order YES NO

NE *ustomers enquiry book and copy to rep.)*
OFFER CATALOGUE AND PRICE LIST
How did you hear about us?

Google/ web search, referral, sales person.. etc

6.4

TELEPHONE SALES ORDER FORM - EXAMPLE

SALES ORDER no

INVOICE no

Customer : (REF)

Delivery address *if different*:

Order Date	
Contact Name	
Sales Rep	
Customer Order No	
Order placed with	
Contact Email	
Purchase Order for non stock	

QTY	PART CODE / DESCRIPTION	PRICE	CARRIAGE
1.			
2.			
3.			

4.			
5.			
6.			
7.			
8.			

Notes / Due By Date:

NEW CUSTOMER: Where did they hear about us ……..

6.5 EXHIBITION ENQUIRY - EXAMPLE

DATE:		**RECEIVED BY:**	

CONTACT NAME:	
COMPANY NAME:	
ADDRESS:	
TELEPHONE: / FAX:	
EMAIL:	
WEBSITE:	

REQUIREMENTS:	*Tick appropriate box(es) for information to be sent.*

Storage/ Handling ☐ Benches/ Chairs ☐

Bench/ Grounding/ Matting	☐	Ionizers	☐
Shoes/ Garments/ Gloves	☐	Brushes/ Cleaners	☐
Earthing	☐	Field Service	☐
Test Equipment	☐	Full Range	☐

INSTRUCTIONS:	

Follow Up Date:
Order YES NO

6.6

CERTIFICATE OF CALIBRATION - EXAMPLE

INSTRUMENT

SERIAL NUMBER

DATE OF CALIBRATION

RANGE……10/^{3} – 10/^{12}…….

1	**Kilohm**	**(10/3)…..+/- 1/2 Decade…….Checked**
10	**kilohms**	**(10/4)…..+/- 1/2 Decade…….Checked**
100	**Kilohms**	**(10/5)…..+/- 1/2 Decade…….Checked**
1	**Megohms**	**(10/6)…..+/- 1/2 Decade…….Checked**
10	**Megohms**	**(10/7)…..+/- 1/2 Decade…….Checked**
100	**Megohms**	**(10/8)…..+/- 1/2 Decade…….Checked**
1000	**Megohms**	**(10/9)…..+/- 1/2 Decade…….Checked**
10000	**Megohms**	**(10/10)…+/- 1/2 Decade…….Cad Gen**
100000	**Megohms**	**(10/11)…+/- 1/2 Decade…….Cad Gen**
1000000	**Megohms**	**(10/12)…+/- 1/2 Decade…….Cad Gen**

Change over point ½ decade on a logarithmic scale i.e (3.16 x 10n)
Change over point accuracy + or – 1/2 decade
Linearity of the change over point + or – 10% from the mean value per decade.

THIS IS TO CERTIFY THAT THE ABOVE INSTRUMENT HAS BEEN CALIBRATED IN ACCORDANCE WITH OUR SPECIFICATIONS, AS SET OUT USING CALIBRATION EQUIPMENT TRACEABLE TO NATIONAL STANDARDS AND CAD GENERATED TECHNIQUES.

EQUIPMENT USED:

RESISTANCE DECADE BOX: Serial number
CALIBRATED – RECALIBRATION

TESTED BY……
NAME…Dave Lodar
6.7

CERTIFICATE OF CONFORMITY - EXAMPLE

Customer:
Date:

PO:

Description:

Bondline Part:
Qty:

Batch No:
Expiry Date:

Country of Origin:

We certify that the goods mentioned above have been manufactured and correspond in all respects to the specifications
known to us conforms to standard CEI IEC 61340-5-1

Victoria Blizzard……

Operating Manager
For and on behalf of Bondline.

6.8 Email: sales@bondline.co.uk

Example:

QUALITY ASSURANCE SUPPLIER QUESTIONNAIRE

Company Name:

Address:

Telephone No: Fax No: e-mail:

1. Person responsible for Quality Assurance
   Name:
   Title:

2. Product(s) supplied to Bondline Electronics Ltd.:

3. Please State:-
   Number of employees
   Number of production employees
   Number of inspection/quality employees

4. Are you agreeable to representatives of Bondline and their customers visiting your premises to survey your quality control organisation and supporting facilities. YES/NO

5. Is your Company of assessed capability to?
   ISO 9001 / 2 YES/NO
   AS 9100 YES/NO
   If yes, please enclose a copy of your registration certificate and scope of approval.
   IF YOUR COMPANY HAS AT LEAST ISO9001, THERE IS NO NEED TO COMPLETE QUESTIONS 6-17. GO TO QUESTION 18 & 19. PLEASE SIGN AND RETURN TO BONDLINE.

   If you have not yet been assessed but have applied, please give the following information:
   a. Which standard:
   b. Approximate target date:

6. Does your Company have any other recognised approvals? YES/NO

(If Yes, give details)

7. Do you have a documented system for reviewing orders prior to acceptance, to ensure that the requirements are adequately defined and can be met? YES/NO

8. Do you have a documented system for controlling incoming raw material? YES/NO

9. a) Do you have documented sampling and Quality Control procedures? YES/NO
   b) Are statistical methods of quality control used? YES/NO

10. a) Do you keep records of all analyses, inspections and tests performed? YES/NO
    b) For how long do you retain these records?

11. a) How is each batch of work in process identified?
    b) Do you operate traceability to source throughout the manufacturing cycle? YES/NO

12. a) Do you have a system for handling non-conforming materials? YES/NO
    b) If yes, does this incorporate a requirement for seeking customer's consent to receiving non-conforming material prior to despatch? YES/NO
    c) Are quarantine areas clearly defined? YES/NO
    d) Are materials clearly marked to indicate their inspection status (e.g. non-conforming/customer returns) YES/NO

13. Are gauges and inspection equipment regularly calibrated using equipment traceable to national standards? YES/NO

14. Do you provide the following?:-
    Test Certificate YES/NO
    Certificate of Conformity YES/NO

15. Do you have a list of Approved Suppliers? YES/NO

16. Are training records kept? YES/NO

17. Are regular Internal audits undertaken and referred to your Chief Executive? YES/NO

18. Are you RoSH Compliant YES/No

19. Are you WEEE Compliant (If applicable) YES/NO

    Signature:
    Name: (Block Capitals)
    Title:

    Date: QP12 01/14 Issue3

Section 7 Policy Control:

This section states a copy of our policies.

7.1

BONDLINE ENVIRONMENTAL POLICY

Bondline is a sales and distribution company, who distribute into the electronics industry. Bondline is striving towards the highest standards of environmental responsibility.

Bondline is committed to:

1. Minimise waste by evaluating operations and ensuring they are as efficient as possible.
2. Actively promote recycling both internally and amongst our customers and suppliers externally. Bondline try to source through local suppliers whilst sourcing and promoting products for distribution, that have minimal impact on the environment.
3. Materials such as paper, cardboard, ink cartridges / toners and batteries are recycled whilst all employees are encouraged to reduce the consumption of electricity. (Turning off computers and lights when not in use.)
4. Reducing the carbon foot print, including cycling to work and car sharing to lower emissions and to encourage lower emission / eco-friendly vehicles for field based employees.
5. Conference calls are encouraged to sales staff to reduce fuel consumption and travelling/ pollution.
6. Bondline thrive to meet guidelines of:
    - -Waste (England and Wales) Regulations 2011.
    - -The Hazardous Waste (England and Wales) Regulations 2011.
    - -Environmental Protection (Duty of Care) Regulations 2005.
    - -The Environment Act 1990.
    - -The Control of Pollution (Amendment) Act 1989.

Signed: *V.Blizzard*

Managing Director.07/08/2014 *Reviewed 01/01/2021*

Issue 2

7.2

BONDLINE ELECTRONICS LIMITED
HEALTH AND SAFETY POLICY

The health and safety of employees at Bondline Electronics Ltd is of prime importance and it is the intention and commitment of the Directors to create a safe and healthy working environment.
The Managing Director is ultimately responsible for the safety of the employees and is the names competent person with the operating managing having the first line responsibility to keep all activities safe.
All aspects that might be deemed unsafe must be reported to the above for immediate action,
Regular meetings of the management will take place to examine Health and Safety aspects this will include but not limited to, a review risk assessment, and the accident book and income legislation.

It is every responsibility to behave in a safe and responsible way for themselves and fellow workers. This involves keeping safe and tidy work areas and tidying up after a period of work. All machines must be switched off and isolated when not attended.

No employee must attempt to repair and machinery unless they have informed the Managing Director or the Operating Manager and they have given them authority to undertake work.

All instructions must be followed when using machinery and raw material a COSSHH report will be available to give Health and Safety information in detail regarding potentially hazardous raw materials.
Details of individual responsibilities are detailed within particular procedures and management systems.

Signed: *V.Blizzard*

Co Director
On behalf of MD. 22/10/14 Reviewed: 01/01/2021 ISSUE4

7.3

BONDLINE ELECTRONICS LIMITED

SMOKING POLICY

If any employee wishes to smoke during working hours, this must take place at the back of the building. (Goods In and Out)

Cigarettes are to be disposed of and cleanliness and hygiene is encourage after smoking.

We encourage smoking to only take place during lunch breaks.

Signed: *V.Blizzard*

Co Director: Victoria Blizzard
On behalf of MD. Reviewed:01/01/2021 ISSUE 4

7.4

BONDLINE ELECTRONICS LIMITED

DOG POLICY

We have a policy that allows you to bring your dog into work; however the following criteria must be met:
The Directors must agree if the dog is to come to work.
The dog must be tethered or caged in the office whenever possible.
The dog must be on a lead when walking to the office.

The dog must not enter the kitchen, toilets or warehouse/ store areas.
The dog owner accepts full responsibility for the dog.
The dog must be registered in the workplace with proof of ownership, up to date injections and insurance must be shown.
The dog owner is to clear up after their dog.
If anyone in the workplace objects to the dog or its behaviour it must be removed from it's location.
The dog must be signed in the visitors book to say there is a dog on the premises.
The dog is not allowed to have toys in the workplace (except in a cage) due to trip hazards.

Review July 2017

Signed:

Co Director
On behalf of MD. 22/10/14 Reviewed: 01/01/2021 ISSUE2

7.5

BONDLINE ELECTRONICS LIMITED

DATA PROTECTION POLICY

Data protection law

The Data Protection Act 1998 describes how organisations — including Bondline Electronics Limited— must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials.To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.The Data Protection Act is underpinned by eight important principles. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

This policy applies to:

- The head office of Bondline Electronics Ltd
- All staff and volunteers of Bondline Electronics Ltd
- All contractors, suppliers and other people working on behalf of Bondline Electronics Ltd

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998. This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- …plus any other information relating to individuals

This policy helps to protect Bondline Electronics Ltd from some very real data security risks, including:

- **Breaches of confidentiality.** For instance, information being given out inappropriately.
- **Failing to offer choice.** For instance, all individuals should be free to choose how the company uses data relating to them.
- **Reputational damage.** For instance, the company could suffer if hackers successfully gained access to sensitive data.

Responsibilities: Everyone who works for or with Bondline Electronics Ltd has some responsibility for ensuring data is collected, stored and handled appropriately.

Each team that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

However, these people have key areas of responsibility:

- The **directors** is ultimately responsible for ensuring that Bondline Electronics Ltd meets its legal obligations.
- The **directors are responsible for:**
    - Keeping the board updated about data protection responsibilities, risks and issues.
    - Reviewing all data protection procedures and related policies, in line with an agreed schedule.
    - Arranging data protection training and advice for the people covered by this policy.
    - Handling data protection questions from staff and anyone else covered by this policy.
    - Dealing with requests from individuals to see the data Bondline holds about them (also called 'subject access requests').
    - Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data.
    - Where necessary, working with other staff to ensure marketing initiatives abide by data protection principles.

General staff guidelines

- The only people able to access data covered by this policy should be those who **need it for their work**.

- Data **should not be shared informally**. When access to confidential information is required, employees can request it from their line managers.
- Bondline Electronics Ltd **will provide training** to all employees to help them understand their responsibilities when handling data.
- Employees should keep all data secure, by taking sensible precautions and following the guidelines below.
- In particular, **strong passwords must be used** and they should never be shared.
- Personal data **should not be disclosed** to unauthorised people, either within the company or externally.
- Data should be **regularly reviewed and updated** if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- Employees **should request help** from their line manager or the data protection officer if they are unsure about any aspect of data protection.

Data storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the IT manager or data controller.

When data is **stored on paper,** it should be kept in a secure place where unauthorised people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

- When not required, the paper or files should be kept **in a locked drawer or filing cabinet**.
- Employees should make sure paper and printouts are **not left where unauthorised people could see them**, like on a printer.
- **Data printouts should be shredded** and disposed of securely when no longer required.

When data is **stored electronically**, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts:

- Data should be **protected by strong passwords** that are changed regularly and never shared between employees.
- If data is **stored on removable media** (like a CD or DVD), these should be kept locked away securely when not being used.
- Data should only be stored on **designated drives and servers**, and should only be uploaded to an **approved cloud computing services**.
- Servers containing personal data should be **sited in a secure location**, away from general office space.
- Data should be **backed up frequently**. Those backups should be tested regularly, in line with the company's standard backup procedures.
- Data should **never be saved directly** to laptops or other mobile devices like tablets or smart phones.

- All servers and computers containing data should be protected by **approved security software and a firewall**.

Data use

Personal data is of no value to Bondline Electronics Ltd unless the business can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- When working with personal data, employees should ensure **the screens of their computers are always locked** when left unattended.
- Personal data **should not be shared informally**. In particular, it should never be sent by email, as this form of communication is not secure.
- Data must be **encrypted before being transferred electronically**. The IT manager can explain how to send data to authorised external contacts.
- Personal data should **never be transferred outside of the European Economic Area**.
- Employees **should not save copies of personal data to their own computers.** Always access and update the central copy of any data.

  The law requires Bondline Electronics Ltd to take reasonable steps to ensure data is kept accurate and up to date.

The more important it is that the personal data is accurate, the greater the effort Bondline Electronics Ltd should put into ensuring its accuracy.

It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be held in **as few places as necessary**. Staff should not create any unnecessary additional data sets.
- Staff should **take every opportunity to ensure data is updated.** For instance, by confirming a customer's details when they call.
- Bondline Electronics Ltd will make it **easy for data subjects to update the information** Bondline Electronics Ltd holds about them. For instance, via the company website.
- Data should be **updated as inaccuracies are discovered**. For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database.
- It is the marketing manager's responsibility to ensure **marketing databases are checked against industry suppression files** every six months.

Subject access requests

All individuals who are the subject of personal data held by Bondline are entitled to:

- Ask **what information** the company holds about them and why.
- Ask **how to gain access** to it.
- Be informed **how to keep it up to date.**
- Be informed how the company is **meeting its data protection obligations**.

If an individual contacts the company requesting this information, this is called a subject access request.

The data controller will always verify the identity of anyone making a subject access request before handing over any information.

Disclosing data for other reasons

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject. Under these circumstances, Bondline Electronics Ltd will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.

Providing information

Bondline Electronics Ltd aims to ensure that individuals are aware that their data is being processed, and that they understand: How the data is being used

- How to exercise their rights

  To these ends, the company has a privacy statement, setting out how data relating to individuals is used by the company. **Signed: *V.Blizzard* Co Director On behalf of MD. 01/01/2021 ISSUE4**

BONDLINE ELECTRONICS LIMITED

GDPR Regulation and Compliance Statement

Bondline Electronics provides ESD/ anti static consumable products. We are committed to protecting any data that we collect concerning you or your organization. By using our service / website you agree to the use of the data that we collect in accordance with our policies. We are committed to protecting your privacy.

The General Data Protection Regulation (GDPR) Regulation EU 2016/69 is a privacy and data protection regulation in the EU and will be enforceable from 25th May 2018. Legislation automatically becomes binding and applicable on that date.
Bondline are committed to high standards of information security, privacy and transparency. Bondline will comply with GDPR regulations including its position as a Data Controller and is responsible for your personal data.
We also ensure all our business relations meet the required procedures for our products and services.

Information security is of high importance and we have our internal quality programme that is reviewed annually.

Our areas focusing on GDPR:

1. Building on existing security and continuity of our management systems, to ensure out own compliance standards are met.
2. Document support compliance to the online process of our website, including new systems to the checkout process and sales support. These include but are not limited to standard e commerce providers, including Google Analytics, merchant payment providers including Sage Pay, Paypal, Global Payments.
3. Continuous solutions to help develop compliance plans and stronger platform for the future by taking control of their data.

Compliance and regulations is a shared responsibility by all organization's and will need to enforce and continue to update business processes and data management practices.
GDPR new obligations on organizations that control or process relevant personal data and introduces new rights and protections. The GDPR applies to data processing carried out by organizations operating within the EU. IT also applies to organizations outside the EU that offer goods or services to individuals within the EU.

Bondline will be complying with the GDPR which will deliver what is required by legislation and policy development.

Signed: V.Blizzard

Co Director
On behalf of MD. ISSUE3 01.08.2021

BONDLINE ELECTRONICS LIMITED
PRIVACY POLICY

Who are we
Bondline Electronics Ltd offer anti static control products to the electronics industry. We will gather personal information in accordance with this privacy notice and compliance with the relevant data protection under EU regulation 2016/679 General Data Protection Regulation (GDPR). The information you provide to us during your use of our website www.bondline.co.uk will be used by us in order to supply you with goods and services under the Terms and Conditions of our website. Our website is not intended for children.
We may also collect information about your buying behaviour in order to contact you from time to time by emails with details of carefully selected products or special offers which may be of interest to you.

Our details
Registered office: 2933918
Unit 4, Rivermead Drive,

Rivermead Industrial Estate
Swindon,
Wiltshire, England
SN57EX

Information we collect
The personal data we collect is common to all business relations:
Contact Name
Contact Phone Number
Contact Email Address
Business Name
Business Address
Business Postcode
VAT number if applicable
Registered company number if applicable
Banking details if applicable

How we use your data
Bondline take privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as it necessary and for the purpose specified in this notice. Where you have consented to us providing you with

promotional offers and marketing, you are free to withdraw this consent at any time by unsubscribing on our website or informing us by email or telephone.

The purposes and reasons

To ensure that orders are completed and can be delivered as expected, acknowledging purchase orders by telephone or email, offering quotations that have been requested and any business day to day queries.
For accounting, managing and audit operations.
To send marketing information where we have assessed that it is beneficial to you and these will be infrequently.
To send you updates on news and changes to our company or manufacturing/ company closures.

Your rights
You have the right to request access to any personal information that Bondline Electronics may have. If you believe that we have any incomplete or inaccurate data about toy, you have the right to ask us to correct or complete the information and we strive to update/ correct it as quickly as possible, unless there is a valid reason for not doing so. If we receive a request from you to

exercise any of the above rights, we may ask to verify your identity before acting on the request, this is to ensure that your data is protected and kept secure**.**

Sharing and Disclosing
We do not share or disclose any of your personal information without your consent, other than for the purposes specified.
On request for credit control references the details of our valued suppliers will be given, on their agreement.
Transfers outside the EU
Bondline will carry out the same procedures for customers outside of the EU. Our Ecommerce website www.bondline.co.uk is for shipping addresses within the UK. All enquiries outside of the EU will be handled as all other business to business contracts and policies.

Consequences of you not providing your data
You are not obligated to provide your data to Bondline, however as this information is required for us to provide you with our service, we will not be able to offer our products and service without it.

How Long will We Keep Your Data
Bondline will only ever retain personal information for as long as necessary. We are required by law to keep your basic personal data for a minimum period.

Your right to Complain
If any complaint you wish to raise regarding our process of personal data or are unsatisfied with how we have handled your information, you have the right to inform our Data Protection Officer, Bondline Electronics Limited, Unit 4, Rivermead Drive, Swindon, Wilts, SN57EX. Tel: 01793 511000 Email: sales@bondline.co.uk

Privacy and Cookies
We reserve the right to make changes to our privacy and cookie policy.
Cookies are files containing small amounts of information which are downloaded to the devise you use when you visit a website. Internet browsers will usually provide an option to disallow the setting of all or some cookies. Cookies can also be deleted by using your internet browser, but you must disallow them otherwise they will be reapplied the next time you visit a website.

If you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website.
See our separate cookie policy for further information on what cookies Bondline Electronics website uses.

Signed: V.Blizzard

Co Director
On behalf of MD.
Date: 14/05/2018

Ref new GDPR enforcement 25/05/2018
Issue 2: 01/05/2019
01.01.2021 ISSUE4

BONDLINE ELECTRONICS LIMITED

SOCIAL MEDIA AND INTERNET AT WORK POLICY

The Directors at Bondline have no blocked usage of any internet site. The internet is to be used for any **work related** websites.

Bondline allows employees to use the internet for their personal use during lunchtimes only or if given permission whilst working.
Bondline does not monitor any web use.
We trust that no explicit or inappropriate sites are used.

Bondline trusts that no work negative related comments are used on any social media sites.

If any site used looks like it could contain a virus, or pop ups, please discard the page straight away.

We allow the use of personal emails to be sent at work and trust that this time doesn't get abused. The directors allow the use of personal printing at Bondline, again we trust this doesn't get abused and over used.

If any email or page is received that isn't addressed to Bondline, we should delete it straight away.

The directors trust that employee's follow these standards.
If any employees do not adhere, the privileges of internet use may be removed.

July 2015

Signed: *V.Blizzard*

Co Director: Victoria Blizzard
On behalf of MD. Revised 01/01/2021 ISSUE 4

7.7

BONDLINE PCI COMPLIANCE SECURITY POLICY

Bondline Electronics Limited is compliant to the 'Payment Card Industry' data protection. As of registration 25th August 2012 and update 22/10/2014.

We authorize card payments under CNP 'Card Not Present' delegated staff are trained and informed to produce transactions under the 'MOTO' mail order by telephone only. No Pin number can be checked. All data is discarded/ shredded once process of payment is complete. We also have ability to offer refund transactions on agreement of payment / order discrepancy if card details are then provided again.

Bondline are also compliant through internet transactions (ecommerce) management and employees have no access to this information that is performed directly through the secure sage pay gateway virtual terminal.

Bondline do not process third party transactions.
Bondline understand that when authorization codes are provided, this isn't guarantee of payment. We are able to keep card details under payment is received.
Bondline are a member of the Global Fortress on behalf of HSBC Merchant Services via SAQ. Bondline also are aware they if we do not comply we can be informed of breach charges.

Bondline do not store any personal card details and are securely shredded once payment has been received. Failure to properly deal with client money that we hold in trust for the client could result in accusations of money laundering, fraud, theft or breach of contract.

This compliance ensures we aim to:
Make internet shopping safer to try and reduce online fraud.
Bondline pay all administrative and Global fortress fees as per transactions generated.
Further details on our payment protection can be found in our Terms and Conditions of Sale.

Signed: *V.Blizzard*

Director. 22/10/14 Reviewed 01/01/2021

Ethical Policy Statement

Bondline Ltd aspires to be a leader in social accountability within the electronics industry by promoting a positive culture with respect to human rights and the continuous improvement of working conditions. We are committed to managing our operations in a way that complies with all relevant employment legislation.

Bondline Ltd will continuously identify, assess, manage and improve the elements of our operation that impact on social accountability. In line with sound business practice we will:

Conduct our business with fairness, honesty, integrity and respect for the interests our customers and service providers.

Comply with the laws and regulations within the countries in which we operate.

Prevent the use of child labour and forced labour, improve health and safety, support freedom of association, prevent discrimination, implement performance management and manage compensation and working hours.

Provide awareness training on social accountability and where required job specific training for employees.

Encourage suppliers and contractors to support our principles and commitment on social accountability and introduce programmes aimed at supporting these principles.

Copies of this policy will be displayed throughout the company, communicated to every employee and be available to all other interested parties.

Victoria Blizzard

Director

Issue 2 01.08.2019
Reviewed 01.01.2021

Section 8 Health and Safety, Risks, Training and Insurance.

8.1

Health and Safety at Work (Fire Hazards)

- Sleeping on the premises
- Persons at risk – employees and others
- Persons at risk – special needs
- Premises and equipment at risk – business critical
- Product at risk – business critical
- Storage of combustibles – internal
- Storage of combustibles – external
- Storage of flammable substances – internal
- Storage of flammable substances – external
- Use of flammable substances
- Sources of heat – naked flame
- Sources of heat – electrical
- Sources of heat – chemical
- Sources of heat – physical
- Escape routes – internal and external
- Signs and lighting
- Fire doors and resisting structures
- Water supply – number and location
- Warning systems – detection and alarms
- Fire fighting equipment (FFE)
- Emergency assembly point/s (EAP)
- Building design – fire precautions
- Security – arson
- Environmental – wash water
- Employee training – awareness
- Employee training – fire drill
- Permit systems – hot work
- Emergency planning and fire marshal

. Documentation – insurances
. Documentation – building plans and layout
. Documentation – guidance

This section is stored internally in our health and safety file.

8.2 Risk Assessments:
Bondline carry out annual risk assessments: For copies of our risks, we can provide on request.

BONDLINE. Risk assessment form			
Area covered		**assessor**	SW
Date		**Review date**	
Description of Hazard. COSH Risks. Exposure to hazards by dangerous substances.			
Description of existing workplace precautions.			
Description of existing RCS. Risk control systems.			
Risk rating with existing workplace precautions and RCS. Likelihood. 1 Severity. 1 Risk. 0			
Risk rating without existing workplace precautions and RCS. Likelihood. 1 Severity. 1 Risk			
Recommended workplace precautions.			
Recommended RCS. Risk control systems.			

Risk rating with recommended workplace and RCS. **Likelihood.** **1** **Severity.** **1** **Risk** 1	
Likelihood	**Severity**
0. Zero is very low	0. No injury or illness
1. Very unlikely	1. First aid injury or illness
2. Unlikely	2. Minor injury or illness
3.likely	3. 3 day injury or illness
4. Very likely	4. Major injury or illness
5. Almost certain	5. Fatality, disabling injury, etc
Rev. Date.	
Rev. Date.	

Each Assessment is stored in health and safety file. The above is an example.

8.3

Training Record Form.

These are kept internally when any training is carried out:

Course: ……

Location:……..

Date:…….

Instructor / Assessor Name: ……

NAME	ORGANISATION	ANY REFERENCE	EMAIL / PASS

8.4

Bondline also store internal cerfificates of achievement and training records, if any copy is needed- we can send on request only.

Training certificates and acheivements include;
1.First Aid at work. QCF level 2
2.In house and external fork lift truck training.
3.Offsite Sage (computer system) training.

4. External management and leadership awards.

Supplier Approval List
Employers Liability and Insurance Certificate.
All individual product procedures and in house documents are available.
If there is any document in this manual that is required, please contact us and we can help on an individual basis. Bondline reserve the right to hold any documentation in confidentiality.

Most of our policy's are kept separately per department.
This manual is a guide to demonstrate our policies. If any further external documents are required, please contact sales@bondline.co.uk and we will endeavour to fulfil each request.