

DBW's Corporate Policy along with DBW Customers require that DBW has effective Food Safety, Quality, Health Safety, Environmental Management, Corporate Governance and Ethical Business Practices/Systems in place. The requirements of our Suppliers as listed below are necessary for DBW to achieve these goals.

1. GENERAL

- The Supplier shall be responsible for the quality of all products and services provided in response to the purchase order
- The supplier is responsible for the delivery of goods to the due date required. Failure to meet this requirement will result in extra costs to be passed onto the supplier. Continued failure will result in the loss of business
- The Supplier will be required to demonstrate that there is an effective management system in place to achieve the specified product and service quality standards, while meeting all ethical obligations to the environment and community
- DBW reserves the right to carry out quality evaluations, prior to and after the award of a tender
- All suppliers must have completed the **De Bortoli Wines Approved Suppliers Questionnaire**. A supplier will not be used until this form is completed and submitted
- All suppliers must submit the **De Bortoli Wines Approved Product Declaration** for every product they supply prior to initial supply
- The above forms located on DBW website will need to be updated periodically or whenever there are changes to the product or supplier company
- DBW will perform random quality checks on product to ensure compliance to certificate of analysis and or specifications

2. SPECIFIC REQUIREMENTS

2.1 Applicable Management System Standard

For the supply of all products and services, the Supplier shall apply a management system that either:

- Complies with the requirements of a relevant standards, and is assessed as conforming to the standards by a recognised third party certification agency, or
- Has been approved by the DBW supplier evaluation process

The Management system must comprise of a relevant quality and or food safety system. It must also include an Environmental Management Plan and it must have details of how the supplier ensures that their suppliers meet these criteria and show good corporate governance.

2.2 With Tender

The Tenderer shall submit with the tender:

- A statement on the current compliance status of their Management System with respect to the relevant standard, and that of any significant sub-suppliers (the statement shall be made by completion of **De Bortoli Wines Approved Suppliers Questionnaire** in relation to sub-suppliers) and;
- A completed **De Bortoli Wines Approved Product Declaration** which includes a raw material declaration for Allergens, BSE , GMO, origin etc. The raw material declaration must be completed for all tendered products
- A current product specification for the products being tendered to ensure they match DBW specifications before approval to purchase is granted
- Prices including Free In Store (FIS) to the DBW receipt site
- Details of individual pack size and pallet orientation (height and weight of full pallet) where applicable

2.3 Following Award of Contract

The successful tenderer will be required to supply where relevant:

2.3.1 Purchasing and Delivery Process

Order Confirmation

- DBW will place an order via email
- On Receipt of order the supplier will confirm acceptance via PDF email within a 36 hour time frame
- Order Confirmation must contain due date, quantity, price and purchase order no
- DBW will use the confirmation to make any amendments to our purchase order if necessary

Advance Shipping Notice

- Prior to delivery of goods Supplier will email an ASN (Advance Shipping Notice) a minimum of 24 hours prior to goods arriving at DBW
- ASN must contain transport company, arrival date and estimated time, quantity of goods in terms of units and pallets, purchase order no, use by date and batch numbers
- DBW signs con note on receipt, checks all paper work is present (refer to 2.3.2), performs quality control checks and approves and receipts goods into the system for use and payment

DBW requires **immediate** notification of any changes to order (e.g. due date, quantity etc) as it can have major ramifications on production schedules. The less notice the more problematic it becomes. The expectation from DBW is a 24 hour turn around on resolutions with regard to these changes with clear indication on effective dates regarding quality issues and its associated remake and short deliveries.

NCR's (Non Conformance Reports) will be issued for DIFOTIS (delivered in full on time in specification) misses and related supply interruption issues as well as quality of product problems.

Any supplier who continually causes disruptions for DBW's production, planning and or operations is likely to be de listed.

2.3.2 Receival Documents

- A certificate of analysis/conformance with every delivery. Products will not be accepted onto the site without the certificate of analysis/conformance and will be returned to the supplier at their cost
- A Material Safety Data Sheet to Chemwatch for all chemical products and update Chemwatch as necessary
- Pallet transfer document
- Delivery documents
- Dangerous goods if applicable
- Consignment Note

2.3.3 Traceability

- Batch lot coding on each individual package to enable complete traceability (pallet coding only is not acceptable)
- If bar coding is used detailed information on the meaning of the bar code to enable DBW to use it in their traceability system

2.3.4 Environment

DBW has an environmental and sustainability policy in place and all suppliers must demonstrate how they support achievement of these goals. In addition DBW is a member of the National Packaging Covenant (NPC) and is working to eliminate packaging waste and follow the NPC [Sustainable Packaging Guidelines](#). All members of the Riverina Winemakers Association have adopted the hierarchy of waste management which is to **Avoid/Reduce/ Reuse/Return/Recycle**. This policy is strictly enforced, and DBW expects our suppliers to enable us to comply to this criteria.

- Goods on returnable pallets only (chep, loscam etc)
- Goods on Export/Import cardboard pallets
- Goods that are packaged so as to be protected from damage during transport and handling

DBW is committed to minimising its impact on the environment, thus all deliveries of raw material to the site are to be on returnable or Cardboard pallets.

2.3.5 Transport

- Evidence of adequate security/precautions during transport, to prevent the risk of contamination or damage of goods from other products or human intervention. Goods must be transported as though they are food and not transported with chemicals, pesticides, fertilizers etc. This also includes contamination by taint on any product that is added to the wine or is used in packaging. A protective layer must be used to separate the goods from the pallet thereby reducing the risk of contamination from substances previously stored on pallets. A copy of your transport protocol or policy (which includes temperature control and transport times in the case where product quality can deteriorate in certain conditions) will suffice
- Minimum 24 hour prior to receival ASN - Advance Shipment Notice (indicate method, email preferred)
- Awareness of accountability chain of responsibility legislation

- Notify DBW of preferred carriers for FIS (FIS will be a requirement upon renewal of supply contracts)
- Transport paperwork required by DBW to be supplied prior to or with delivery (i.e COA's, dangerous goods, purchase order numbers)
- Evidence that Environmental considerations are given when considering the transport used by the company. This could comprise of Energy reduction and fuel efficiency goals, back loading, route sharing and dual fuel policies etc

2.3.6 Corporate Governance

- Evidence that you have policies in place to ensure that your company, its subsidiaries and your suppliers meet all ethical obligations in relation to all employees, human rights and non exploitation of the environment
- Evidence that the products are produced in good, safe working conditions at fair rates of pay

2.3.7 Ethical Business Practices

- The suppliers conduct themselves in an ethical and fair manner, free from bias, unfair advantage or any other behaviour which may cause DBW financial loss or damage to reputation.
- The supplier shall not engage in bribery, fraud or corrupt conduct.
- Comply with local and national regulatory requirements with regards to bribery, corruption and prohibited business practices

2.3.7 Carbon Accounting Including Carbon Life Cycle or Food Miles

- A system in place to determine carbon emissions produced for the company and for the product
- Carbon life cycle of the product
- Food Miles

2.3.8 Transparency of Product Information and Changes to Product Specification or Formula

- The supplier shall notify DBW of any changes to product immediately. DBW will evaluate the changes to determine if they affect the performance or compromise quality or product integrity.
- DBW requires the supplier to notify us immediately of any issues associated with the product as alerted by other customers to prevent problems occurring that may affect our usage.

2.3.9 Dispute and Fault Resolution

- Documented procedure to show how the supplier will deal with faulty goods or failure to supply. Procedure must include the process by which faulty goods are returned and a time line for replacement product to be sent
- Should these goods be used in production then the process should show how the supplier will ensure removal from Marketplace whether it be the supplier that conducts the removal and rework should it be necessary or the supplier covers the cost of DBW conducting the removal of the product and or rework. This cost is to include labour and any fees resulting from a removal from the market

Please note that DBW considers goods that

- present a health risk to customers or employees
- decrease the quality of our product
- slow production rate in wine processing area or packaging halls
- prevent proper presentation of product in the market place as faulty goods

DBW will issue the supplier with an NCR (Non Conformance Report) detailing the problem and the level of product affected. In cases of great urgency this NCR will usually be preceded by a phone call, or some form of direct contact.

DBW expects immediate response to direct contact and considers a response within 48hrs to an NCR to be good customer service.

DBW expects that the problem is rectified and replacement goods are considered top priority in the production schedule and that in these circumstances purchase lead times are null and void and faulty product will be replaced immediately.

Continued poor performance of any supplier will result in a review of the supplier. This will be conducted in conjunction with the supplier and a report will be issued. The report will contain goals that are expected to be achieved within a specified time frame. The report will also detail the consequences of not achieving these goals.

2.3.10 NCR Process

DBW operates their NCR (Non Conformance Reporting System) via google docs. You will be issued with an electronic copy of the NCR or for suppliers with access to a google docs NCR spreadsheet notification that there is an NCR on the spreadsheet. These will be via email. A response to the NCR is expected within 48 hours and is to include any numbers associated with the suppliers NCR system.

2.3.11 Supplier Evaluation Processing

DBW reviews supplier performance annually and generates a ranking for the supplier. The supplier is reviewed on DIFOTIS, Customer Service, Quality of Goods, Environmental and CSR aspects. Reports are generated for each supplier and a score is given. The best supplier and the most improved supplier of the year are announced and receive an award.

2.3.12 SSCC Barcoding

De Bortoli Wines is currently implementing a system that will log all incoming goods using their SSCC barcode. We will trial this system with suppliers who currently have this capability but will expect all suppliers to eventually have this capability.

<https://www.gs1au.org/how-to-get-started/>