# Thomas Kneale Supplier Visit- Summary Report

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|  | Observations | Follow-up |
| Industry Analysis | The organisation is committed to the public sector with the majority of their business here. Possess a good understanding of customer requirements and targeting of products, supporting stock availability. Evidence of monitoring industry trends, possibly more reactive to the demands of customers rather than leading. | Further information needed on plans to mitigate the impact of Brexit when timely.  Possibly make more seasonal contact to understand emerging trends and responsiveness to these. |
| Manufacturing Process | Provided an opportunity to gain a fuller understanding of their manufacturing processes and relationships. Do not have an in-house manufacturing arm but are closely aligned to partner mills. Given the nature of the product, supply base and materials are international; in possible high risk countries. This requires additional levels of scrutiny and ongoing attention. |  |
| Supply Chain Visibility | High level of supply chain visibility at tier 1, this is followed down through other tiers. Enforcement of company policies throughout the supply chain, though these may be tailored to the circumstances of the supplier. Utilisation of third party auditors. Insufficient demand from customer base for sustainable inputs. | Monitoring of any improvements in level of visibility and developments in inputs. |
| Staff Welfare | A high agenda item for TK as payers of the living wage foundation rate and members of the equality register.  Little information was available on health and safety. | Follow up on health and safety at next visit. |
| Waste | This area was discussed and initiative raised however, it would benefit from further exploration of the targets and measures in place in accordance with ISO 14001 | Progress on packaging reduction.  A follow up visit to look at ISO 14001 performance. |
| Energy and Water | As above, this was discussed at the meeting and initiatives were raised. There was a recognition that progress is restricted by their circumstances, namely their rented premises which they will look to move out of in the not too distant future; and there was insufficient review of specific targets. | A follow up visit to look at ISO 14001 performance. |
| Quality | ISO 9001 accredited supplier. Further information could be sought |  |
| General | The are of positive impacts could be further explored through other areas of the questionnaire demonstrate this. |  |