



## Supplier Approval Procedure

Voicevale has implemented a Supplier Approval procedure which includes risk assessments for the initial and ongoing Supplier Approval.

The procedure considers the following:

- Nature of the product
- Any customer specific requirements
- Legislative requirements in the country of sale or importation
- Country of origin
- Potential for the adulteration or fraud

The process for the initial and ongoing approval will be based on:

- Certification against a globally recognised standard. The scope of the certification must include the products traded by the company.
- Supplier and/or customer audits with a scope to include product safety, traceability testing, HACCP and risk management and the review of good manufacturing practices.
- For products assessed as low-risk only and where a valid risk based justification is provided initial and on going approval may be based on a completed manufacturing site questionnaire that has been reviewed and verified by a competent person.

Alternatively approval may be based on:

- Specific customer requirements to source the goods from a non-approved supplier where the liability is with the customer.

Voicevale maintains an up to date list of approved suppliers in an electronic format. Records are maintained for each approved supplier to include reviews and follow-ups of any issues identified with the supplier.

The company reviews existing supplier's approval taking into account customer complaints, results of product tests, regulatory warnings and customer rejections. Where approval has been based on a questionnaire, these shall be reissued every 3 years.

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