

## TERMS AND CONDITIONS

(1) IN ACCORDANCE WITH THE DISABILITY DISCRIMINATION ACT 1995 WE ARE ABLE TO PROVIDE, ON REQUEST, AUDIO TAPES AND LARGE PRINT DOCUMENTATION. IF YOU REQUIRE THIS SERVICE PLEASE TELEPHONE OUR CUSTOMER SERVICES. TELEPHONE CALLS MAY BE MONITORED AND RECORDED FOR SECURITY, ABUSIVE BEHAVIOUR, TRAINING AND QUALITY.

## SUPPLY CHAIN

### ETHICAL CODE OF PRACTICE.

(2) THERE IS NO FORCED LABOUR.

(3) WORKERS AND NOT REQUIRED TO LEAVE DEPOSITS, IDENTITY PAPERS OR PASSPORTS.

(4) WORKERS HAVE THE RIGHT TO JOIN OR FORM A TRADE UNION AND SUPPLIERS ACTUALLY ENCOURAGE EMPLOYEES TO BECOME MEMBERS OF AN APPROPRIATE RECOGNISED TRADE UNION AND THUS CONTRIBUTE TO A PATTERN OF GOOD RELATIONS BASED ON FULL REPRESENTATION.

(5) WHERE THE RIGHT OF FREEDOM OF ASSOCIATION IS PROHIBITED BY NATIONAL LAW THE SUPPLIER MUST FACILITATE THE MEANS FOR FREE ASSOCIATION AND COLLECTIVE BARGAINING.

(6) A SAFE AND HYGIENIC WORKING ENVIRONMENT IS PROVIDED.

(7) ACCESS TO TOILET FACILITIES AND FRESH WATER IS PROVIDED.

(8) ACCOMMODATION, IF PROVIDED, MUST BE SAFE AND CLEAN.

(9) CHILDREN SHALL NOT BE EMPLOYED IF THE CHILD'S EDUCATIONAL PROGRAMME IS COMPROMISED.

(10) CHILDREN AND YOUNG PERSONS SHALL NOT BE EMPLOYED IN HAZARDOUS CONDITIONS AND AT NIGHT.

(11) SUPPLIERS MUST SUPPORT THE WORKING TIME REGULATIONS AS A COMMITMENT TO GIVE PRIORITY TO HEALTH AND SAFETY. SUPPLIERS MUST NOT EXCEED THESE LIMITS TO THE EXTENT THAT THEY PUT UNDUE STRESS, EXCESSIVE FATIGUE OR OTHER MEDICAL CONDITIONS ON THEIR EMPLOYER.

(12) WAGES AND BENEFITS MUST MEET INDUSTRY BENCHMARKS AND NATIONAL LEGAL STANDARDS.

(13) SUPPLIERS MUST NOT DISCRIMINATE WHEN OFFERING EMPLOYMENT, TRAINING, PROMOTION OR TERMINATION BASED ON RACE OR CASTE, NATIONALITY, RELIGION, AGE, BELIEFS, DISABILITY, GENDER, POLITICAL STATUS, MARITAL STATUS OR MEMBERSHIP OF ANY GROUPS.

(14) REGULAR EMPLOYMENT IS PROVIDED AND THE USE OF SHORT TERM CONTRACTS BE AVOIDED IN FAVOUR OF LONG TERM OR PERMANENT CONTRACTS.

(15) SUPPLIERS MUST REUSE, REDUCE AND RECYCLE WHENEVER POSSIBLE.

(16) AN INTERNAL AGENDA/POLICY MUST BE IN PLACE FOR SOCIAL AND ENVIRONMENTAL RESPONSIBILITY.

(17) CRUELTY TO ANIMALS WILL NOT BE TOLERATED.

#### WHEN WE SELL

(18) PAYMENT TERMS FOR STANDARD ITEMS ARE CASH AGAINST PROFORMA INVOICE. WHERE A CREDIT ACCOUNT HAS BEEN AUTHORISED THE SETTLEMENT TERMS ARE STRICTLY 30 DAYS FROM THE DATE OF INVOICE. TERMS FOR SPECIAL MOULDINGS, DIES, PRECIOUS STONES AND METALS ARE EITHER 100% OR 50% WITH ORDER DEPENDANT UPON CIRCUMSTANCES AND THE BALANCE SETTLEMENT IS PAYABLE 7 DAYS FROM SAMPLE APPROVAL.

(19) AS OUR COMMITMENT TO DELIVER, DELIVERY DATES ARE SUBJECT TO A PENALTY CHARGE. THE PENALTY CHARGE IS 1% OF TOTAL ORDER FOR EVERY 12 HOURS LATE, UNLESS OTHERWISE AGREED.

(20) ALL GOODS SUPPLIED REMAIN THE PROPERTY OF DON KEY A LANE LTD UNTIL PAYMENT HAS BEEN RECEIVED IN FULL.

(21) LOSS OR DAMAGE IN TRANSIT MUST BE NOTIFIED TO DON KEY A LANE LTD WITHIN 7 DAYS OF DESPATCH. SHORTAGES AND DEFECTS MUST BE NOTIFIED WITHIN 7 DAYS OF DELIVERY. REPLACEMENTS WILL BE SUPPLIED OR A CREDIT ISSUED AT THE DISCRETION OF DON KEY A LANE LTD, NO LIABILITY WILL BE ACCEPTED FOR ANY OTHER LOSSES ARISING FROM SHORTAGES OR DEFECTS. PROOF OF SHORTAGES, DEFECTS, LOSS OR DAMAGE MAY BE REQUIRED.

(22) ALL SPECIFICATIONS ARE EXPECTED TO BE ACCURATE.

(23) PRODUCTS CAN BE CUSTOM MADE OR SPECIAL COLOURS ADDED BUT A SURCHARGE OR MINIMUM QUANTITY MAY BE REQUIRED. PRICES FOR THIS SERVICE WILL BE SUPPLIED UPON RECEIPT OF DESIGNS, ARTWORK OR SAMPLES.

(24) SPECIAL PRINTING CAN BE CARRIED OUT, PRICES WILL BE SUPPLIED UPON RECEIPT OF DESIGNS, ARTWORK OR SAMPLES. (24) ALL PRODUCTS AND COMPONENTS CAN BE TESTED TO CERTAIN STANDARDS AND A CERTIFICATE OF CONFORMANCE CAN BE SUPPLIED IF RELEVANT OR REQUIRED.

(25) PRICES ARE IN BRITISH POUNDS £ STERLING.

(26) TRADE AND LARGE CUSTOMER ORDERS WILL BE ACKNOWLEDGED WITH A DON KEY A LANE LTD SALES CONTRACT CONFIRMING THE CONDITIONS OF CONTRACT. FOR SMALLER ORDERS THIS CONTRACT WILL USUALLY ARRIVE WITH YOUR PRODUCTS.

#### WHEN WE BUY

(27) AGREED DELIVERY DATES WILL BE HONOURED. A PENALTY CHARGE WILL BE INCURRED FOR LATE DELIVERY AT THE RATE OF 1% OF TOTAL ORDER VALUE FOR EVERY 12 HOURS LATE.

(28) ALL GOODS SUPPLIED WILL REMAIN THE VENDORS PROPERTY UNTIL PAYMENT IS MADE IN FULL.

- (29) LOSS, DAMAGE, SHORTAGES AND DEFECTS WILL BE NOTIFIED IMMEDIATELY.
- (30) ALL SPECIFICATIONS ARE EXPECTED TO BE ACCURATE.
- (31) PRICES CAN BE IN THE CURRENCY OF THE VENDORS CHOICE.
- (32) TERMS AND CONDITIONS MUST BE MADE AVAILABLE AT THE POINT OF ORDER.
- (33) WE EXPECT THE DON KEY A LANE ETHICAL CODE OF CONDUCT TO BE STRICTLY OBSERVED. PERIODIC MONITORING WILL BE ENFORCED AND ANY QUESTIONNAIRES MUST BE RETURNED.

#### DISCLOSURES

(34) ALL PRESENTATIONS ARE SUBMITTED IN CONFIDENCE, WITH THE UNDERSTANDING THAT THE CONFIDENTIAL DISCLOSURES ARE MADE WITH THE PURPOSE OF SUBSEQUENT NEGOTIATION. DON KEY A LANE LTD DOES NOT ABANDON THEIR PROPRIETY INTEREST FOR ANY SUBMISSIONS, NOR DO WE EXPECT ANY VENDOR TO ABANDON THEIR PROPRIETARY INTEREST IN ANY SUBMISSIONS, BE IT IDEAS, WORK, INVENTIONS, DESIGNS OR OTHERWISE. DON KEY A LANE IS BOUND BY IDEAS, WORK, INVENTIONS, DESIGNS OF A GENERAL NATURE WHICH IS IN SUCH FORM WHEN DISCLOSED THAT THEY ARE PROTECTED UNDER THE PATENT AND COPYRIGHT STATUES OF GREAT BRITAIN AND ALL PARTIES AGREE TO RELY UPON SUCH PROTECTION FOR ANY SUBMISSIONS AS MAY BE AVAILABLE UNDER THE PATENT AND COPYRIGHT STATUES OF GREAT BRITAIN.