

CSR & Vendor Management 2024



Stage One**Factory documentation (certificates/audits) reviewed**

No child labour shall be used. The term child, refers to a person younger than 15 (or 14 where local laws allows) or, if higher the local legal minimum age for employment, or the age for completing compulsory education.

Stage Two**ORB X auditors inspect factory**

If our Quality Assurance Manager is comfortable with the information provided by the factory and believes they are a good fit to deliver the required products, our Internal auditors will visit the factory to complete a full assessment. Our inspectors conduct an audit which is based on the Ethical Trading Initiative (ETI) base code. This is a recognised Corporate Social responsibility criterion. This audit will be conducted annually on all our supply chain vendors. If you require specific factory audits before we proceed into production, we would be happy to select suitable factories from our Supply chain to meet your requirements.

Stage Three**ORB X & TC sets criteria for product testing**

Once product samples are approved by you, we will arrange a meeting with yourselves to discuss your criteria for testing each individual product. ORB X also conducts an internal panel test with all departments relevant to mitigate any risks from production to delivery. The Quality Assurance Manager will study the product, country standards and client requirements to propose a course of action for auditing/ testing product.

Stage Four**TC to approve pre-production samples**

Pre- production samples are sent to you to review to ensure you are happy with the product before we proceed into production. These approved samples are sent to the auditors to check bulk production for final inspections.

Stage Five**3rd Party inspection on product components**

A 3rd Party (SGS, Intertek) inspection is conducted on all components to ensure product meets legislative criteria (e.g fire safe, REACH testing).

Stage Six**ORB X auditors visit factory to review production**

Internal auditors will visit the factory numerous times during production to ensure compliance to set product standards.

Stage Seven**Final random inspection by internal & external auditors**

A final random inspection is conducted by our internal auditors to check when 100% of the goods are produced and 90% of the goods are packed. If our Internal audit passes the requirements that have been set, a final inspection is arranged using an external party (SGS, Intertek). Goods are only released for shipping once all audit results have been rigorously checked by our Quality Assurance Manager this gives us confidence and you the peace of mind that goods arriving will meet all standards.

Vendor Management

Sedex Members

All supplier Audits follow ETI base code.

Compliance Focus

Our dedicated Head of Compliance has years of experience in children's toy manufacture and safety.

Factory Visits

Our UK team are in China every 12 weeks whilst our Shanghai team visit and audit all new suppliers prior engagement.

QC Processes

Our rigorous vendor assessment, audit and QC processes give confidence to clients that products will be delivered to a high quality and compliant.



Vendor Assessment and QC Processes

Management System

- Policies, Infrastructure, Resources
- Certified ISO9001 Certification
- Business Continuity
- Risk Management
- Client Requirements

Product Verification

- Testing by certified lab e.g. UL, Intertek
- Legal, safety performance conformity e.g. CE marking
- California Prop 65, Russia Technical Regulations, Mexico Textile Protocols, Toy Safety, Articles in contact with food, Handle strength

Knowledge

- Chartered Quality Professional Auditor
- Global legislation & standards e.g. European, US, Russian, Latin America
- Diverse product portfolio understanding

Product Conformity

- Final Random Inspection by 3rd party e.g. UL, Intertek, SGS, Asia Inspection
- BS6001/ISO2859 AQL sample plan 0% Critical, 2.5% Major and 4.0% Minor or client specific requirements

Supplier Management

- Robust multi stage assessment process
- QC audits looking at capability, conformance and social compliance (ETI Base Code)
- Membership of the ETI & SEDEX
- Policy on responsible sourcing agreed and implemented by Buying team and senior management

Release From Production

- Robust multi stage assessment process
- QC audits looking at capability, conformance and social compliance (ETI Base Code)
- Membership of the ETI & SEDEX
- Policy on responsible sourcing agreed and implemented by Buying team and senior management

Production Control

- Artwork, Lab dips, Prototypes Sign Off
- Pre-Production Sample Approval
- Orb QC at key stages of production (corrective action as necessary)

Feedback

- Client satisfaction measurement
- Internal reviews e.g. Audits, Corrective actions, Supplier performance
- Improvement actions



Supplier Management Compliance Requirements



- B.4. Compliance Requirements 10B4.1 Businesses as a minimum must meet the requirements of local and national laws related to environmental standards.
- 10B4.2 Where it is a legal requirement, businesses must be able to demonstrate that they have the relevant valid permits.
- 10B4.3 Businesses shall be aware of their end client's environmental standards/code requirements.
- 10B4.4 Suppliers should have an environmental policy, covering their environmental impact, which is communicated.
- 10B4.5 Suppliers shall be aware of the significant environmental impact of their site and its processes.
- 10B4.6 The site should measure its impacts, including continuous recording and regular reviews of use and discharge.
- 10B4.7 Businesses shall make continuous improvements in their environmental performance.
- 10B4.8 Businesses shall have available for review any environmental certifications or any environmental management.
- 10B4.9 Businesses should have a nominated individual responsible for co-ordinating the site's efforts to improve.
- 10B4.10 Has the site recently been subject to (or pending) any fines/prosecutions for non-compliance to environmental regulations.



Our Responsible Sourcing Manifesto

For us, ethical sourcing is a never-ending project so we aim to collaborate with external stakeholders to consistently learn and progress in social compliance.

Responsible sourcing and supply chain management is important to us. We understand that our purchasing decisions impact on people and the environment. To manage this, we are committed to working with suppliers that share our core values of treating workers fairly, with respect for human rights whilst mitigating against environmental impact.

We work with our suppliers to assess and improve social compliance performance both on-site and through remote follow up. Social compliance is jointly managed by our Purchasing and Quality Managers in the Far-East.

Our QC team have been trained to identify social compliance issues and work with factories to enable remediation. All factories are assessed in person by the QC team, who receive training to ensure they can adequately respond to issues.

ORB X are members of SEDEX and follow the Ethical Trading Initiatives recommendations to meet high standards in supply chain management.



Our Supplier Code of Conduct

1. Employment is freely chosen
2. Freedom of association and the right to collective bargaining are respected
3. Working conditions are safe and hygienic
4. Child labour shall not be used
5. Living wages are paid
6. Working hours are not excessive
7. No discrimination is practised
8. Regular employment is provided
9. No harsh or inhumane treatment is allowed
10. Environmental impacts are managed

Working with our Suppliers Social Compliance

For us, ethical sourcing is a never-ending project so we aim to collaborate with external stakeholders to consistently learn and progress in social compliance.

Responsible sourcing and supply chain management is important to us. We understand that our purchasing decisions impact on people and the environment. To manage this, we are committed to working with suppliers that share our core values of treating workers fairly, with respect for human rights whilst mitigating against environmental impact.

We work with our suppliers to assess and improve social compliance performance both on-site and through remote follow up. Social compliance is jointly managed by our Purchasing and Quality Managers in the Far-East.

Our QC team have been trained to identify social compliance issues and work with factories to enable remediation. All factories are assessed in person by the QC team, who receive training to ensure they can adequately respond to issues.

ORB X are members of SEDEX and follow the Ethical Trading Initiatives recommendations to meet high standards in supply chain management.

01.

Social compliance information checked and on-site compliance team complete social assessment.

02.

Social compliance information checked and on-site compliance team complete social assessment.

Responsible Sourcing

03.

Performance assessed and scored. Non-compliances at key suppliers are followed up and support given to remedy issues.

04.

Assessment reviewed and categorized*. Production is approved accordingly.

Thank you

ORB X INTERNATIONAL LTD
3rd Floor, 60-62
Commercial Street
London,
E16LT

+44 (0) 203 411 8536

weareorbx.com