

Dear Customer,

With the increasing number of questionnaires such as your own which are being received at Sato UK Ltd, it has made it necessary for us to implement a standard format reply, which we trust you will find acceptable.

With the growing emphasis being placed on Quality Control, Sato UK took the positive step and attained the standard BS5750 in 1993 and this was updated later to ISO9002:1994. Over subsequent years our certification has been updated to new versions of the ISO 9001 and currently in January 2017 we were audited and certified to ISO9001:2015.

Taking this even further Sato UK attained certification to the Environmental standard ISO14001:1996 in 1998, updated to ISO14001: 2004 in November 2001 and more recently to ISO14001: 2015 in January 2017.

We also have attained and work to Pharmaceutical code of practise PS9000 and attained the BRC Technical Standard on the 27<sup>th</sup> February 2004.

As part of our continuing commitment to the Environment, in Nov 2009 we were awarded FSC and PEFC certification as a manufacturer of labels and tags produced from materials originating from a forest and supply chain that is managed responsibly.

With the ever increasing importance of ensuring the health, safety and welfare of our employees and any other persons who may be affected by the Companies activities, in March 2010 we obtained OHSAS 18001:2007 certification.

A copy of each certificate is enclosed.

The company operates an integrated management system (**IMS**), integrating all of the company systems and processes in to one complete framework for easier management and control of operations.

Sato UK is always looking to improve all aspects of our company both inside and out and actively pursue ways to improve i.e. inspiration/suggestion schemes etc...

We trust the enclosed details satisfy your requirements. Should you require further information, please do not hesitate to contact us.

Kind regards:

SATO UK LTD

**Company Details:**

Name: Sato UK Limited

Address: Valley Road  
Harwich  
Essex  
CO12 4RR

Telephone: 01255 240000

Fax: 01255 240111

E.mail [enquiries-uk@sato-global.com](mailto:enquiries-uk@sato-global.com)

Web: [www.sato-europe.com/uk](http://www.sato-europe.com/uk)

Parent Company: Sato Corporation (Japan)

Product Range: Manufacturers of Pharmaceutical, Industrial and Retail labels and Associated hand-held labellers and desktop printers

**Insurance Details:**

**Insurer:** RSA Insurance

**Policy Number:** RSAP1338119200

**Employer's Liability:** £10,000,000

**Public/Product Liability:** £10,000,000

**Contacts:**

Director – General Manager	Jason Wise	01255 252752	Jason.wise@sato-global.com
Operations Manager	Steve Clarke	01255 252727	Steve.clarke@sato-global.com
Production Manager	Martin Clackett	07833 091378	Martin.clackett@sato-global.com
UK Sales Manager	Richard Cross	07778 674320	Richard.cross@sato-global.com
Sales Office Manager	Kim Warner	01255 252715	Kim.warner@sato-global.com
Finance Manager	Lorraine Heath	01255 252742	Lorraine.heath@sato-global.com
IMS Manager	Diane Mason	01255 252802	Diane.mason@sato-global.com

Establishment:	Total No. of Employees	-	100
	Total No. of Sales	-	34
	Total No. of Service	-	18
	Total No. of Administration -	-	10
	Total No. of Production	-	37
	Total No. of Quality	-	1

Certification	Approval Bodies	Certificate No.	Certificate Expiry
ISO 9001: 2015/PS9000	Advanced Certification Ltd	00343	18/01/20
ISO 14001 : 2015	Advanced Certification Ltd	00344	18/01/20
OHSAS 18001: 2007	Advanced Certification Ltd	00005	18/01/20
BRC Technical Standard	QA International Ltd	QAICL/UK/BRC/168	02/04/19
FSC Certification	BM Trada Ltd	TT-COC-003155	21/10/19
PEFC Certification	BM Trada Ltd	BMT-PEFC-0861	21/10/19

## **BRITISH RETAIL CONSORTIUM (BRC):**

Sato UK Ltd has adopted good manufacturing practices and as suppliers of packaging materials to the food industry, it is the company's policy to exercise '*due diligence*' and to take all reasonable care to prevent potential problems and/or risks, such as the identifying and removing the sources of foreign bodies, contamination or taint, ensuring the manufacture of safe, legal packaging materials that meet the quality levels expected by our customers.

## **HACCP:**

- Documented HACCP system in place.

## **QUALITY:**

The overall objective of SATO UK Ltd. is to be the market leader by working with our customers to provide products and services that consistently meet or exceed their expectations.

The management of the quality aspects of our business management system fully meets the requirements of **ISO 9001:2015**

## **ENVIRONMENTAL:**

We recognise that our business activities can have impacts upon the environment and we take actions to minimise the potentially harmful effects of these activities. We believe sound environmental practice is a key factor in demonstrating effective corporate management.

To achieve this, the environmental management part of our business management system fully meets the requirements of **ISO 14001:2015** and includes continuous improvement of our environmental performance

## **HEALTH & SAFETY:**

We are fully committed to the prevention of injury and ill health to our employees. We also fully accept our responsibilities for other people who may be affected by our activities and will ensure that our statutory duties are met at all times.

To achieve this, the health and safety management part of our business management system fully meets the requirements of **OHSAS 18001: 2007**. This includes continuous improvement in our health and safety performance, consistent with current knowledge.

## **FSC / PEFC:**

As part of our continuing commitment to the Environment, Sato UK Ltd has obtained FSC and PEFC certification.

Procedures have been identified and implemented as necessary to ensure that the requirements of the FSC/PEFC Timber Chain of Custody Scheme are met.

**Certificates of Conformity / Product Specifications:**

- Issued when requested

**Receipts of Supplies:**

- Incoming supplies are subject to inspection
- Non conforming material is quarantined
- All incoming raw materials are identified for trace-ability

**Supplier Control:**

- Approved supplier list in operation
- Supplier evaluation through self audit questionnaire and site visits where required.

**Identification /Trace-ability:**

- Stocks are identified to ensure trace-ability. Each part number has a unique batch number assigned during manufacture.
- Product recall procedure in place and tested annually.

**Inspection: Control is made at the following stages:**

- Goods Inwards
- Production Process
- Final Despatch
- As requested by customer

**Calibration:**

- All measuring equipment is regularly checked and calibrated
- Results of inspection/calibration are subject to internal audits
- Scales checked & calibrated to National Standards by an approved test house

**Audits:**

- External Audits are carried out every 6-12 months by the relevant certification bodies.
- Internal Audits are carried out in all departments to determine conformance with the core requirements of the Quality, Environmental, OH&S, BRC and FSC/PEFC standards.
- A record of all audits and any non-conformances are maintained, including corrective and preventive actions.

**Complaints:**

- Electronic customer complaint management system in place, enabling non-conformances to be investigated and recorded; including identifying root causes and determining appropriate corrective and preventative actions.

**Training:**

- All staff undergo induction training prior to commencing work
- Job specific training carried out
- Refresher training schedule in place for; job specific, quality, environmental, health and safety and BRC training when required
- Individual training records maintained for all employees

**Safety:**

- Work activity hazards have been identified and risk assessments carried out
- Internal company safety advisor NEBOSH qualified.
- Company uses external Chartered Health and Safety consultant for advice when required (BSc CMIOSH)
- Systems are in place to record and investigate accidents
- The company has not been prosecuted for any breaches of health and safety legislation and no prohibition, improvement or other enforcement notices have been issued.

**REACH:**

We (the supplier) confirm that we understand our obligations under REACH; the EU Regulation on the Registration, Evaluation and Authorisation of Chemicals.

Sato UK LTD is neither a manufacturer nor importer of Chemical substances and is considered a 'downstream user' under the REACH definitions; therefore we are not required to pre-register or register our products.

Any Chemical substances contained within our goods, which may possibly be subject to registration, have to be registered exclusively by our pre-suppliers.

We collaborate closely with our suppliers to both achieve and maintain REACH compliance. As part of our commitment to comply with the REACH regulations, we have and will continue to contact our suppliers to obtain assurances that they are aware of their obligations under REACH, including notifying us if a substance of very high concern (SVHC) on the REACH Candidate List is present in one of its articles supplied in concentrations above 0.1% (w/w). We continue to monitor the SVHC candidate list for any updates.

**ETHICAL:**

At SATO UK we strongly believe in ethical principles and good stewardship. We aim to ensure that both we and all of our suppliers are supplying goods which are produced under a minimum set of internationally acceptable conditions of employment, including;

- Employment is freely chosen
- Freedom of association
- Working conditions are safe and hygienic
- Child labour shall not be used
- Living wages are paid
- Working hours are not excessive
- No discrimination is practiced
- Regular employment is provided
- No harsh or inhumane treatment is allowed

**SEDEX** Member reference: ZC1083519



**TO WHOM IT MAY CONCERN**

29<sup>th</sup> March 2018

Dear Sirs

**SATO UK LIMITED**

As far as we are aware and based on the information provided to us, we are writing to confirm brief details of our Clients' insurance cover for your information as follows.

**Employer's Liability**

Insurer: RSA Insurance  
Policy Number: RSAP1338119200  
Expiry Date: 31<sup>st</sup> March 2019  
Cover Basis: Insurers will indemnify the above client in respect of their legal liability to pay compensation and claimants' costs and expenses in respect of death, bodily injury, illness or disease sustained by employees during the course of their employment in Insured's business.  
Limit of Indemnity: £10,000,000 any one occurrence, costs inclusive

**Public/Products Liability**

Insurer: RSA Insurance  
Policy Number: RSAP1338119200  
Expiry Date: 31<sup>st</sup> March 2019  
Cover Basis: Insurers will indemnify the above client in respect of their legal liability to pay compensation and claimants' costs and expenses in respect of death, injury, illness or disease and third party property damage arising out of their business, including products sold or supplied  
Limit of Indemnity: £10,000,000 any one occurrence and in the aggregate in respect of Product Liability  
Excess: £500 third party property damage.

We can confirm that both sections include the "Indemnity to Principals Clause".

All cover is subject to Insurers policy terms and conditions. We trust that you will find the above details to be acceptable. Please contact us in writing should you require any further information on this insurance cover, as we shall be pleased to assist if we can.

This letter is given without any liability to the writer or the company.

Yours sincerely

A handwritten signature in black ink, appearing to read "Neil D'Mello", is written over a horizontal line.

**Neil D'Mello**  
**Broking Director**  
01491 635813  
Email: [neil.d'mello@towergate.co.uk](mailto:neil.d'mello@towergate.co.uk)

This document is for information only. This document does not make you a party to the contract of insurance, nor does it alter the policy in any way. Any alteration can only be made by specific endorsement.

**Towergate Insurance**  
Towergate House, 24a Duke Street, Henley on Thames, RG9 1UP  
Tel: **01491 573966** Website: [www.towergateinsurance.co.uk](http://www.towergateinsurance.co.uk)  
Towergate Insurance is a trading name of Towergate Underwriting Group Limited  
Registered in England No 4043759  
Registered Address: Towergate House, Eclipse Park, Sittingbourne Road, Maidstone, Kent ME14 3EN  
Authorised and regulated by the Financial Conduct Authority



**ADVANCED  
CERTIFICATION**

# CERTIFICATE OF REGISTRATION

**THIS IS TO CERTIFY THAT THE MANAGEMENT SYSTEMS OF  
SATO (UK) LTD**

**Valley Road, Harwich, Essex, CO12 4RR**

**HAVE BEEN ASSESSED AND REGISTERED BY  
ADVANCED CERTIFICATION LIMITED AGAINST THE PROVISIONS OF**

**ISO 9001:2015**

**FOR THE SCOPE OF**

**The Manufacture of Pharmaceutical Labels in Accordance with IQA/PQG  
Code of Practice for Printed Materials.  
Manufacture of Industrial and Retail Labels and Tags, Including Bar Code  
Capabilities and Hand Held Applicators**

This registration is subject to the company continuing to maintain effective management systems to control the above that shall be monitored by Advanced Certification Limited.

**AUTHORISED BY**

**JOHN ELEN, MANAGING DIRECTOR**

Advanced Certification Ltd  
Suite S01a, Kestrel Court, Harbour Road,  
Portishead, Bristol, BS20 7AN, UK  
T: +44 (0)1275 390 568  
[www.advancedcertification.co.uk](http://www.advancedcertification.co.uk)

CERTIFICATE NUMBER	<b>00343</b>
ORIGINAL REGISTRATION DATE	<b>16/06/2003</b>
RE-ISSUE DATE	<b>07/07/2017</b>
RE-AUDIT DUE DATE	<b>15/12/2019</b>
CERTIFICATE EXPIRY DATE	<b>18/01/2020</b>



8872



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## **ISO 14001:2015**

**FOR THE SCOPE OF**

**The Manufacture of Pharmaceutical Labels in Accordance with IQA/PQG  
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[www.advancedcertification.co.uk](http://www.advancedcertification.co.uk)

CERTIFICATE NUMBER	<b>00344</b>
ORIGINAL REGISTRATION DATE	<b>13/11/2001</b>
RE-ISSUE DATE	<b>07/07/2017</b>
RE-AUDIT DUE DATE	<b>19/12/2019</b>
CERTIFICATE EXPIRY DATE	<b>18/01/2020</b>



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ADVANCED CERTIFICATION LIMITED AGAINST THE PROVISIONS OF**

**OHSAS 18001:2007**

**FOR THE SCOPE OF**

**The Manufacture of Pharmaceutical Labels in Accordance with IQA/PQG  
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Portishead, Bristol, BS20 7AN, UK  
T: +44 (0)1275 390 568  
[www.advancedcertification.co.uk](http://www.advancedcertification.co.uk)**

**CERTIFICATE NUMBER 00005  
ORIGINAL REGISTRATION DATE 03/03/2015  
RE-ISSUE DATE 03/04/2017  
RE-AUDIT DUE DATE 15/12/2019  
CERTIFICATE EXPIRY DATE 18/01/2020**



**8872**



# Certificate of Registration



The Governing Board of  
Q.A. International Certification Limited  
hereby grants to

**SATO UK Ltd**

Valley Road, Harwich, Essex CO12 4RR

**Registration No: QAICL/UK/BRC/168**

**BRC Site Code: 5513600**

**Auditor Number: 110021**

*the right to be listed in the Directory of Registered Companies in confirmation that the services offered by the Company are provided in accordance with the requirements of the:*

***BRC Global Standard for Packaging and Packaging Materials  
(Issue 5 : July 2015)***

**Scope:** The flexographic printing of paper, polyethylene, polyvinyl chloride and polyester materials, using UV cured and water-based inks, to produce tags and labels for the retail, restaurant, food, non-food and pharmaceutical sectors.

**Risk Category:** Basic Hygiene

**Fields of Audit:** Paper Making; Flexible Plastics; Print Processes

**Grade Achieved:** AA

**Exclusions from scope:** None

**Voluntary Modules included:** None

**Audit Programme:** Announced

**Date of audit:** 8<sup>th</sup> & 9<sup>th</sup> February 2018 — **Issue date:** 27<sup>th</sup> March 2018  
**Re-audit due:** 19<sup>th</sup> February 2019 — **Expiry date:** 2<sup>nd</sup> April 2019

Signed for and on behalf of the Board

CHIEF EXECUTIVE

SCHEME MANAGER

If you would like to feedback comments on the BRC Global Standard or the audit process directly to BRC, please contact [enquiries@brglobalstandards.com](mailto:enquiries@brglobalstandards.com) or call the TELL BRC hotline +44 (0)20 7717 5959

This Certificate of Registration is granted subject to the Regulations approved by the Board  
This certificate remains the property of Q.A. International Certification Ltd

**QA INTERNATIONAL**

Q.A. International Certification Ltd.  
Dudley Court  
Dudley Road  
Darlington  
United Kingdom  
DL1 4GG

Tel: +44 (0)1325 384272  
Fax: +44 (0)1325 480980



The use of the Accreditation Mark indicates



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## CERTIFICATE OF REGISTRATION

This is to certify that

### Sato UK Ltd

Valley Road  
Harwich  
Essex  
CO12 4RR

has been audited and found to meet the requirements of standard **PEFC ST 2002:2013 Chain of Custody Certification**  
As amended - [www.pefc.org](http://www.pefc.org)

#### Scope of certification

The purchase and storage of paper for the processing, sale and distribution of industrial and retail labels and tags.

**Products:** Paper Labels and Tags

**Raw material origin:** Certified Raw Material

**Method:** Physical Separation

**Certificate number:** BMT-PEFC-0861

**Issue number:** 2016-01

**Certificate start date:** 22 October 2014

**Certificate expiry date:** 21 October 2019

**Date of initial certification:** 22 October 2009

  
**Tom Johnston**  
General Manager

**Central Certification Services**

Exova (UK) Ltd, (T/A Exova BM TRADA), Chiltern House, Stocking Lane, High Wycombe, Buckinghamshire, HP14 4ND, UK  
Registered Office: Exova (UK) Ltd, Lochend Industrial Estate, Newbridge, Midlothian EH28 8PL United Kingdom. Reg No. SCO70429.

This certificate remains the property of Exova (UK) Ltd. This certificate and all copies or reproductions of the certificate shall be returned to Exova (UK) Ltd or destroyed if requested. Further clarification regarding the scope of this certificate and verification of the certificate is available through Exova BM TRADA or at the above address or at [www.pefc.org](http://www.pefc.org)

This certificate itself does not constitute evidence that a particular product supplied by the certificate holder is PEFC certified. Products offered, shipped or sold by the certificate holder can only be considered to be covered by the scope of this certificate when the required PEFC claim is stated on invoices and shipping documents  
The use of the UKAS accreditation mark indicates accreditation in respect of those activities covered by the accreditation certification 012

Multisite clients - The scope of certification shown above includes the participating sites shown in appendix A



The mark of  
responsible forestry



## CERTIFICATE OF REGISTRATION

This is to certify that

### Sato UK Ltd

Valley Road  
Harwich  
Essex  
CO12 4RR

has been audited and found to meet the requirements of standard(s) FSC-STD-40-004 (Version 3.0) EN and FSC-STD-50-001 (Version 1.2) EN for FSC® Chain of Custody Certification

#### Scope of certification

The purchase and storage of paper for the processing, sale and distribution of industrial and retail labels and tags.

#### Products:

Paper Labels & Tags

**Certificate number:** TT-COC-003155

**Issue number:** 2017-01

**Certificate start date:** 22 October 2014

**Certificate expiry date:** 21 October 2019

**Date of initial certification:** 22 October 2009

**Karen Prendergast**  
Sector Director - Certification  
Exova BM TRADA

Exova (UK) Ltd, (T/A Exova BM TRADA), Chiltern House, Stocking Lane, High Wycombe, Buckinghamshire, HP14 4ND, UK  
Registered Office: Exova (UK) Ltd, Lochend Industrial Estate, Newbridge, Midlothian EH28 8PL United Kingdom. Reg No. SCO70429.

This certificate remains the property of Exova (UK) Ltd. This certificate and all copies or reproductions of the certificate shall be returned to Exova (UK) Ltd or destroyed if requested. The validity of this certificate and the list of products covered by this certificate should be verified at [www.fsc-info.org](http://www.fsc-info.org) Forest Stewardship Council®

This certificate itself does not constitute evidence that a particular product supplied by the certificate holder is FSC certified (or FSC Controlled Wood). Products offered, shipped or sold by the certificate holder can only be considered to be covered by the scope of this certificate when the required FSC claim is stated on invoices and shipping documents.