Supplier Information Pack

Experience. Our Chemistry.

ChemSupply Australia

QF Q60 Rev. 1
Issue Date 28 July 2023
Compliance Department

Our Company

ChemSupply Australia provides our customers with the chemicals, reagents and ingredients they need to succeed. Our business units- CSA Scientific, CSA Pathology, and CSA Ingredients- are specialists in their own market, which means that all our customers benefit from our expertise. With quality-assured Australian manufacturing, logistics, and administration facilities, and a commitment to compliance and safety standards, ChemSupply Australia will deliver you better results.

It is our mission to be the best supplier of chemicals, reagents, and ingredients. Our Supplier Information Pack is intended to fulfill the common vendor questionnaire requirements of our customers and provide supporting documentation in a convenient format.

Should you require additional information, please send your enquiry to your assigned ChemSupply Account Manager or email us at cusserv@chemsupply.com.au.

Table of Contents **Page**

Company Profile

1.1	**General Information**	
	Company Name:	ChemSupply Australia Pty Ltd
	Type of Business:	Private/ Australian Owned Manufacturer and Distributor
	Head Office:	38-50 Bedford Street, Gillman, South Australia 5013
	Postal Address:	PO Box 201, Port Adelaide, South Australia 5015
	Telephone:	(08) 8440 2000
	ABN:	19 008 264 211
	Business Registration Date:	2 July 1989
	Website:	www.chemsupply.com.au
	Customer Service:	cusserv@chemsupply.com.au

1.2	**Company Sites**	
	Head Office, Main Warehouse, & Scientific Reagent Manufacturing Site:	38-50 Bedford Street, Gillman, South Australia 5013 Size: 26,500 sqm No. of Personnel: approx. 80
	Food Grade Ingredient Manufacturing Site	6 Brandwood Street, Royal Park, South Australia 5014 Size: 2,300 sqm No. of Personnel: 7

1.3	**Corporate Documents**	
	Available upon request:	Certificate of Registration of a Company Workers Compensation Insurance Public and Product Liability Insurance (includes Professional Indemnity Insurance) Industrial Special Risks (Property Damage) Insurance

1.4	**Quality Certifications**	
	Available upon request:	ISO 9001:2015 (Gillman Site) ISO 22000:2018 (Royal Park Site)

Products

2.1	**CSA Scientific** For your analytical and laboratory reagent needs with proven quality and capabilities to achieve the most accurate results consistently and reliably.	
	Manufactured Brands:	ChemSupply, ACR Australian Chemical Reagents
	Partner Brands:	decon, FORMEDIUM, Glentham Life Sciences, Honeywell Authorized Distributor, Precision Laboratories, RCI Labscan, Scharlau, TCI, usp

2.2	**CSA Ingredients** We supply an extensive range of quality products for the winemaking process, food and beverage sectors, consumer care, ingredients for agriculture and industrial applications.	
	Manufactured Brands:	ChemSupply
	Partner Brands:	XCFF, DERVINSA, eka, ever, Honeywell, SENSIENT, Silab, wilmar, TechnicoFlor

2.3	**CSA Pathology** The go-to brands for the reliable supply of pathology stains, fixatives, reagents, buffers and ancillary products used in histology, haematology, cytology, and microbiology.	
	Manufactured Brands:	Australian Biostain, Kinetik, Amber Scientific

Note: *This information pack does not cover the CSA Pathology sites or products.*

Corporate Responsibility

Human Rights & Labour

3.1	Does our company have a human rights and labour policy in place?	**Yes** ☒ **No** ☐ **NA** ☐
3.2	Is this policy based on international principles (e.g. UN and ILO)?	**Yes** ☐ **No** ☒ **NA** ☐
3.3	Does our organization comply with the Modern Slavery Act (2018)?	**Yes** ☒ **No** ☐ **NA** ☐
3.4	Are we a member of SEDEX?	**Yes** ☐ **No** ☒ **NA** ☐

Health & Safety

3.5	Does our company have a health and safety policy in place?	**Yes** ☒ **No** ☐ **NA** ☐
3.6	Is this program certified (e.g. OHSAS 18001 / ISO 45001)?	**Yes** ☐ **No** ☒ **NA** ☐
3.7	Is HSE training provided?	**Yes** ☒ **No** ☐ **NA** ☐ Training appropriate to role/ function.
3.8	Does our organization have a risk assessment and monitoring program?	**Yes** ☒ **No** ☐ **NA** ☐
3.9	Do we have a safety committee?	**Yes** ☒ **No** ☐ **NA** ☐

Environmental Protection

3.10	Does our company have an environmental policy in place?	**Yes** ☒ **No** ☐ **NA** ☐
3.11	Is this program certified (e.g. OHSAS 14001, ISO 50001)?	**Yes** ☐ **No** ☒ **NA** ☐
3.12	Do we hold an environmental authorisation with EPA?	**Yes** ☒ **No** ☐ **NA** ☐ EPA Licence No. 1104 for Gillman Site

Sustainability

3.13	Does our company have a sustainability policy?	**Yes** ☒ **No** ☐ **NA** ☐
3.14	Does our organisation have a sustainability program (e.g. Australian Packaging Covenant or Equivalent)?	**Yes** ☐ **No** ☒ **NA** ☐
3.15	Does our organisation have a business continuity plan?	**Yes** ☒ **No** ☐ **NA** ☐

Sourcing & Sub-contracting	**4.1**	Does our company have an ethical sourcing policy?	**Yes** ☒ **No** ☐ **NA** ☐
	4.2	Do we have an approved supplier program?	**Yes** ☒ **No** ☐ **NA** ☐
	4.3	Do we audit our suppliers?	**Yes** ☒ **No** ☐ **NA** ☐ Major suppliers
	4.4	Do we have policies and procedures to ensure that purchased product complies with specific requirements?	**Yes** ☒ **No** ☐ **NA** ☐
	4.5	Is it our policy to receive a Vendor's COA/COC for raw materials?	**Yes** ☒ **No** ☐ **NA** ☐
	4.6	Do we sub-contract any areas of our supply/production?	**Yes** ☒ **No** ☐ **NA** ☐ A small number of products.
	4.7	Do we utilize sub-contractors for delivery of our products?	**Yes** ☒ **No** ☐ **NA** ☐
	4.8	Do we have agreements in place with our sub-contractors?	**Yes** ☒ **No** ☐ **NA** ☐
	4.9	Do we have procedure for receiving, approving, or rejecting incoming goods?	**Yes** ☒ **No** ☐ **NA** ☐

Gillman Site

Quality Management System

5.1	Do we have a quality management system in place?	**Yes** ☒ **No** ☐ **NA** ☐ Certificate: ISO9001: 2015 Accreditation Body: TQCS International Registration No.: AU508A-QC Audit Frequency: Annually
5.2	Do we have quality policy?	**Yes** ☒ **No** ☐ **NA** ☐
5.3	Do we have quality manual?	**Yes** ☒ **No** ☐ **NA** ☐
5.4	Do we have continuous quality improvement programs?	**Yes** ☒ **No** ☐ **NA** ☐
5.5	Do we undertake regular reviews of the quality system? How often?	**Yes** ☒ **No** ☐ **NA** ☐ Internal audit: bi-annually per clause External audit: annually Management review: annually

Gillman Site

Personnel

5.6	Does the company have an induction program?	**Yes** ☒ **No** ☐ **NA** ☐
5.7	Do personnel have adequate training, experience and qualifications for their responsibilities?	**Yes** ☒ **No** ☐ **NA** ☐
5.8	Does the company have a hygiene policy in place?	**Yes** ☒ **No** ☐ **NA** ☐
5.9	Do we have specific health requirements for employees?	**Yes** ☒ **No** ☐ **NA** ☐

Equipment, Building & Facilities

5.10	Do we have pest management program? Frequency of inspection?	**Yes** ☒ **No** ☐ **NA** ☐ Monthly
5.11	Do our facilities have fire protection measures?	**Yes** ☒ **No** ☐ **NA** ☐ Automated fire detectors and sprinklers alarm
5.12	Is there a security system in place to prevent unauthorized access?	**Yes** ☐ **No** ☒ **NA** ☐ Visitor sign-in, CCTV, monitored alarms
5.13	Are toilets, change rooms and eating areas separate from manufacturing areas?	**Yes** ☒ **No** ☐ **NA** ☐
5.14	Are there designated smoking areas outside the manufacturing areas?	**Yes** ☒ **No** ☐ **NA** ☐
5.15	Is storage of materials temperature controlled?	**Yes** ☒ **No** ☐ **NA** ☐ Depends on product temperature requirement on SDS.
5.16	Do we have an equipment calibration and preventive maintenance program?	**Yes** ☒ **No** ☐ **NA** ☐

Gillman Site

Production

5.17	Are there SOP's for all areas of the operation?	**Yes** ☒ **No** ☐ **NA** ☐
5.18	Are there work instructions and batch production records?	**Yes** ☒ **No** ☐ **NA** ☐
5.19	Do we manufacture by lot?	**Yes** ☒ **No** ☐ **NA** ☐
5.20	Are there procedures in place to ensure product integrity and prevent cross-contamination?	**Yes** ☒ **No** ☐ **NA** ☐
5.21	Do we have gowning/ entry and exit procedure?	**Yes** ☒ **No** ☐ **NA** ☐
5.22	Do we wear PPE (e.g. goggles, hi-vis clothing, safety shoes) in manufacturing areas?	**Yes** ☒ **No** ☐ **NA** ☐
5.23	Is there a no jewelry policy or cosmetics policy?	**Yes** ☐ **No** ☒ **NA** ☐
5.24	Is there no personal belongings in manufacturing area policy?	**Yes** ☒ **No** ☐ **NA** ☐

Packaging & Labelling

5.25	Is the material securely packaged?	**Yes** ☒ **No** ☐ **NA** ☐
5.26	Do labels include item code, batch number, manufacturing date and shelf life /expiration dates?	**Yes** ☒ **No** ☐ **NA** ☐
5.27	Is any material supplied re-packaged, or re-labelled?	**Yes** ☒ **No** ☐ **NA** ☐ Independent checks are done prior to re-packaging or relabeling.
5.28	Do we have procedures for minimizing packing and labeling errors?	**Yes** ☒ **No** ☐ **NA** ☐
5.29	Can every lot be traced through documentation to the original delivery?	**Yes** ☒ **No** ☐ **NA** ☐ Via Pronto ERP

Gillman Site **Quality Assurance & Control**

5.30	Are written test procedures in place?	**Yes** ☒ **No** ☐ **NA** ☐
5.31	Are incoming raw materials tested to specification?	**Yes** ☒ **No** ☐ **NA** ☐ Depends on product
5.32	Are finished products tested to specification?	**Yes** ☒ **No** ☒ **NA** ☐ Some products are assessed based on the COA/COC provided by supplier. Others are either tested in-house or sent to external laboratory for analysis.
5.33	Do we retain samples of all raw materials and finished sgoods?	**Yes** ☐ **No** ☒ **NA** ☐
5.34	Are the finished goods traceable to raw materials?	**Yes** ☒ **No** ☐ **NA** ☐ Via Pronto ERP
5.35	Do we have product recall procedure?	**Yes** ☒ **No** ☐ **NA** ☐
5.36	Do we have a non-conformance reporting process which documents root-cause and corrective and preventive actions?	**Yes** ☒ **No** ☐ **NA** ☐
5.37	Do we have customer complaint procedure?	**Yes** ☒ **No** ☐ **NA** ☐
5.38	Do we have document control program?	**Yes** ☒ **No** ☐ **NA** ☐
5.39	Do we have change control program?	**Yes** ☒ **No** ☐ **NA** ☐
5.40	Are product specs, COA/ COC and SDS available to customers?	**Yes** ☒ **No** ☐ **NA** ☐
5.41	Do we inform customer of significant changes?	**Yes** ☐ **No** ☒ **NA** ☐ Only in certain circumstances
5.42	Do we have HACCP program?	**Yes** ☐ **No** ☐ **NA** ☒
5.43	Do we have food safety policy?	**Yes** ☐ **No** ☐ **NA** ☒
5.44	Do we have food defense program?	**Yes** ☐ **No** ☐ **NA** ☒
5.45	Do we have food fraud program?	**Yes** ☐ **No** ☐ **NA** ☒
5.46	Are scales and analytical instruments calibrated?	**Yes** ☒ **No** ☐ **NA** ☐

Gillman Site **Dispatch**

5.47	Is there an SOP in place for stock dispatch?	**Yes** ☒	**No** ☐	**NA** ☐
5.48	Are goods packed and dispatched in accordance to their storage conditions?	**Yes** ☒	**No** ☐	**NA** ☐
5.49	Is FIFO (first in, first out) system is in place for material?	**Yes** ☒	**No** ☐	**NA** ☐
5.50	Do we have a list of approved transport companies?	**Yes** ☒	**No** ☐	**NA** ☐
5.51	Do we undertake vendor assurance activities on transport companies used?	**Yes** ☒	**No** ☐	**NA** ☐
5.52	Do we retain transport records?	**Yes** ☒	**No** ☐	**NA** ☐
5.53	Is there a defined Goods In, and Goods Out area?	**Yes** ☒	**No** ☐	**NA** ☐
5.54	Do we check for correct product details, no damage, and expiry dates prior to dispatch?	**Yes** ☒	**No** ☐	**NA** ☐
5.55	Do we check transport temperature requirements prior to dispatch?	**Yes** ☒	**No** ☐	**NA** ☐
5.56	Do we have inventory management system in place?	**Yes** ☒	**No** ☐	**NA** ☐
5.57	Is there an SOP in place for the handling of returned goods?	**Yes** ☒	**No** ☐	**NA** ☐
5.58	Is there a separate storage area for returned goods?	**Yes** ☒	**No** ☐	**NA** ☐
5.59	Is there an SOP for the handling of expired and rejected products?	**Yes** ☒	**No** ☐	**NA** ☐

Royal Park Site

Food Safety Management System

6.1	Do we have a food safety management system (FSMS) in place?	**Yes** ☒ **No** ☐ **NA** ☐ Certificate: ISO 22000: 2018 Accreditation Body: TQCS International Registration No.: AU508B-FS Audit Frequency: Annually
6.2	Do we have a food safety policy?	**Yes** ☒ **No** ☐ **NA** ☐
6.3	Do we have quality manual?	**Yes** ☒ **No** ☐ **NA** ☐
6.4	Do we have continuous improvement programs?	**Yes** ☒ **No** ☐ **NA** ☐
6.5	Do we undertake regular reviews of the FSMS system? How often?	**Yes** ☒ **No** ☐ **NA** ☐ Internal audit: bi-annually per clause External audit: annually Management review: annually

Personnel

6.6	Does the company have an induction program?	**Yes** ☒ **No** ☐ **NA** ☐
6.7	Do personnel have adequate training, experience and qualifications for their responsibilities?	**Yes** ☒ **No** ☐ **NA** ☐
6.8	Are employees trained in Good Manufacturing Practices?	**Yes** ☒ **No** ☐ **NA** ☐ For Royal Park personnel only.
6.9	Does the company have a hygiene policy in place?	**Yes** ☒ **No** ☐ **NA** ☐
6.10	Do we have specific health requirements for employees?	**Yes** ☒ **No** ☐ **NA** ☐

Royal Park Site **Equipment, Building & Facilities**

6.11	Do we have pest management program? Frequency of inspection?	**Yes** ☒ **No** ☐ **NA** ☐ Monthly
6.12	Do we have cleaning and sanitation program?	**Yes** ☒ **No** ☐ **NA** ☐
6.13	Does our building have fire protection measures?	**Yes** ☒ **No** ☐ **NA** ☐ Automated fire detectors and sprinklers and alarms
6.14	Is there a security system in place to prevent unauthorised access?	**Yes** ☒ **No** ☐ **NA** ☐
6.15	Are toilets, change rooms and eating areas separate from manufacturing areas?	**Yes** ☒ **No** ☐ **NA** ☐
6.16	Are there designated smoking areas outside the manufacturing areas?	**Yes** ☒ **No** ☐ **NA** ☐
6.17	Are the goods stored in a manner that ensures protection from tampering, damage or contamination (includes allergen segregation)?	**Yes** ☒ **No** ☐ **NA** ☐
6.18	Is storage of materials temperature controlled?	**Yes** ☒ **No** ☐ **NA** ☐ Depends on product temperature requirement on SDS.
6.19	Do we have an equipment validation and qualification program?	**Yes** ☒ **No** ☐ **NA** ☐
6.20	Do we have equipment calibration and preventive maintenance program?	**Yes** ☒ **No** ☐ **NA** ☐

Royal Park Site

Production

6.21	Are there SOP's for all areas of the operation?	**Yes** ☒ **No** ☐ **NA** ☐
6.22	Are there work instructions and batch production records?	**Yes** ☒ **No** ☐ **NA** ☐
6.23	Do we manufacture by lot?	**Yes** ☒ **No** ☐ **NA** ☐
6.24	Is a procedure for line clearance carried out between separate lots?	**Yes** ☒ **No** ☐ **NA** ☐
6.25	Are there procedures in place to ensure product integrity and prevent cross-contamination?	**Yes** ☒ **No** ☐ **NA** ☐
6.26	Do we have foreign matter controls in place?	**Yes** ☒ **No** ☐ **NA** ☐ Course and fine filters for relevant products.
6.27	Is access to production areas controlled?	**Yes** ☒ **No** ☐ **NA** ☐
6.28	Do we wear PPE (goggles, hi-vis vest clothing, safety shoes, and hairnet) in manufacturing areas?	**Yes** ☒ **No** ☐ **NA** ☐ Except hairnet.
6.29	Is there a no jewelry or cosmetic policy?	**Yes** ☒ **No** ☐ **NA** ☐
6.30	Is there no personal belongings in manufacturing area policy?	**Yes** ☒ **No** ☐ **NA** ☐

Packaging & Labelling

6.31	Is the material securely packaged?	**Yes** ☒ **No** ☐ **NA** ☐
6.32	Do labels include item code, batch number, manufacturing date and shelf life /expiration dates?	**Yes** ☒ **No** ☐ **NA** ☐
6.33	Is any material supplied re-packaged, or re-labelled?	**Yes** ☒ **No** ☐ **NA** ☐ Independent checks are done prior to re-packaging or relabeling.
6.34	Do we have procedures for minimizing packing and labeling errors?	**Yes** ☒ **No** ☐ **NA** ☐
6.35	Do we have easily identifiable security seals or tape on each container of packaging material to ensure tampering can be recognized?	**Yes** ☒ **No** ☐ **NA** ☐ Where required.
6.36	Can every lot be traced through documentation to the original delivery?	**Yes** ☒ **No** ☐ **NA** ☐ Via Pronto ERP
6.37	Do we control packaging material status?	**Yes** ☒ **No** ☐ **NA** ☐

Royal Park Site **Quality Assurance & Control**

6.38	Are written test procedures in place?	**Yes** ☒ **No** ☐ **NA** ☐
6.39	Are incoming raw materials tested to specification?	**Yes** ☒ **No** ☐ **NA** ☐ As required.
6.40	Are finished products tested to specification?	**Yes** ☒ **No** ☐ **NA** ☐ As required
6.41	Do we retain samples of all raw materials and finished goods?	**Yes** ☒ **No** ☐ **NA** ☐
6.42	Are the finished goods traceable to raw materials?	**Yes** ☒ **No** ☐ **NA** ☐ Via Pronto ERP
6.43	Do we have product recall procedure?	**Yes** ☒ **No** ☐ **NA** ☐
6.44	Do we have non-conformance report, which includes corrective and preventive actions in place?	**Yes** ☒ **No** ☐ **NA** ☐
6.45	Do we have a customer complaint procedure?	**Yes** ☒ **No** ☐ **NA** ☐
6.46	Do we have document control procedures?	**Yes** ☒ **No** ☐ **NA** ☐
6.47	Do we have a change control procedure?	**Yes** ☒ **No** ☐ **NA** ☐
6.48	Are product specs, COA/ COC and SDS available to customers?	**Yes** ☒ **No** ☐ **NA** ☐
6.49	Do we inform customer of significant changes?	**Yes** ☒ **No** ☐ **NA** ☐ As required for food.
6.50	Do we have HACCP program?	**Yes** ☒ **No** ☐ **NA** ☐
6.51	Do we have food safety policy?	**Yes** ☒ **No** ☐ **NA** ☐
6.52	Do we have food defense/food fraud program?	**Yes** ☐ **No** ☐ **NA** ☒
6.53	Do we have food fraud program?	**Yes** ☐ **No** ☐ **NA** ☒

Royal Park Site **Dispatch**

6.54	Is there an SOP in place for stock dispatch?	**Yes** ☒ **No** ☐ **NA** ☐
6.55	Are goods packed and dispatched in accordance to their storage conditions?	**Yes** ☒ **No** ☐ **NA** ☐
6.56	Is a FIFO (first in, first out) system in place for material?	**Yes** ☒ **No** ☐ **NA** ☐
6.57	Do we have a list of approved transport companies?	**Yes** ☒ **No** ☐ **NA** ☐
6.58	Do we undertake vendor assurance activities on transport companies used?	**Yes** ☒ **No** ☐ **NA** ☐
6.59	Do we retain transport records?	**Yes** ☒ **No** ☐ **NA** ☐
6.60	Is there a defined Goods In, and Goods Out area?	**Yes** ☒ **No** ☐ **NA** ☐
6.61	Do we check for correct product details, no damage, and expiry dates prior to dispatch?	**Yes** ☒ **No** ☐ **NA** ☐
6.62	Do we check transport temperature requirements prior to dispatch?	**Yes** ☒ **No** ☐ **NA** ☐
6.63	Do we have an inventory management system in place?	**Yes** ☒ **No** ☐ **NA** ☐
6.64	Is there an SOP in place for the handling of returned goods?	**Yes** ☒ **No** ☐ **NA** ☐
6.65	Is there a separate storage area for returned goods?	**Yes** ☒ **No** ☐ **NA** ☐
6.66	Is there an SOP for the handling of expired and rejected products?	**Yes** ☒ **No** ☐ **NA** ☐

APPENDIX 1: CHEMICAL DOCUMENTATION & QUESTIONNAIRE POLICY

ChemSupply Australia provides a broad range of Chemicals, Reagents and Ingredients for Scientific, Manufacturing and Pathology uses.

Generally, we supply based upon the product's documented specification, and it is the responsibility of the purchaser to determine if the product is ultimately suitable for the intended application.

Scientific Reagents such as those branded *ChemSupply* and *ACR*, and those we distribute from agencies such as *Honeywell, RCI Labscan, TCI, Glentham* and *Scharlau* are intended only for laboratory and analytical purposes (unless clearly otherwise stated). As such, documentation and change control beyond a Certificate of Analysis and Safety Data Sheet are not available. Typically, the raw material source consists of more than one approved supplier to ensure continuity of supply and details of those suppliers are commercially confidential.

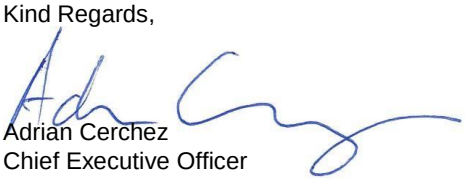
Specialty Ingredients may, from time to time, require the provision of further documentation and the completion of product questionnaires, usually in relation to Ingredients such as Food Grade or Pharmaceutical Grade Raw Materials. This added level of documentation often contains commercially confidential and proprietary information and as such can only be made available on demonstration of appropriate commercial volumes. Provision of such documentation and completions of questionnaires may require a Non-Disclosure Agreement (NDA) and may incur an appropriate documentation fee.

Completion of Company and Product Questionnaires. As stated above, sometimes the purchase of a specific grade of material warrants further documentation and may necessitate the completion of a company quality questionnaire or provision of product/raw material specific questionnaires. Please be aware that this service is only available where the application of the material specifically relates to such questionnaires and where commercial volumes correspond to the requirement. For products which do not meet these required applications, grades and volumes, we will provide this CSA Supplier Information Pack, our ISO 9001 (Gillman) certificate and/or ISO 22000 (Royal Park) certificate as demonstration of our independently audited quality management systems.

A note on Pharmaceutical Grade Chemicals. Some Laboratory Reagents also carry a pharmaceutical monograph. Generally, this is to show that they are suitable for use as an analytical reagent in relation to Pharmaceutical Manufacturing. This does not always mean they are suitable for use as a Raw Material, or are manufactured / packed to GMP standards. Documentation such as supplier details, raw material source or product questionnaires may not be available. If your Raw Material or Ingredients application specifically requires this documentation, similar to the food industry, it is best to check that the Raw Material you plan to purchase has the appropriate documentation available.

If you have any questions or concerns about the above, please feel free to discuss this further with your ChemSupply Australia representative.

Kind Regards,



Adrian Cerchez
Chief Executive Officer
ChemSupply Australia Pty Ltd
28th July 2023