

Supplier Code of Conduct

MSL Heat Treatment Ltd values the partnership with our external providers, as together we can ensure the customer see our commitment to providing them with an outstanding level of service and high-quality products therefore, we request that our agents, suppliers, subcontractors and employees work with us to maintain the high standards our customers have come to expect from us. In a competitive market we strive to offer a specialised product, efficiently processing orders with on-time deliveries.

MSL requires our agents, suppliers, and subcontractors to work with us to meet the same high standards.

General understanding

As a nominated supplier/subcontractor, and in line with our quality requirements of meeting our specification, we wish you to be aware of our expectation that, you:

- a) monitor and accept your contribution to product or service conformity,*
- b) monitor and acknowledge your contribution to product and/or site safety,*
- c) acknowledge the importance of ethical behaviour.*

Business Ethics

We ask that all processes are carried out efficiently ensuring integrity and transparency in all stages, throughout the entire supply chain. We expect our agents, suppliers, subcontractors, and employees to meet required regulatory standards and relevant laws.

The Company does not condone any unlawful activities or behaviour, which could be seen as misconduct therefore may result in removal from our approved supplier/ sub-contractor list or disciplinary action.

Retention of documents

It is a requirement that all trading activities between our two companies and respective documentation is maintained by your systems and platforms for a period for a minimum of FIVE years, from the date of the transaction and access is provided, to an officer of MSL HT when requested.

Counterfeit items and material

Our joint reputation is based on having trust that the products, materials or service, which are supplied, by your company and hence onward processing and supplied by MSL HT are reviewed by you and confirmed to be classed as NOT counterfeit. We supply a range of customers, including aerospace, where there must be no doubt that the material is supplied to the agreed specification.

Good relationship practice

We are proud of the suppliers we have, and “our” customers expect that our relationship is transparent. Therefore, our expectations are:

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- (1) *Supplier acknowledges MSL Heat Treatment Ltd.'s right of access to its facilities, product, and/or related quality records at any time, by MSL Heat Treatment Ltd, its customer, or regulatory authorities to verify quality of products or work. Right of access may be limited to only those records and products applicable to MSL Heat Treatment Ltd.'s products or contracts.*
- (2) *All purchasing requirements shall be flowed down to sub-tier suppliers or subcontractors.*
- (3) *Supplier to notify MSL Heat Treatment Ltd immediately of unexpected anomalies, nonconformances, changes in product and/or process, changes of suppliers, and/or changes of manufacturing facility location. MSL Heat Treatment Ltd reserves the right to approve such changes or incidents before work is allowed to proceed.*
- (4) *Supplier acknowledges it shall apply suitable corrective action when presented with MSL Heat Treatment Ltd complaints or nonconformance reports.*

Social standards

We take our responsibility for our employees' Health & Safety seriously, with training at all levels; in turn we expect our agents, suppliers and sub-contractors to also take responsibility of the Health & Safety of their employees seriously providing all necessary training & equipment, including PPE.

All operators/ engineers/ personnel must be trained in the safe use of the equipment required for their role, with regular training reviews where applicable. When customers and visitors go to the site, safety must be considered, all visitors to the site are required to receive our company induction on arrival.

All employees must be eligible to work with the necessary recruitment checks, with fair, non-discrimination, equal working conditions whether employed by the Company, supplier or subcontractor.

All suppliers & sub-contractors must comply with legal regulations within the country of employment and must comply with the necessary accreditation standards required for the industry requirements and ensure they meet the data protection laws relevant to the country of operation.

All European & UK companies must comply with the Data Protection Act 2018 & European GDPR, implemented 25th May 2018.

Sustainability & Environmental Responsibilities

MSL Heat Treatment Ltd aims to minimise our impact on the local areas to our sites, and when involved with servicing, repairs & installations on customer sites; therefore, we request that all suppliers / sub-contractors/ visitors and employees must bear in mind the surrounding area and take responsibility for actions that may affect those in the surrounding area, including recycling waste created.

MSL Heat Treatment Ltd aims to reduce our carbon impact wherever possible, all packaging is recycled or reused wherever possible.

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We seek advice and guidance from consultants/ local authorities and relevant authoritative bodies to ensure we meet legal requirements and to improve our practices. If we can switch processes or materials to more environmentally friendly options, we do so wherever possible. This is reviewed on an on-going basis.

All hazardous waste is collected, recycled and/or disposed of via responsible hazardous agencies. All non-hazardous waste is collected and/or recycled wherever possible. All internal processes and renewable items are reviewed to ensure we use the most efficient processes or replacements possible. All waste contractors must hold the relevant waste disposal license's and follow the Environmental Agency guidelines.

We ask that all suppliers / sub-contractors follow the same ethics as our company, and that responsible actions are taken to recycle where possible, prevent pollution, to reduce their impact and manage hazardous waste impact on the surrounding area and environment.

Conflicts of Interest

Any conflict-of-interest situation whether suppliers/ sub-contractor, agent or employee is to be declared to ensure that all business relationships and decisions are made fairly and transparently.

Confidentiality

MSL Heat Treatment Ltd has built our business on the expertise and trust in business relationships that we have built with our customers and business associates over 60+ years. We expect all agents/ suppliers/ sub-contractors & employees to keep all business information, data, business decisions strictly confidential.

If any agent/ supplier/ sub-contractor or employee has any suspicion that there may be a breach of confidentiality it should be reported to the MSL Heat Treatment management Team for investigation. Any breach may be seen as misconduct therefore may result in disciplinary action or removal from our approved supplier/ sub-contractor list.

Should any supplier, subcontractor, employee or member of the public have any concerns or questions please contact the management team who will be able to assist.

Signed. 
David Woolger CEO

Date: 21st October 2024