

Non-Conforming, Counterfeit, Fraudulent and Suspected Items (NCFSI) Policy

J & E Hall is one of the world's foremost refrigeration, air Conditioning and Air Handling solution providers. J&E Hall understand the risks concerning the supply of Non-Conforming, Counterfeit, Fraudulent and Suspected Items (NCFSI) within the supply chain.

Counterfeit/fraudulent material is material whose age, origin composition, configuration status or other characteristics (including whether the material or not the material has been used previously) has been falsely represented. Either by misleading marking of the material, labelling, packaging, or misleading documentation.

J & E Hall processes to mitigate risks involved are:

We purchase direct from manufacturers or suppliers who have been evaluated and approved under our Quality System. Where this is not possible J & E Hall only use suppliers that are able to demonstrate the quality and source of the goods they supply to J & E Hall. Suppliers' services shall also be under review as well as goods supplied.

All materials and components, services are purchased and monitored to meet the requirements of international specifications.

- ATEX Certification
- Pressure test Certificate
- Calibration Certificate
- Declaration of Conformity

The incoming product is accompanied by certification if requested, which is checked against the original Purchase Order.

Incoming products are inspected for suspect items and validated against purchasing specification in-line with a documented process.

If any NCFSI items are discovered within the J & E Hall supply chain, we will notify the customer immediately so that they may cease the use of this item.

Any non-conformance will be raised with the supplier and material rejected and returned, if necessary, only if it's not deemed as an CFSI event but a normal quality event.

If CFSI are confirmed, goods shall not be returned to the supplier to prevent the reintroduction of the goods into the supply chain.

Legal authorities may be contacted to initiate an investigation into the CFSI, and goods may be required to be kept as evidence.

All documentation is checked and approved prior to dispatch.

Suppliers are expected to have their own Quality policies in place. A quality accreditation is preferred ISO 9001:2015 or equivalent quality procedures. Annual audits are conducted on critical suppliers to ensure high quality standards, and international specifications are maintained.

J & E Hall have carried out training of appropriate personnel in the awareness and prevention of NCFSI's. The systems and instructions are mandatory for all personnel and will be capable of producing objective evidence of conformance through monitoring, assessment, and evaluation.

If you do not feel comfortable using the company reporting procedures, you can raise a concern anonymously via an action line called MySafeWorkplace®. This enables any employee to submit an anonymous report regarding wrongdoing within J & E Hall via the internet (www.mysafeworkplace.com) or by following the procedures on the site for making a report via telephone.



Andrew Bowden

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