



## Supplier Quality Service Level Agreement: Service SHERQ Manual

This Supplier Quality Service Level Agreement (SQSLA) is by and between **the contractual/service supplier** (agent and/or part agent and/or broker and/or distributor)..... (Company name), located in:..... (Area), ..... (city) within.....(country), hereafter referred to as **“the supplier”** and **Distell**, located in Stellenbosch (head office), hereafter referred to as **“Distell”**. This Supplier Quality Service Level Agreement shall become effective and binding upon the date of signature.

### Approved source supplier(s):

	Company name	Location: address	Country
1			
2			
3			
4			
5			

#### DISTELL

\_\_\_\_\_

Signature

\_\_\_\_\_

Name & Surname

\_\_\_\_\_

Position

#### CONTRACTUAL SUPPLIER

\_\_\_\_\_

Signature

\_\_\_\_\_

Name & Surname

\_\_\_\_\_

Position

SQSLA Revision no: \_\_\_\_\_

Date: \_\_\_\_\_

Indicate reasons for changes to this agreement:

Version:

Detail of SQSLA revision:

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# DISTELL MANUAL

## FOR CONTRACTUAL/ SERVICE SUPPLIERS

### (SAFETY; HEALTH; ENVIRONMENT; RISK; QUALITY)

## SCOPE

Safety, Quality and Sustainability are the cornerstone of Distell success and are therefore considered non-negotiable elements in the manufacture of Distell products.

The purpose of this SHERQ manual is solely to provide a guideline of the **MINIMUM** Distell SHERQ standards required to produce superior quality Distell products, in a manner that is safe and environmentally friendly.

The expectation from contractual/service supplier is to fully comply with the minimum requirements stipulated and to fully adhere to the principles stated in the relevant policies listed in section 1 of the manual.

Any deviation from these standards are regarded as unacceptable and it is therefore necessary to follow the concessions and deviations permit standards as required by Distell SHERQ Governance standards.

The scope of this Distell manual relates specifically to:

#### **Brands /Product/Service to be supplied:**

- 1.
- 2.
- 3.

#### **Distell Primary contacts:**

Group SHERQ Manager: Anthony Jagessur	: <a href="mailto:Ajagessur@distell.co.za">Ajagessur@distell.co.za</a>
Group Governance: Shana Whitwam	: <a href="mailto:Rwhitwam@distell.co.za">Rwhitwam@distell.co.za</a>
Group Quality: Sharoney Witbooi	: <a href="mailto:SAwitbooi@distell.co.za">SAwitbooi@distell.co.za</a>
Group Health and Safety: Bronwin Langeveldt	: <a href="mailto:BJLangeveldt@distell.co.za">BJLangeveldt@distell.co.za</a>
Group Environmental: Jacques Rossouw	: <a href="mailto:Jrossouw@distell.co.za">Jrossouw@distell.co.za</a>
Group Supplier Quality: Riana Wagener	: <a href="mailto:Rwagener@distell.co.za">Rwagener@distell.co.za</a>
Group Trade: Muzi Zulu	: <a href="mailto:Mzulu@distell.co.za">Mzulu@distell.co.za</a>
Group Security: Vernon Naidu	: <a href="mailto:vernon.naidu@distell.co.za">vernon.naidu@distell.co.za</a>



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## **SECTION: 1 DISTELL POLICIES**

The Contractual/service Supplier is expected to fully comply with the minimum requirements stipulated in this section. Any deviation from this standard must be communicated to Distell via the concessions and deviations procedure.



1 January 2019

### **DISTELL POLICY: Use of reclaimed water**

Superior Quality products are the cornerstone of the Distell business success and therefore every decision taken regarding procurement, innovation, manufacturing and supply exhibit our unwavering commitment to quality.

Climate change and the resulting impact on rainfall patterns, sustainable water supply and the increased frequency of drought require new management practices in relation to water usage. This includes not only responsible usage of natural water resources, but also an increased focus on water re-use, recycling and the reclamation of water.

Reclamation of water entails the recycling of process waste water through a number of treatment steps e.g. anaerobic, aerobic, ultra-filtration, reverse osmosis and sterilization, until the water complies with the South African National Standards (SANS 241) for drinking water.

Notwithstanding the aforementioned standards for reclaimed water, Distell has chosen to use reclaimed water only for utilities and cleaning processes and not for blending of final products.

Distell is a proudly ISO 9001, ISO 14001 and HACCP certified company.

This policy confirms Distell's current position on reclaimed water and applies to all Distell's production facilities located in Africa.

**Best regards**

Richard Rushton (Group Managing Director)

Johan van Zyl (Supply Chain Director)

Bridgitte Backman (Corporate Affairs Director)



HEAD OFFICE/HOOFKANTOOR: VAN DER WAALSWEG, PO BOX 7, BUSHBOSCH, STELLENBOSCH 7500, REPUBLIC OF SOUTH AFRICA  
TEL: +27 (0)21 809 7000 / FAX / FAKS +27 (0) 21 886 4611 / www.distell.co.za

09<sup>th</sup> April 2018

**DISTELL POLICY: Genetically Modified Organisms**

Superior Quality products are the cornerstone of the Distell business success and therefore every decision taken regarding procurement, innovation, manufacturing and supply exhibit our unwavering commitment to Quality.

Challenging climatic conditions have caused an overwhelming reliance on food. This in turn has led to the introduction of draft legislation calling for all locally produced and imported food containing 5% or more genetically modified ingredients or components to be labelled accordingly.

Notwithstanding the aforementioned, as well as the varying consumer perceptions regarding genetically modified organisms, Distell has chosen to ensure that all its products in final form will not contain any genetically modified organism.

In the case of wine and grape based products, this decision is also in line with the International Organisation of Vine and Wine (OIV) who prepare international standards to improve the conditions for producing and marketing wine and vine products. Although the OIV supports research activities involving genetically modified organism, it does not support the commercial use thereof in winemaking. As a member, Distell supports this view.

In some instances, raw materials from genetically modified sources (if legally approved) may be used in the production of spirits, for instance in markets, where genetically modified organisms are prevalent. However, due to the intensive distillation process no spirit will contain any element of genetically modified material or components thereof in its final form.

In the case of all others products, cider and ready-to-drinks included, Distell will not procure genetically modified raw materials for production purposes.

This genetically modified policy confirms our current business stance, procurement and quality policies and will be reviewed or amended periodically as deemed necessary. This policy applies to all Distell products, both local and international.

**Best Regards (Signed on Original):**

- Richard Rushton (Group Managing Director)
- Marius Lambrechts (Innovation Director)
- Johan Van Zyl (Supply Chain Director)
- Bridgitte Backman (Corporate Affairs Director)

HOLDING COMPANY / BEHEERENDE MAATSKAPY  
DISTELL GROUP LTD./DISTELL GROEP BPK  
Company Registration No / Maatskappy Registrasie Nr: 1998/005806/06

OPERATING COMPANY / BEDRYFSMAATSKAPPY  
DISTELL LIMITED / DISTELL BEPERK  
Company Registration No / Maatskappy Registrasie Nr: 1963/001333/06



## HEALTH, SAFETY AND ENVIRONMENT MANAGEMENT POLICY

**“Our Health & Safety, and looking after the environment,  
is everyone’s responsibility”**

We, the Distell Group, are committed to managing health, safety and environmental matters as an integral part of our business. We strive to assure the health, safety and environmental integrity of all activities of the Group. We do so by adhering to the following principles:

### **The safety and health of our people, the protection of the environment and the quality of our products comes first**

- Risks are managed as an integrated programme to ensure the safety of people, the protection of our environment, our assets, our earnings and trademarks.
- We prevent mitigate or eliminate, where reasonably practicable, situations, activities and working practises that will pose a threat to human health, safety and the environment.
- Ensure health, safety and environmental management systems are implemented and maintained for the benefit of our employees, contractors, suppliers, visitors and other interested parties.
- We strive to maintain and improve the health, safety and environment of all employees providing the necessary financial and human resources.
- Our focus is Zero harm at all times.

### **We manage our risks, reduce impacts and prevent pollution by:**

- Complying with all applicable and relevant laws and legislation by implementing programs and procedures.
- Reducing the use and impact of the use of natural resources such as water, non-renewable electricity, and fossil fuel based energy related to our processes.
- Preventing any pollution of the atmosphere, land and/or water and ensure the safe treatment and disposal of our waste.
- We will communicate our commitment to health, safety and the environment to all our employees, vendors and customers. We will engage with our suppliers and contractors to mitigate our health, safety, environmental risks via a formal contractor management system.

### **We build competence in the workplace and strive to improve every day by:**

- Training management, line managers, employees and contractors on their roles and responsibilities in the health, safety, environmental systems in the company.
- Encouraging all employees to be actively involved in the health and safety and environmental programmes.
- Continuously seeking opportunities to improve our adherence to these principles by annual reviews of our systems, evaluation of our employees to determine specific training needs.
- Managing our impacts on the health, safety and environment by setting annual objectives and targets and monitoring our performance and continually improvement.
- Operating and maintaining safe plants, equipment, systems of work and building services and to ensure that they present no risk to the health and safety of persons on site, our immediate neighbours and the environment.

This policy will be reviewed annually.

Richard Rushon  
GROUP MANAGING DIRECTOR  
June 2019



## QUALITY AND FOOD SAFETY POLICY

Distell Ltd, producer of wines, spirits, ciders and other ready-to-drink beverages believes that success depends on the supply of high quality products and services that meet or exceed customer and consumer expectations of premium brand products. Fundamental to this belief is the responsibility to ensure the products manufactured are SAFE, COMPLY WITH LEGISLATION, are AUTHENTIC and most of all, meet only the HIGHEST QUALITY standards.

Distell Ltd is committed to continually enhance the reputation of the brands it produces and maintain consumer confidence in its products through the development and implementation of quality and food safety systems, standards and practices. We commit to continuous improvement, which is measured, evaluated and validated for effectiveness internally and externally.

Distell Ltd believes that the responsibility for achieving quality commitments lies with each employee in the execution of their jobs and their relationship with stakeholders. Food safety is the responsibility of all employees that have direct influence on ingredients, packaging, manufacturing, storage and the transport of products. The following food safety and quality principles are the foundation of our commitment to:

- Manufacture and deliver products that meet the highest food safety and quality standards.
- Meet all statutory and regulatory requirements for quality and food safety.
- Ensure sustainable food safety and quality performance through implementation and certification of effective food safety and quality management systems compliant with the latest Quality and Food safety certification schemes in all operations.
- Validate the effectiveness of the food safety and quality management systems through internal and external audit processes recognized by the International Standards Organisation and the Global Food Safety Initiative.
- Build food safety and quality capability through structured programmes that develop technical skills, increase awareness, manage risk and drive increasing levels of excellence.
- Continually review food safety and quality policies, standards and procedures to effectively manage food safety and quality risks associated with changes in products, processes and technologies.
- Set annual measurable food safety and quality objectives for all operations, and to ensure continuous improvement and compliance with all standards.
- Ensure that suppliers and contractors embrace the same food safety and quality commitments, and monitor the materials and services they supply through audits and incoming inspections.
- Communicate food safety aspects and requirements to suppliers, partners, customers and consumers by establishing specifications for ingredients and packaging materials, product storage and consumer guidelines.
- Communicate food safety and quality aspects, strategies and performance to associates, consumers, customers and principal stakeholders that have an impact on, or are affected by the Company's food safety and quality management systems.

  
This policy will be reviewed annually.

Richard Rushon  
GROUP MANAGING DIRECTOR  
January 2020

## **SECTION 2: Supplier Specifics**

A Supplier Development Consultant will liaise with you on this section:

Supplier Development Consultant	Main focus areas	E-Mail & Mobile
Elizabeth Ackermann	Distell International & South Africa	<a href="mailto:elackermann@distell.co.za">elackermann@distell.co.za</a> 0027(0)827807441
Charlene Louw	South Africa	<a href="mailto:cmlouw@distell.co.za">cmlouw@distell.co.za</a> 0027(0)832873599
Lydia Robertson	Africa	<a href="mailto:larobertson@distell.co.za">larobertson@distell.co.za</a> 0027(0)829942455