

Quality Guide for Customer Enquiries



Tom Parker Ltd

QMS Customer Questionnaire Response Document Number 01 Revision 15

Date Effective: 06 October 2023

As an ISO 9001 registered company Tom Parker Ltd (TPL), recognises and understands your need to maintain accurate and up to date information on all of your suppliers.

In our opinion, there is sometimes confusion regarding what supplier information is required by the ISO 9001 standard. Compliance with ISO 9001 does not require the completion of individual survey forms by those organisations that are ISO 9001 registered by an accredited 3rd party registrar.

Completion of specific individual qualification surveys are for use when evaluating suppliers who are not ISO 9001 registered.

TPL has been Quality Management System (QMS) registered by BSI since 1981, with twice yearly audits to maintain our certification: ISO 9001:2015

We currently receive annual requests for almost identical quality related information from many of our customers.

Completing individual forms and responding to these requests consumes a significant amount of time and resources which we could use elsewhere to better serve you, our customer.

We ask for your understanding in this matter and request that you accept and use the information in this text to address your individual survey requirements.

In this you will find the following items:

(Also available on our website under the Customer Support Tab/Quality Professionals)

- A copy of our ISO 9001 certificate for our facility located in Preston, Lancashire.
- A Quality related standard response section
- Insurance certificates
- Information on regulatory and compliance (often received) requests

We pride ourselves on having the most robust and effective QMS.

We believe that the information we have provided will address your needs.

If for any reason, you require information beyond what we have provided here, please visit our website at www.tom-parker.co.uk

or e-mail: quality@tom-parker.co.uk for more information.

Commencing at page 6 of 23, please consider this form, along with our attached certifications, as the completion of your survey request.

We have found this document covers the requirements that have been set forth by a majority of our customers. If there is additional information that this document or our website does not address, which is critical to your quality system, please contact us and we will do our best to accommodate your request.

TPL is a Limited Company established in 1972.

TPL maintains a rigorous quality management system to ensure our products are of the highest quality.

Our QMS is designed to meet or exceed the requirements of ISO 9001.

TPL is committed to customer satisfaction by continually improving customer service and our Quality Policy is enclosed within this document.

We are proud to partner with leading suppliers: CDC Pneumatics, CEJN, Colder Products Company, E.MC, Master Pneumatic, and Sicomat.

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TOM PARKER LTD POLICY

TPL are committed to satisfy customer and regulatory requirements in all aspects of their business. Utilising the requirements of ISO 9001:2015, the implemented Business Management System is documented to ensure the Standard is adhered to by:

- Ensuring all applicable processes are delivered as to their intended outputs
- Evaluating the BMS at regular intervals against working practices
- Opportunities for continual improvement are maintained by setting achievable objectives throughout the business areas
- Taking in customer focus for application of improvement throughout the TPL organisation
- Ensuring by methods such as audit, customer comments and business dialogue that the BMS is maintained appropriately by planning and strategic review.

Signed:  Sales Director

Signed:  Financial Director

Location: Company S Drive (Quality Documentation)

Authorised and Approved: 20/05/2022

Issue 4.



Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Tom Parker Limited
P.O.Box 36
Marsh Lane
Preston
PR1 1HY
United Kingdom

Holds Certificate Number:

FM 13579

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

The manufacture of hydraulic and pneumatic assemblies and resale of quick connect couplings, silent oil and oil-less compressors, hoses from rubber, metallic and plastic materials for use in automotive, general industrial, laboratories and medical applications from quality assured sources without lot traceability.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 1991-10-23

Latest Revision Date: 2021-05-11

Effective Date: 2021-06-22

Expiry Date: 2024-06-21

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...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](https://www.bsigroup.com/ClientDirectory).
Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

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The following survey is based on the TPL ISO 9001:2015 approved Business and QMS

Context		Y	N	N/A
1	Has the QMS identified all external and internal issues relevant to its purpose and direction?	✓		
2	Is there a process for the monitoring and review of the external and internal issues?	✓		
3	Has the organisation identified all relevant interested party requirements that are relevant to the QMS?	✓		
4	Is the scope of the QMS maintained as documented information?	✓		
5	Is there assurance that all requirements of the standard can be applied?	✓		
6	Have the processes of the organisation been identified to ensure good business practice?	✓		
7	Has the organisation defined documented information to support the operation of its processes?	✓		

Leadership		Y	N	N/A
1	Has top management demonstrated good business practice?	✓		
2	Is there evidence of commitment to the development, implementation and improvement of the effectiveness of the QMS?	✓		
3	Has top management demonstrated leadership?	✓		
4	Has top management established an acceptable quality policy that addresses the company's aims and objectives	✓		
5	Are the quality objectives measurable and consistent?	✓		
6	Is the quality policy suitable and available?	✓		
7	Are risks and opportunities considered to achieve its intended results?	✓		

Planning		Y	N	N/A
1	Does the organisation plan so as to address risks and opportunities?	✓		
2	Has the organisation established quality objectives that are evaluated?	✓		
3	Are changes to the QMS in a planned and systemic manner?	✓		

Support		Y	N	N/A
1	Has the organisation determined the needed resources?	✓		
2	Are adequate human resources in place?	✓		
3	Is the infrastructure effective for the operation of the QMS?	✓		
4	Is the work environment satisfactory?	✓		
5	Are there monitoring and measurement resources to provide evidence of conformity to determined requirements?	✓		
6	Are suitable monitoring and measuring resources available to ensure valid and reliable results?	✓		
7	Have all monitoring and measuring activities been determined?	✓		
8	Is measuring equipment calibrated or verified, or both, at specified intervals or prior to use against traceable international or national measurement standards?	✓		
9	Is the knowledge evident for effective operation of the business?	✓		
10	Is the competence for personnel performing work suitable?	✓		
11	Are staff aware of the quality policy and quality objectives?	✓		
12	Are appropriate communication processes established within the TPL Business regarding the effectiveness of the QMS?	✓		
13	Is the QMS suitably documented and available?	✓		
14	Is documented information controlled adequately?	✓		

Operation		Y	N	N/A
1	Is there effective planning, implementation and control of the processes?	✓		
2	Is communication with customers adequate?	✓		
3	Are applicable statutory and regulatory requirements addressed adequately?	✓		
4	Are all delivery options covered, stated or otherwise, and options reviewed prior to the commitment to supply a product to the customer?	✓		
5	Does the review activity ensure that product requirements are defined? And contract or order requirements are correct?	✓		
6	Are design requirements assessed?			✓
7	Do processes exist to ensure that externally provided products and services conform to specified purchase requirements?	✓		
8	Are providers evaluated, selected, and monitored for performance?	✓		
9	Is information on suppliers maintained?	✓		

Performance Evaluation		Y	N	N/A
1	Is documented information maintained to ensure that the monitoring and measurement activities are adequate?	✓		
2	Is customer perception monitored and analysed?	✓		
3	Is data, including Internal Audit, used for opportunities for improvement throughout the business, its suppliers and the QMS?	✓		
4	Are the results of the above analysis provided as input to management review?	✓		
5	Does management review evaluate the need for changes to the QMS, including the quality policy and quality objectives?	✓		
6	Do the outputs from management review include decisions and actions related to make changes throughout the business?	✓		

Improvement		Y	N	N/A
1	Is the organisation selecting opportunities for improvement in all areas of the business and implementing necessary actions to meet customer requirements?	✓		
2	Are nonconformities root cause investigated and resolved with the QMS amended accordingly?	✓		

COMPANY DETAILS

Company Name	Tom Parker Ltd
Head Office/Administration Centre	Marsh Lane Mill Marsh Lane Preston PR1 8RT
Telephone Number	01772 251405
Fax Number	01772 827088
Company Registration Number	1068402 (England)
VAT Number:	GB 154 6770 48
Size of Company	5,574 m²
Type of Company	Limited
Date Established	1972
Work Force	66


KEY CONTACTS:


Managing Director	Tom Parker
Financial Director	Tim Parker
Sales Director	Richard Parker
Internal Sales Manager	Ian Howarth
IT Manager	Phil Brown
Marketing Manager	Alex Hoyle
Purchasing Manager	Mark Nicholls
Quality & Production Manager	Andrew Christian
Resale Manager	Andy Back
UK Sales Manager	Sebastian Cole

NB. Our e-mail format is typically:
andrew.christian@tom-parker.co.uk

TPL STRUCTURE








HEALTH AND SAFETY POLICY STATEMENT


The Health and Safety at Work etc., Act 1974 imposes a statutory duty on employers to ensure in so far as is reasonably practicable the health and safety of their employees whilst at work. This duty also extends to others who may be affected by that work.

Employees also have a statutory duty to take care of themselves and others who may be affected by their acts or omissions.

To enable these duties to be carried out, it is our intent to ensure that responsibilities for health and safety matters are effectively assigned, accepted and fulfilled at all levels within our organisational structure.

1. We will, so far as is reasonably practicable, ensure that:
 - adequate resources are provided to ensure that proper provision can be made for health and safety
 - risk assessments are carried out and periodically reviewed
 - systems of work are provided and maintained that are safe and without risks to health
 - arrangements for use, handling, storage, and transport of articles and substances for use at work are safe and without risks to health
 - all employees are provided with such information, instruction, training and supervision as is necessary to secure their safety and health at work and the safety of others who may be affected by their actions
 - where appropriate, health surveillance will be provided to employees
 - the provision and maintenance of all plant, machinery and equipment is safe and without risk to health
 - the working environment of all employees is safe and without risks to health and that adequate provision is made with regard to the facilities and arrangements for their welfare at work
 - the place of work is safe and that there is safe access to and egress from the work place
 - monitoring activities are undertaken to maintain agreed standards.
2. It is the duty of all employees at work:
 - to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work and co-operate with us in fulfilling our statutory duties
 - not to interfere with or misuse anything provided in the interest of health and safety.
3. General:
 - this Health and Safety Policy will be reviewed at least annually, amended and updated as and when necessary. Communication of any such changes will be made to all employees
 - there are established and maintained effective procedures for consultation and communication between all levels of management and employees on all matters relating to health, safety and welfare
 - detailed reference information for employees can be found in the Employee Information Manual which is available from Management.

Signed  _____

Position **MANAGING DIRECTOR** Date  _____

POLICY STATEMENT

270M LCR 1

HEALTH & SAFETY

TPL has a formal Health and Safety Policy under the control of the Production and Quality Manager. In liaison with the Croner organisation, procedures are in place to conduct risk assessments and ensure compliance with current legislation.

ENVIRONMENTAL POLICY

TPL conducts its operations in an environmentally responsible manner, which is protective of the communities in which we operate. Our environmental policy assures compliance with applicable environmental laws and regulations.

TPL is based in Preston, Lancashire, and Basingstoke, Hampshire; supplying Hydraulic and Pneumatic Components to a wide range of industries.

We recognise that our activities have an impact on the environment. We are committed to managing those impacts and continually improving our environmental performance. We aim to comply with all relevant environmental legislation, including the prevention of pollution.

Specifically, we will:

- Ensure all employees are aware of the company's Environmental Policy and of their individual responsibilities within it.
- Inform suppliers and customers about the company's environmental commitment by distributing the Environmental Policy.
- Investigate the environmental performance of our suppliers with a view to favouring those with a formal environmental commitment.
- Minimise our use of energy and water by using efficient processes.
- Promote the reduction, reuse and recycling of waste products, both internally and in conjunction with other organisations.
- Minimise the amount of waste we produce by using efficient processes.

This Policy is available upon request to all and any interested parties.

EQUALITY POLICY

TPL is committed to eliminating discrimination amongst our workforce. Our aim is that all staff, clients and visitors feel respected and enjoy being in a comfortable environment.

Therefore, the purpose of this policy is to ensure fairness and not to discriminate on grounds of gender, race, age, religion or belief, disability or sexual orientation. We oppose all forms of illegal and unfair discrimination. Recruitment, training and promotion will be based on aptitude and ability and all employees will be encouraged to develop their full potential to maximise the efficiency of the organisation. Efforts are made to ensure the workforce reflects the background of the local population.

Our commitment

- To create an environment in which individual differences and contributions of all staff are recognised and valued
- To advise all staff on their responsibilities with regard to equality
- Every stakeholder in the enterprise is entitled to respect and dignity
- No form of intimidation, bullying or harassment will be tolerated
- Training, development and progression opportunities are available to all staff
- We will ensure fairness and act on the results of equality monitoring
- Breaches of the policy will be regarded as misconduct and could lead to disciplinary proceedings
- This policy is fully supported by senior management, and forms an integral part of the business strategy

Equality Statement

TPL is committed to providing equality for all and encouraging mutual respect. No worker, colleague or customer will be discriminated against on grounds of their gender, disability, race, age, sexual orientation, religion or belief.

We aim to provide a working environment which is free from discrimination, harassment and bullying, so that everyone involved (staff, customers and visitors) can operate in a consistently fair and correct atmosphere.

SLAVERY POLICY

TPL are committed to conducting business ethically and to ensuring there is no slavery or human trafficking in our business or supply chain. We expect our suppliers to meet the same high standards.

This statement is made pursuant to the Modern Slavery Act 2015 and sets out the steps that TPL has taken and is continuing to take to ensure that modern slavery or human trafficking is not taking place within our business or supply chain.

TPL has a zero tolerance approach to any form of modern slavery. We are committed to acting ethically and with integrity and transparency in all business dealings and to putting effective systems and controls in place to safeguard against any form of modern slavery taking place within the business or our supply chain.

Our business in hydraulics and pneumatics has seen us become a leading distributor of fluid power products in the UK. Our integrity is based on an established supplier base with us having over forty years of trading experience.

We operate internal policies to ensure that we are conducting business in an ethical and transparent manner. These include:

- An anti-slavery policy.
- Recruitment policy, conducting eligibility to work in the UK checks for all employees to safeguard against human trafficking or individuals being forced to work against their will.
- We operate a whistleblowing policy so that all employees know that they can raise concerns within our business or supply chain, without fear of reprisals.
- The manner in which we behave as an organisation and how we expect our employees and suppliers to act.

We expect and require that each of our suppliers conduct business in a lawful and ethical manner.

We regularly conduct training for our procurement/buying teams so that they understand the signs of modern slavery and what to do if they suspect that it is taking place within our supply chain.

FINANCIAL/ACCOUNTS

Financial Year	2018/19	2019/20	2020/21
Turnover £'s	£12M	£10.5M	£11M

Accounts e-mail: credit.control@tom-parker.co.uk

Tom Parker Ltd Dunns Number 21-319-1265



CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998, as amended by the Employers' Liability (Compulsory Insurance) (Amendment) Regulations 2008, (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy. This requirement will be satisfied if the certificate is made available in electronic form and each relevant employee has reasonable access to it in that form)

Policy Ref. **APL50523COM-23**

1 Name of Policyholder **Tom Parker Ltd**

2 Date of commencement of Insurance Policy **04/07/2023**

Date of expiry of Insurance Policy **03/07/2024**

We hereby certify that subject to paragraph 2:

- 1 The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Guernsey, the Island of Jersey or the Island of Alderney, or to off-shore installations in territorial waters around Great Britain and its Continental Shelf; and
- 2 The minimum amount of cover provided by this policy is no less than £5 million.

Signed on behalf of Arch Insurance (UK) Limited being the underwriters as defined in the Policy (Authorised Insurers)

Steve Bashford - Chief Executive
Arch Insurance (UK) Limited

The information below is not required by the Regulations:

In paragraph 1 - Name of policyholder, "policyholder" means Insured as defined in the Policy.

Arch

Arch Insurance (UK) Limited, Registered address: 5th Floor, 60 Great Tower Street, London, EC3R 5AZ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA Register Number 229887. The Arch Insurance Group includes FCA registered companies, registered at the address provided, who may act as intermediaries for certain insurers.



Unit 6A Edward VII Quay
Navigation Way
Ashton-On-Ribble
Preston
PR2 2YF
T: 01772 204 707
info@andersonashcroft.co.uk

To Whom It May Concern,

3rd July 2023

Our Client: Tom Parker Ltd

Business Description: Sales, Supply, Assembly, Maintenance, Repair of Hydraulic & Pneumatic Hoses, Couplings & Related Devices, Property Owners & Landowners

As the insurance broker acting on behalf of Tom Parker Ltd, please accept this letter as confirmation that the insurance covers detailed below are in force.

Employers Liability (Primary Layer)

Insurer:	Arch Insurance (UK) Limited
Policy number:	APL50523COM
Cover period:	4 th July 2023 to 3 rd July 2024
Indemnity limit:	£10,000,000

Employers Liability (Excess Layer)

Insurer:	Chubb European Group SE
Policy number:	TUCB/2023/1362
Cover period:	4 th July 2023 to 3 rd July 2024
Excess layer:	£10,000,000

Public Liability

Insurer:	Arch Insurance (UK) Limited
Policy number:	APL50523COM
Cover period:	4 th July 2023 to 3 rd July 2024
Indemnity limit:	£5,000,000

Products Liability

Insurer:	Arch Insurance (UK) Limited
Policy number:	APL50523COM
Cover period:	4 th July 2023 to 3 rd July 2024
Indemnity limit:	£5,000,000



Anderson Ashcroft is a trading name of GRP Retail Limited which is authorised and regulated by the Financial Conduct Authority (Reference Number 745618). Registered in England and Wales with number 09850559. Registered office: 7th Floor, Corn Exchange, 55 Mark Lane, London, EC3R 7NE.

Public and Products Liability (Excess Layer)

Insurer:	Chubb European Group SE
Policy number:	TUCB/2023/1362
Cover period:	4 th July 2023 to 3 rd July 2024
Excess layer:	£5,000,000

The information provided in this document provides a brief overview of cover in place on the date of issue. The full details of the above policy, including terms and conditions, are provided in the respective policy documentation. The expiry date given is the expected expiry date of the policy. The cover stated above may change or be cancelled at any time, and we are under no obligation to advise you as such. This document does not in any way change cover provided to the insured.

Please contact us if you require any further information.

Yours sincerely

Steve Walsh

Telephone: 01772 268347
Email: stevewalsh@andersonashcroft.co.uk

RoHS REACH

REACH and RoHS (3) Declaration

To all Customers,

TPL is dedicated to supplying high quality goods that meet environmental regulations. This includes:

RoHS (Restriction of Hazardous Substances) Directive 2011/65/EU and Directive 2015/863/EU

and the requirements of:

- REACH SVHC EU Regulation (EC) 1907/2006 Last updated 14/06/2023.

RoHS Compliance

It is the policy of TPL to supply RoHS compliant products whilst maintaining product performance, reliability and availability. Products supplied by TPL which are under the scope of the directive comply with the defined requirements and do not contain the substances subjected to restriction or any substances contained are included in the exemptions of Annex III (Exemptions 6 (a), 6 (b), 6 (c)) and therefore meet the requirements of the RoHS Directive 3 (2015/863/EU).

This declaration is based on analyses and statements provided by our suppliers. We conduct a due diligence exercise with all our suppliers to ensure that the latest directives are adhered to and require immediate notification of any changes be informed to us. The relevance of these regulations shall be dependent upon the customers' systems and/or end use. Such definition of end use will be the responsibility of the customer.

REACH Compliance

It is the policy of TPL to be fully compliant with the current REACH SVHC regulations, under the definition of REACH. TPL is not a prime manufacturer of chemicals and therefore does not have any direct registration obligations under REACH SVHC. Products assembled and sold by TPL are regarded as articles and not substances and we are currently in communications with all our suppliers to ensure they have committed to ensuring all their materials and substances have been pre-registered where practicable. According to information provided from our suppliers, none contain any of the substances or chemicals listed on the EU Candidate List of SVHC's at levels greater than 0.1%, last updated 14/06/2023.

Please note TPL has not specifically tested these items for all these substances within the product(s), and we are relying on information presented to us from our suppliers to make this determination. We do maintain due diligence in communication with our suppliers on this matter.

TPL bases its compliance on material information provided by third parties and as such will endeavour to notify of any material pre-registration issues, if and when they arise.

QMS Customer Questionnaire Response Document Number 01 Revision 15

Date Effective: 06 October 2023

CONFLICT MINERALS

In August 2012, the United States enacted the Dodd-Frank Wall Street Reform and Consumer Protection Act (the “Act”) which contained a section that regulated “Conflict Minerals”¹ for the first time.

The Act includes provisions that require manufacturers to perform due diligence in their supply chains to identify and disclose the use of any Conflict Minerals and whether those Conflict Minerals originated in the “DRC Countries”².

TPL, will be compliant with the Act and other regulations concerning the sourcing of our raw materials and the requirements for supply chain due diligence as a retailer of goods.

We require that our suppliers also comply with the request to provide and perform due diligence about the source of any Conflict Minerals in their products which are provided to us.

We are communicating our requirements to our suppliers and are putting controls in place.

We are requiring our suppliers to understand the source countries of metals contained in their products that they supply to us.

We do not knowingly source any product containing Conflict Minerals from the DRC Countries.

¹ “Conflict Minerals” include Columbite-Tantalite (Tantalum), Cassiterite (Tin), Gold, Wolframite (Tungsten) and any derivatives from these minerals.

² “DRC Countries” include the Democratic Republic of the Congo, Angola, Burundi, the Central African Republic, The Republic of Congo, Uganda, Rwanda, Sudan (South Sudan), Tanzania and Zambia.

BRIBERY

TPL values its longstanding reputation for ethical behaviour and integrity.

Conducting business with a zero tolerance approach to all forms of corruption is central to these values, the company's image and reputation.

All employees must adhere strictly to The Bribery Act 2010.

TPL has a zero tolerance policy towards corruption of all kinds.

Employees should note that it is a criminal offence to offer, promise, pay, request or accept a bribe.

A bribe does not need to be a monetary sum. It can be any form of advantage, offered or received. A contract does not need to have been won for a corruption offence to have been committed. Similarly, a recipient does not need to benefit personally from a bribe. Bribery can occur in the private and public sector.

Policy consists of two straightforward rules that all employees must adhere strictly to:

- Do not offer, promise or pay bribes.
- Do not request, agree to or accept bribes.

The risks of corruption are not always obvious. Accordingly, employees should follow these principles:

- Do not make payments to someone (or favour them in any other way) if you know that this will involve someone in misuse of their position (or them performing their functions improperly).
- Do not misuse your position (or perform your functions improperly) in connection with payments (or other favours) for yourself or others.
- If in doubt of a perceived personal benefit ensure that you enter a record in the companies 'gift' register. Inevitably, decisions as to what is acceptable may not always be easy.

If any employee is in doubt as to whether a potential act could give rise to corruption concerns, the matter should be referred immediately to a TPL Director.

ETHICAL BEHAVIOUR

Our policy is to seek the purchase of goods and services from suppliers that enhance positive impacts on the environment and society whilst meeting our business requirements. By incorporating **social, environmental and ethical considerations** into procurement decisions, we endeavour to make a positive contribution to the environment and society.

Commitment

TPL require suppliers to respect applicable environmental, social and ethical standards. To seek improvements that can be made in environmental, social or ethical performance, and ensure that all staff are afforded the same levels of respect and safety as our own staff.

TPL does not use or accept any forced, bonded, involuntary or child labour. We respect the right of everybody to equal opportunities and insist that all business partners meet our own standards. We expect our suppliers and business partners to adopt and demonstrate the following minimum standards:

Child Labour: Organisations should ensure the effective long-term elimination of child labour. No young person under 18 should be employed at night or in hazardous conditions.

Forced Labour: There should be no use of forced, bonded or involuntary labour.

Health & Safety: All employees should expect to work in an environment that is both safe and healthy.

Abuse: Physical abuse (actual or threatened), all forms of harassment, verbal abuse and any other form of intimidation are never acceptable.

Working hours: Working hours should not be excessive and shall comply with relevant national laws. Overtime should only be voluntary.

Equal Treatment: Organisations will seek to eliminate all forms of discrimination in access to employment, training and working conditions.

TPL is committed to respecting the dignity, liberty and equality of everyone that we work with.

PRIVACY POLICY

Tom Parker Ltd Privacy Policy please see main website:

<https://www.tom-parker.co.uk/privacy-policy/>

Contact the Quality Department: quality@tom-parker.co.uk for information on:

- Long Term Supplier
- Commodity Codes
- Country of Origin
- Prop 65 California Drinking Water



Tom Parker Ltd

Marsh Lane Mill, Marsh Lane, Preston PR1 8RT

Telephone: 01772 251405

Fax: 01772 827088

Ref: Counterfeit Materials Policy Statement

Tom Parker Ltd understands there is a worldwide problem concerning counterfeit components entering the supply chain and is committed to sourcing components and materials from manufacturers that share our values.

Tom Parker Ltd is committed to provide quality products and will procure its components from the following sources:

Component OEM Direct.

Component OEM authorised distributor.

Component OEM authorised agent/representative.

Where components are obsolete/EOL or allocated/hard to find, Tom Parker will purchase only from known and reputable sources within the industry. In the event that a situation demands the need to obtain product through alternate sources such as independent distributors we would then look at purchasing through members of reputable industry organisations.

Our sources are continually monitored on quality and performance; we operate a company approved supplier list in accordance with our current BSI approved ISO9001 certified Quality Management Systems.

T. J. Parker
Director



www.tom-parker.co.uk