

## CUSTOMER INFORMATION PACK



## Contents

Company Details.....	3
Insurance Details .....	4
Public Product Liability Certificate .....	4
Employers Liability Certificate .....	6
Company Profile.....	7
Products and Services .....	8
Quality Policy Statement.....	9
ISO 9001:2015 Accreditation Certificate .....	10
Health and Safety Policy statement.....	11
ISO 45001:2018 Accreditation Certificate.....	12
Environmental Policy Statement.....	13
ISO 14001:2015 Accreditation Certificate.....	14
Counterfeit, Fraudulent and Suspect Items.....	15
UK REACH Compliance Statement .....	16
Quality, Health & Safety, Environmental Management Systems Procedure.....	17
Safety Rules.....	17
Working Environment.....	17
Communication.....	18
Employment .....	18
Employees’ Entitled to Work in the country of Operation.....	18
Records of Employees’ Standard and Overtime Working Hours.....	18
Modern Slavery Statement .....	19
GDPR Statement .....	21
Emergency Preparedness and Response .....	22
Compliance, Training and Awareness .....	23
Manual Handling .....	24
Hazard Identification, Risk Assessment, Method Statement and Determining controls .....	24
Control of Substances Hazardous to Health (COSHH).....	25
Accident and Incident Investigation, Analysis and Reporting.....	25
Monitoring and Maintenance of Equipment.....	26
Supplier and Subcontractors .....	26
Fair Trade goods Policy.....	27
Warranty.....	27
Bribery and Corruption Policy .....	27
Environmental Aspects and Impacts.....	28
Carbon Emissions .....	29
Waste Management.....	29
Customer Services .....	30

## Company Details

<b>Company Name</b>	Würth UK Ltd
<b>Main Trading Address</b>	1 Centurion Way Erith Kent DA18 4AE
<b>Telephone</b>	03300 555444
<b>Email</b>	<a href="mailto:customer.services@wurth.co.uk">customer.services@wurth.co.uk</a>
<b>Website</b>	<a href="http://www.wurth.co.uk">www.wurth.co.uk</a>
<b>Company Registration Number</b>	01124802
<b>Date of Incorporations</b>	26/07/1973
<b>VAT Number</b>	GB 204 2722 09

## Insurance Details

## Public Product Liability Certificate



Christopher Dandridge  
Client Advisor  
Marsh Ltd  
Milton Keynes (PO Box)  
Milton Keynes Postal Address:  
PO Box 3264  
NR7 7BH  
1908 846004  
Christopher.Dandridge@marsh.com  
www.marsh.com

To Whom It May Concern

05 January 2024

Dear Sirs,

CONFIRMATION OF INSURANCE – Wurth UK Ltd

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

### Global Public and Products Liability

**INSURER:** Zurich Insurance Plc  
**POLICY NUMBER:** 7126850  
**PERIOD OF INSURANCE:** 1 January 2024 to 31 December 2024  
**LIMIT(S) OF LIABILITY:**  
Public and Products GBP 8,668,000 Each and every Single Liability Loss  
Deductible GBP NIL

### Master Public and Products Liability

**LEAD INSURER** Allianz Global Corporate & Specialty  
**POLICY NUMBER** GBL00350516B  
**PERIOD OF INSURANCE** 1 January 2024 to 31 December 2024  
**LIMIT(S) OF LIABILITY:**  
The Sterling equivalent of EUR 5,000,000 For any one occurrence unlimited in the period of insurance for Public Liability and in the aggregate in the period of insurance for Products Liability.  
**DEDUCTIBLE: EUR** NIL



Registered in England and Wales Number: 1507274. Registered Office: 1 Tower Place West, Tower Place, London EC3R 5BU. Marsh Ltd is authorised and regulated by the Financial Conduct Authority for General Insurance Distribution and Credit Broking (Firm Reference No. 307511).



We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and deductibles, are based upon information furnished to us by the client, which information we have not independently verified.

This letter is issued as a matter of information only and confers no right upon you other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policy described herein is subject to all terms, conditions, limitations, exclusions and cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

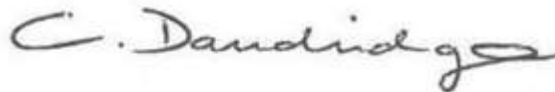
We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).

We assume no obligation to advise yourselves of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made herein with the exception only of wilful default, recklessness or fraud.

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with the law of England and Wales and any disputes as to its terms shall be submitted to the exclusive jurisdiction of the courts of England and Wales.

Yours faithfully,



Christopher Dandridge  
Client Advisor

# Employers Liability Certificate



## Certificate of Employers' Liability Insurance (a)

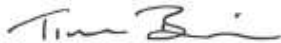
(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 2008 (the Regulations), a copy of this certificate must be displayed at all places where you employ persons covered by the policy or an electronic copy of the certificate must be retained and be reasonably accessible to each employee to whom it relates).

Policy Number	054/2H02/JP105789/9
1. Name of policyholder	Wurth UK Ltd
2. Date of commencement of insurance policy	01 January 2024
3. Date of expiry of insurance policy	31 December 2024

We hereby certify that subject to paragraph 2:

1. The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney, or to offshore installations in territorial waters around Great Britain and its Continental Shelf (b).
2. (a) the minimum amount of cover provided by this policy is no less than £5 million (c).

Signed on behalf of Zurich Insurance Company Ltd (Authorised Insurer)



Tim Bailey  
Chief Executive Officer of Zurich Insurance Company Ltd, UK Branch

### Notes

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

Zurich Insurance Company Ltd. A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 959113.

ZCYL182.06 (01/23)

## Company Profile

The Würth Group is world market leader in its core business, the trade in assembly and fastening materials. It currently consists of more than 400 companies in over 80 countries with more than 79,000 employees on its payroll. Approximately 33,000 of these are permanently employed sales representatives. In the business year 2020, the Würth Group generated total sales in excess of EUR 14.41 billion.

In the core business, the Würth Line, the product range for craft and industry comprises over 100,000 products: From screws, screw accessories and anchors to tools, chemical-technical products and personal protection equipment. The Allied Companies of the Würth Group, which either operate in business areas adjacent to the core business or in diversified business areas, round off the range by offering products for DIY stores, material for electrical installations, electronic components (e.g. circuit boards) as well as solar modules and financial services.

More than 3 million customers all over the world trust in Würth today. Human beings and a very special corporate philosophy are the driving forces of the long-standing success enjoyed by the Würth Group. Würth is a family business that was founded by Adolf Würth in 1945. Prof. Reinhold Würth, today's Chairman of the Supervisory Board of the Würth Group's Family Trusts, took over the business at the age of 19 after his father had passed away and developed it further in the following years. Starting from the early years of the company in post-war Germany, he turned the former two-man business into a worldwide operating trading group.

Würth with their independence and high quality products give us a distinct advantage. Having materials handling and storage systems expertise under the same roof provides our customers with a completed informed service from single source supplier. We take pride in our products and service and by increasing efficiency, improving safety, making savings and delivering excellent service for our customers, we continue to grow year on year.

The company is committed to providing its clients with the highest standard of service and to protecting its employees and the environment. Our priority at all times is to work safely with our offices, workshops, stores and on those of our clients. We retain the services of independent Quality, Health and Safety and Environmental consultants to ensure we comply with the latest HSE and Environmental guidance and regulations.

All our systems assess any impact we have on the environment and wherever possible we engineer a solution to keep our carbon footprint to a minim. We encourage all our employees to actively consider the impact they have during the day, and reduce emissions and energy used.

To support and emphasise the boards commitment to these aspects and to a high standard of customer service Würth maintains a Quality, Health and Safety and Environmental Management System and have achieved ISO accreditation to:

ISO 9001:2015

ISO 14001: 2015

ISO 45001:2018

## Products and Services

Würth Group has maintained its performance at a stable level thanks to its multi-channel strategy, enabling it to spread risks through its international positioning and diversification across various business segments. The development of sales in 2020 reflects the different effects of the pandemic on individual sectors and markets: While the construction division (+12.3%) and also the German electrical wholesale unit (+10.8%) performed very well with sales growth in the double-digit range.

Robert Friedmann, chairman of the central managing board of the Würth Group, commented: "The trades, which we supply with fastening and assembly materials in our core business, are of systemic relevance, which had a positive impact on our business. With our multi-channel strategy, we offer our customers the procurement options they need for a supply of materials under pandemic conditions. With the consistent expansion of our digital offering, we also have the right strategy for us and our customers."

E-business sales for Würth showed above-average growth of 5.8%, climbing to €2.8 billion in 2020. This increased the share of this contact point in total Group sales by one percentage point to 19%. Due to contact restrictions and lockdowns, business has shifted increasingly to digital sales channels as a result of the Covid-19 crisis.

Würth commented: Be it online shop, Würth App or e-procurement solutions, thanks to the consistent pursuit of our digitisation strategy and our financial stability, we remain a reliable partner and supplier to our customers even during the pandemic. E-business as part of the multi-channel strategy has once again gained in importance.



## Quality Policy Statement

### QUALITY POLICY

In order to provide existing and new customers with assurance that our services will be maintained at high standards, a structured Quality Management System is being established that provides compliance to BS:EN ISO 9001:2015. The Management Board are committed to promoting the use of a process approach and risk-based thinking in its decision making.

In accordance with all applicable regulatory standards and good industry practice, Würth UK will develop and deliver services by determining customer requirements with emphasis on continual improvement based upon measurement of customer satisfaction and the management of strategic objectives. Würth UK are committed to a programme of continual improvement with regard to processes, customer services and the quality management system.

Our Strategic principles are:

- Promote a culture of continual improvement.
- Achieve and maintain a level of quality, which enhances the reputation of Würth UK and its customers.
- Endeavouring at all times to maximise customer satisfaction with the products provided by Würth UK
- Achieve sustained profitable growth by providing products which consistently satisfy the needs and expectations of our customers.

These are not to be confused with management system objectives which are defined and maintained in a separate document.



Felix Piazza  
Managing Director  
Würth UK Ltd  
January 2024

# ISO 9001:2015 Accreditation certificate



## Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Würth UK Ltd  
1 Centurion Way  
Erith  
DA18 4AF  
United Kingdom

Holds Certificate Number:

RS 30977

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

**Supply Management of fixing and fastening technologies, personal protection equipment, kitchen fittings, assembly products, consumables and tools to the transportation, woodworking, metalworking, construction, Würth Branch Offices and associated industries. Supply Management storage solutions for mobile workshops and vehicles (ORSY Mobil).**

For and on behalf of BSI:



Matt Page, Managing Director Assurance - UK & Ireland

Original Registration Date: 1995-03-14

Latest Revision Date: 2023-11-29

Effective Date: 2024-01-11

Expiry Date: 2027-01-10



Page: 1 of 1

...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

Information and Contact: BSI, Wilems Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

## Health and Safety Policy Statement

# HEALTH AND SAFETY POLICY

The Management Board take responsibility for the Company's Health & Safety Policy.

Würth UK Ltd is committed to:

- The principle that Health and Safety is accepted as the first responsibility of each Manager and is at least as important as quality, environment and profit
- To achieving the highest reasonable standards in Health, Safety & Welfare for all our employees.
- To conducting our activities so as to prevent harm to our contractors, customers & neighbours, and as a minimum to comply with all relevant Health and Safety legislation, regulations and codes of practice.
- To the principle that all accidents, injuries and occupational ill health are preventable.

Würth UK Ltd will commit sufficient resources to ensure the following:

- The provision of sufficient training and coaching to ensure the competence of all staff.
- All tasks are reviewed to identify hazards, assess risks, and implement effective control measures.
- Providing and maintaining safe premises, tools and equipment.
- To regularly monitor, measure and review against set targets and objectives our health and safety programme, to ensure continuous improvement.
- To communicate and consult with employees regarding Health, Safety and Welfare issues.
- To actively promote safe working practices, as detailed in the Organisations Management Systems.
- To empower staff to enforce disciplinary action against any employee or contractor for breaches of company rules and procedures.
- No employee or contractor is forced to undertake any task for which they are not adequately trained to undertake safely.
- Incidents are thoroughly investigated and deficiencies rectified promptly.
- That as a condition of employment every employee accepts responsibility for working safely.



Felix Piazza  
Managing Director  
Würth UK Ltd  
January 2024

# ISO 45001:2018 Accreditation Certificate



## Certificate of Registration

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM - ISO 45001:2018 (SSIP)

This is to certify that:

Würth UK Ltd  
1 Centurion Way  
Erith  
DA18 4AE  
United Kingdom

Holds Certificate Number: OHS 604486

and operates an Occupational Health and Safety Management System which complies with the requirements of ISO 45001:2018 (SSIP) for the following scope:

**The stocking and supplying of fixing and fastening technologies, personal protection equipment, kitchen fittings, assembly products, consumables and tools to the transportation, woodworking, metalworking, construction, Würth Branch Offices and associated industries. The stock and supply of vehicle diagnostics systems and storage solutions for mobile workshops and vehicles (ORSY Mobil).**

Full validation of this certificate should be made via SSIP Portal [www.ssiportal.org.uk](http://www.ssiportal.org.uk)

[Previously certified to BS OHSAS 18001:2007 since 2014-08-04]



For and on behalf of BSI:

\_\_\_\_\_  
Matt Page, Managing Director Assurance - UK & Ireland

Original Registration Date: 2021-03-03

Effective Date: 2023-08-04

Latest Revision Date: 2023-07-06

Expiry Date: 2026-08-03



SAFETY  
SCHEMES IN  
PROCUREMENT

... making excellence a habit.™

Page: 1 of 1

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

## Environmental Policy Statement

# Environmental Policy

Würth UK has always understood its responsibilities when complying with Environmental Legislation. A decision was therefore made by its management team to acknowledge this responsibility by formally adopting and implementing an environmental management system to achieve a better understanding of the impact the environment has on our business and our business on the environment.

Würth UK has made a commitment to:

Continually improve Würth UK's impact on the environment that may be caused by its activities, products and services. As a business we are committed to the protection of the environment including prevention of pollution and to continually improve our overall environmental performance.

Ensure that it complies with the applicable environmental legal and other requirements associated with its business by regularly reviewing environmental legislation to ensure compliance and implementing any updates identified to confirm the continued suitability of its Environmental Management System.

Identify and regularly review its environmental objectives and targets. Communicate this Environmental Policy to all personnel working on behalf of the company and encourage feedback of potential environmental issues.

Würth review this policy annually to ensure its continued suitability.



Felix Piazza  
Managing Director  
Würth UK Ltd  
January 2024

# ISO 14001:2015 Accreditation Certificate



## Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015

This is to certify that:

Würth UK Ltd  
1 Centurion Way  
Erith  
DA18 4AE  
United Kingdom

Holds Certificate Number:

EMS 604485

and operates an Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

**The environmental requirements associated with the supply management of the fixings and fastening technologies, personal protective equipment, kitchen fittings, assembly products, consumables and tools to the transportation, woodworking, metalworking, construction, Würth UK branch offices, national sales force and associated industries. The environmental requirements associated with the supply management of storage solutions for mobile workshops and vehicles (ORSY Mobil).**



For and on behalf of BSI:

\_\_\_\_\_  
Matt Page, Managing Director Assurance - UK & Ireland

Original Registration Date: 2014-06-11

Latest Revision Date: 2023-04-17

Effective Date: 2023-06-11

Expiry Date: 2026-06-10

Page: 1 of 1



...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated: [online](#).  
Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

## Counterfeit, Fraudulent and Suspect Items

# COUNTERFEIT, FRAUDULENT AND SUSPECT ITEMS (CFSI)

Würth UK Ltd recognises that there may be risks concerning the supply of Counterfeit, Fraudulent and Suspect Items (CFSI) which could be unintentionally subsequently incorporated into our product(s). Many customers are now requiring their suppliers to implement processes to prevent this occurring.

Counterfeit/fraudulent material is material whose origin, age, composition, configuration, certification status or other characteristic (including whether or not the material has been used previously) has been falsely represented in any of the following ways:

- Misleading marking of the material, labelling or packaging.
- Misleading documentation.
- Any other means, including failing to disclose information.

To mitigate any risks, we have implemented a number of processes:

- Where ever possible, we purchase direct from manufacturers or suppliers who have been evaluated and approved under our integrated management system. We have carefully defined this criteria and apply it to all purchases.
- External certificated for ISO 9001, 14001 and 45001
- All materials and components are purchased to agreed specifications.
- Incoming product is accompanied by certification determined as applicable, which is checked against the original Purchase Order.
- Any non-conformance is raised with the supplier and material rejected and returned if necessary.

If any CFSI items are discovered within the Würth UK Ltd supply chain, we will notify our customers immediately so that they may cease the use of this item and inform any other parties which may be using them.

We aim to fully investigate and action any instances of CFSI items to further improve our controls and prevent re-occurrences.



Felix Piazza  
Managing Director  
Würth UK Ltd  
January 2024

## UK REACH Compliance

# UK Reach Compliance Statement

The new UK chemical regulation, UK REACH (Regulation, Evaluation, Authorisation and Restriction of Chemicals), will enter into force on 1<sup>st</sup> January 2021. On 19<sup>th</sup> October 2020 the Department for the Environmental, Food and Rural Affairs (Defra) issued the fourth amendment to the REACH Statutory Instrument (SI), which was laid before Parliament and will go through parliamentary process.

Würth UK Ltd currently meets all EU REACH requirements (EC 1907/2006) and will meet all UK reach requirements when they are ratified and is committed to provide our customers with information about the chemical substances in our products according to UK REACH regulation.

All our products are mixtures according to the definition of UK REACH regulation.

Based on Würth UK Ltd commitment to put concern of the environment as a priority in all our business activities so as to protect people's safety and health as well as the world's natural resources, Würth UK Ltd supports the overall goal of UK REACH and is committed to comply and to fulfil all legal obligations.

A handwritten signature in black ink, appearing to read 'Felix Piazza'.

Felix Piazza  
Managing Director  
Würth UK Ltd  
January 2024



## **Quality, Health & Safety, Environmental Management System (QHSEMS) Procedures**

As per the certified management System requirements and ISO Standards, Würth UK Ltd have implemented a number of control procedures. They are continually reviewed, assessed and improved as required.

### **Safety Rules**

Würth's safety rules are designed to provide basic guidance for safe working practices and procedures, which from the companies' policies and must be strictly adhered to by all employees. Any disregard by employee of any safety rules may be considered sufficient caused for disciplinary action.

The following safety rules and advice covering specific work areas and systems of work will be provided when necessary.

- Arrangement for consultations with employee
- Company Safe Rules
- Field Sales Consultants safety rules
- General safety precautions during repairs/servicing
- FLT and Lift truck Maintenance
- Office safety rules
- Responsibilities

### **Working Environment**

Workplace facilities (including customer sites) for employees are maintained in an acceptable condition to ensure they can all conduct their duties safely, effectively and efficiently.

The stores are regularly cleaned to provide a safe and pleasant working environment.

First Aid kits and fire prevention/fighting equipment are maintained as per safety guidelines.

## **Communication**

Managing Directors and our Communications Team ensure appropriate communication processes are established within Würth and that communication takes place regarding the effectiveness of the QHSEMS. It enable the Senior Management of Würth to:

- Comply with the requirements of the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1999 in respect of communicating Health and Safety information
- Ensure all communications received from external parties relating to its environmental performance are dealt with correctly.
- Provide strong lines of communication to ensure everyone is fully aware of their responsibilities and for any updates to be communicated efficiently.
- All employees and contractors are encouraged to take an active interest in all safety issues and are provided with the opportunity to express their views or concerns.

## **Employment**

### **Employees' Entitled to Work in the Country of Operation**

When accepting their job offer all employees are provided with a right to Work Declaration stating they are legally entitled to work in the UK, and Würth acquires their national insurance number.

### **Records of Employee' Standard and Overtime Working hours**

The Payroll department records standard working and overtime hours (where applicable) for all employees. Generally administration and sales employees do not work overtime and therefore this is not applicable, however if for particular reason an administrant worker works additional hours either for payment or 'time off in lieu', they would record their hours and their line manager would sign them off. Standard hours for all workers are set up on the company payroll system during their induction

## Modern Slavery Statement

# Würth Modern Slavery Statement 2023/24

This statement has been published in accordance with the Modern Slavery Act 2015. It sets out the steps taken by The Würth Group and other relevant group companies to prevent modern slavery and human trafficking in its business and supply chains.

### ■ MODERN SLAVERY STATEMENT

Würth UK Limited maintains relationships with many different organisations in its supply chain, as well as employing directly large numbers of people. In the light of the general law on employment and human rights, and, more specifically, the Modern Slavery Act 2015, the policy summary below underpins the Company's approach and will be used as a basis for the company's Statement on Slavery and Human Trafficking.

### ■ INTRODUCTION

We know that slavery, servitude, forced labour and human trafficking (Modern Slavery) is a global and growing issue given the rapid rise in global migration, existing in every region in the world and in every type of economy, whether industrialised, developing or in transition. No sector or industry can be considered immune or untainted.

Würth UK Limited has a zero tolerance approach to Modern Slavery of any kind within our operations and supply chain. We all have a responsibility to be alert to the risks, however small, in our business and in the wider supply chain. The Staff is expected to report concerns, using the appropriate reporting channels, and management are expected to act upon them.

### ■ OUR BUSINESS AND GROUP STRUCTURE

The Würth Group is a wholesaler of fasteners and tools, who operates worldwide and employs over 79,000 people. Approximately 33,000 of these are permanently employed sales representatives.

The Würth Group is world market leader in its core business, the trade in assembly and fastening materials. It currently consists of more than 400 companies in over 80 countries with more than 79,000 employees on its payroll. In the business year 2020, the Würth Group generated total sales in excess of EUR 14.4 billion.

### ■ OUR SUPPLY CHAINS

Würth UK Limited Supply Chain division is extremely focused on our customers. Our philosophy of business 'Direct Selling' thrives absolutely on the efficiency of our supply chain. World class warehousing, demand planning, accuracy, timeliness, integrity and fair business practices rule the value system of this function, which either operate in business areas adjacent to the core business or in diversified business areas, round off the range by offering products for DIY stores, material for electrical installations, electronic components (e.g. circuit boards) as well as solar modules and financial services.

### ■ OUR POLICIES ON MODERN SLAVERY AND HUMAN TRAFFICKING

Our opposition to modern slavery and human trafficking reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to eliminate, as far as possible, the risk of modern slavery and human trafficking taking place anywhere in our business or supply chains.

## ■ DUE DILIGENCE PROCESSES FOR MODERN SLAVERY AND HUMAN TRAFFICKING

We understand that our biggest exposure to Modern Slavery is in our product supply chains, where we have undertaken activity over last decades to minimise the risk of Modern Slavery. Within these areas, new suppliers and factories/sites are subject to due diligence checks in the form of ethical/compliance audits conducted by or on behalf of Würth UK Limited. Such audits are also regularly conducted for existing suppliers and factories/sites. These audits assess compliance with the Global Sourcing Principles and are, amongst other things, intended to identify any Modern Slavery practices. If issues are identified, appropriate investigative and remedial actions will be taken.

## ■ ASSESSMENT OF EFFECTIVENESS IN PREVENTING MODERN SLAVERY

We understand that Modern Slavery risk is not static, and will continue our leading approach to mitigating this risk in the year ahead. In order to assess the effectiveness of the measures taken by Würth UK Limited we will be reviewing the following key performance indicators and reporting on them in future Modern Slavery.

Statements:

- Staff training on Anti-Slavery and Whistleblowing.
- Actions taken to strengthen supply chain auditing and verification; steps taken to up skill our high risk suppliers, and assessing their ability to detect and mitigate modern slavery risk in supply chains; and investigations undertaken into reports of Modern Slavery and remedial actions taken in response
- Number of incidents or complaints of slavery or human trafficking reported under HPH's whistleblowing policy.

## ■ MODERN SLAVERY TRAINING

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our business and in our supply chains, we will be asking our business partners to provide training to their staff and suppliers. We have developed Ethical Trade training, which covers Modern Slavery, which is now being rolled out across the business.



Felix Piazza  
Managing Director  
January 2023

## GDPR Statement

# GDPR REGULATION – STATEMENT

Dear Würth Partner,

Würth UK, as part of the Würth Group, are committed to complying with the forthcoming GDPR regulations.

We have been registered with the UK's Information Commissioner's Office since 2000, and our registration number is Z5148835. For further information on our registration, please go to

- <https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>

In preparation for the new legislation, all of our current employees have been shown a presentation concerning the implications of GDPR and it's effect on their working environment, their interaction with customers and suppliers, and data security, both physical and digital.

In addition, all employees will undertake on-line training in areas such as GDPR, Data Security and Compliance. All new employees undertake a training course and these areas will be addressed as part of this training.

Information about your business, including company name, address, contact names, telephone and fax numbers, email addresses and financial data including VAT number and company number details, are stored on our IT systems, and backed up for security and loss prevention purposes.

This data is only used by Würth UK to facilitate trading with you and is not passed onto others for financial gain.

Any enquiries concerning GDPR should be addressed to the following email address – [gdpr@wurth.co.uk](mailto:gdpr@wurth.co.uk)

Please provide your Würth Account number (if known – this begins with 0308), company/contact names and postcode.



Felix Piazza  
Managing Director  
Würth UK Ltd  
January 2024

## Emergency Preparedness and Response

Würth UK has established and maintains emergency procedures for use in the event of any emergencies.

Emergency Procedures and response applies to the company's premises and customers' sites and ensure that any effects caused by health and safety issues are kept to a minimum. It describes the methods used:

- Identify potential emergency situations and potential accidents that can have impact(s) on the occupational health and safety of our employees and/or the environment and respond as appropriate.
- Prevent or mitigate associated adverse OH&S consequences and environmental impacts.
- Ensure we are prepared to respond to emergencies such as serious injuries, fire, explosion, flood, poisoning, electrocution and chemical spills.

We test our procedure by conducting:

- Annual internal audits on the processes and requirements including clarifying employee awareness on how to deal with emergencies.
- Six monthly unannounced fire drills and weekly fire alarm tests.

A Fire Risk Assessment has been conducted by an independent approved supplier.

First aid kits are checked on a regular basis and all fire extinguishers are serviced by an independent approved supplier.

## **Competence, Training and Awareness**

Competences, Training and Awareness details how Würth provides adequate resources to ensure personnel performing work affecting product quality, environmental and health and safety issues in the workplace are competent to perform their duties to ensure customer satisfaction, and that applicable statutory and regulatory requirements are met.

Würth UK develops employees to be competent on the basis of appropriate education, skills, experience and training qualifications. Training includes general awareness and specific training applicable to responsibilities of the individuals' job description.

Training requirements are reviewed at all levels within Würth UK at regular intervals in liaison with applicable line managers. A formal skills review is conducted with each employee at their annual appraisal and ongoing and/or future training and/or re-certification requirements are recorded on their Employee Record.

All new employees are provided with suitable induction training to ensure that they have sufficient information and instruction to comply with Würth UK's health and safety policy and procedures. The induction process includes an introduction to Companies quality, occupational health and safety, environmental and quality policies, the QHSEMS and their role in the operation of them.

Additional induction training is approved for any young persons employed by Würth UK.

Prior to putting a person to work, the manager responsible will provide suitable site induction training, including applicable hazard and specific health and safety rules.

All employees' issues with PPE are provided with advice on how to store and maintain and when to request replacement PPR.

All employees are provided with awareness and where applicable additional training on the following:

- Fire Safety
- First Aid
- Manual Handling
- Display Screen Equipment
- Risk Assessment and Method Statements

All employees are provided with training on environmental awareness including responsibilities associated with their role, environmental aspects and potential and actual environmental impacts, pollution prevention and the applicable sections of the environmental parts of the QHSEMS

All training records are kept on employees Personnel Records to ensure as far as reasonably practicable that employees achieve consistent standards of competence and training

## **Manual Handling**

Würth UK consult with an Independent Health and Safety Consultant to assist in the control of common hazards associated with its work activities.

Where operations cannot be avoided, specific assessments will be made and procedures developed to minimise the risk. Selection of appropriately capable staff will then take place, following by any necessary training, information and instruction. All employees are encouraged to discuss potential unidentified manual handling problems with their manager.

## **Hazard Identification, Risk Assessment, Method Statement and Determining Controls**

Hazard Identification, Risk Assessment, method Statement and Determining Controls describes the method used by Würth UK to ensure:

- Würth comply with the Management of health and Safety at Work Regulations 1999 and other regulations which require risk assessments to be conducted by employers, and the significant findings from those risk assessment brought to the attention of all those at risk.
- Risks to employees and other interested parties who could be exposed to occupational health and safety (OH&S) hazards associated with Würth UK's activities are eliminated or minimised as 'acceptable risk' and as 'reasonable practicable'.
- Effective planning, operation and control of process which relate to the management of Würth UK's OH&S risks.

Würth UK's Health and Safety Management Representative will carry out ongoing assessments of the risks as required by the Regulations, where significant risks have been identified.

Where applicable method statements for controlling the works being undertaken are completed.



## Control of Substances Hazardous to Health (COSHH)

Control of Substances Hazardous to Health (COSHH) describes the method used by Würth UK:

- Ensure the Control of Substances Hazards to Health Regulations (COSHH) 2002 as amended in 2004 are complied with to prevent employees and others from being exposed to substances hazardous to health or, if prevention is not reasonable practicable, to adequately control their exposure.
- Comply with environmental legislation by minimising the impact of hazardous substances on the environment and the waste it creates.

## Accidents and Incident Investigation, Analysis and Reporting

Accident and Incident Investigation, Analysis and Reporting describes the methods used by Würth UK to investigate and analyse accidents and occupational health and safety, and environmental incidents in order to:

- Determine any underlying occupation health and safety and environmental deficiencies and other factors that might be causing or contributing to the occurrence of incidents.
- Identify the need for corrective action, and opportunities for preventive action and continual improvement and implementing appropriate actions designed to avoid their occurrence.
- Communicate the results of investigations.
- Investigate nonconformities determining their cause and taking actions in order to avoid their reoccurrence.
- Review the effectiveness of corrective and preventive action taken

	2018	2019	2020	2021	2022	2023
Accidents	27	34	12	18	10	27
Incidents	1	0	4	5	24	33
Near Miss	20	17	6	7	9	10
RIDDOR	0	1	0	0	0	2

## **Monitoring and Maintenance of Equipment**

Calibration and Maintenance details how Würth UK ensure all equipment are fit for purpose. All equipment requiring monitoring, maintenance or testing is listed on a central database held by Würth UK.

The management and maintenance of certain equipment types is controlled and recorded on the central database, and repairs are conducted as and when required.

Supervisors and users monitor the performance of equipment on a regular basis.

Preventive maintenance as and when required is conducted in-house or by approved contractors to ensure continuing process capability.

All portable electrical equipment is portable appliance tested (PAT) in accordance with the current regulations.

All working lifting equipment is thoroughly examined at Six month intervals in accordance with LOLER and a register is maintained as per the Control of Documents and Records procedure.

Test equipment is serviced by an approved contractor (Approved as per Control of Suppliers and Subcontractors procedure) in accordance with the manufacturers' recommendations and all legal and regulatory requirements.

## **Supplier and Subcontractors**

Würth UK approve suppliers and subcontractors by assessing their level of compliance, in particular their adherence to legislation, ability to provide a satisfactory service to Würth UK. They also hold certification to applicable third party approval(s).

Würth UK evaluates and selects suppliers based on their ability to supply product(s) or services in accordance with Würth UK's requirements. The criteria for selection, evaluation and re-evaluation are established, and records of the results for evaluations and any necessary actions arising from the evaluations are maintained.

## **Fair Trade policy**

At Würth UK we believe in ethical working and trading and would endeavour to only trade with those of similar values.

There is no active policy, however we would not knowingly work with anyone who was unethical within their working environment.

We believe our Subcontractors, Suppliers and customers all work in an ethical manner and the type of product that we sell does not really lend itself to this type of abuse.

## **Warranty**

The Würth Group offer warranties on their products which vary from product to product. These are passed on to the benefit of Customer.

## **Bribery and Corruption Policy**

Würth UK is committed to applying the highest standards of ethical conduct and integrity in its business activities and has implemented an Anti-Bribery Policy and communicated to all employees

## Environmental Aspects and Impacts

Environmental Aspects and Impacts describes the methods used by Würth UK Ltd to:

- Identify the environmental aspects of the company's activities, products and services, determining the aspects that have or can have significant impacts on the environment that it can control and influence to reduce our impact on the environment.
- Ensure effective planning, operation and control of processes that relate to our significant environmental aspects.

These activities take into account planned or new developments, new or modified activities, products and services.

Würth UK Ltd has examined its activities and services to determine which of them have an impact on the environment and where possible the impact has been measured. The results of the analysis are presented in the company's register. The relative significance of the various aspects is a factor which influences the selection of items for inclusion in environmental improvement and action plans. Guidance on how to rate the significance of aspects is given in the Environmental Aspects and Impacts Review.

The information on environmental aspects is reviewed and updated during the management review.

We test our procedures on an annual basis by conducting:

- Internal audits on the process and requirements including clarifying employee awareness on how to deal with emergencies.
- Annual unannounced fire drills and weekly fire alarm testing.

## Carbon Emissions

Würth UK Ltd are constantly trying to reduce emissions, as per our commitment and certification to ISO 14001. Whilst we do not currently measure our carbon emissions, we have invested in the following technologies to reduce our energy usage and carbon emissions:

- 2017 Hot drinking water boilers - installed these in place of energy inefficient kettles.
- 2018 Spills - Introduced into our emergency preparedness procedures
- 2018 Water consumption - Removal of large water storage tanks and introduced water consumption monitoring
- 2018 Chemicals usage- Reduction in use of herbicides and pesticides by reduced the number of times our head office site was being chemically treated
- 2019 Gas boilers - New boilers installed to be more energy efficient.
- 2019 LED office lighting - Introduction of project to change all office lighting from Florescent to LED
- 2020 Hybrid vehicles - introduction of Hybrid and RDE2 EUR 6 vehicles to replace RDE2 vehicles
- 2020 Legislation changes - We record emissions which will be published
- 2020 SECR - As per regulation we are becoming SECR compliant.
- 2021 Warehouse heating - Introduction of warehouse heaters project to modernised gas heaters over the next three years, to be more energy efficient.
- 2022 Installation of Radiant heating in our Highbay warehouse

## Waste Management

Waste management describes the method used by Würth UK Ltd to ensure:

- All types of waste are handled and segregated correctly to adhere to legislation, good environmental performance, the health and safety of people and to satisfy clients and customer requirements.
- Controlled waste is managed properly and disposed of safely as stated in section 34 of the Environmental Protection Act 1990 as per the Duty of Care of controlled waste.

Würth UK Ltd has registered with the Environmental Agency and hold a waste carrier licence.

## Customer Services

Our dedicated Customer Services Team are here to support you with an query you may have by phone, email, or via our webchat:

Welcome to Würth UK | For trade customers only English ▾

**WÜRTH**  Shopping basket 0

[Online-Shop](#) [Services](#) [Company](#) [Trade Stores](#) [Brochures](#) [PPE](#) [Promotions](#) [Returns](#) [Contact us](#) Login

[TRADE CUSTOMERS](#) [CLICK & COLLECT](#) [FAST DELIVERY](#) [03300 555 444](#) [25,000+ PRODUCTS](#)

**Catalogue**


Product categories

- DIN catalog
- ISO catalog
- Web Deals
- Power Tool Clearance

Product categories

- Advertising materials >
- Anchor technology >
- Automotive parts >
- Brazing, soldering and welding >
- Building materials >
- Electrical installation >
- Fasteners >


**CREATE COSHH ASSESSMENTS ONLINE WITH ISI!!**



**NEW HIGH VISIBILITY RANGE**

**In stock now.**  
Don't miss out!

[FIND OUT MORE](#)



**WEB** LIMITED TIME ONLY

**Support**

Thank you for getting in touch. Please fill out the below so our Support Team can assist you.

**Name (optional)**

Or social sign in:

**Email (optional)**

**Department**

**Message**

zendesk Start chat