

## Product Compliance

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### Responsible Staff

Product Compliance Officer  
Product Managers  
Purchasing  
Receiving  
Distribution

### Purpose

To ensure that all products sold meet all applicable Australian mandatory and voluntary requirements and that satisfactory proof of compliance is available to third parties as required.

### Overview

The Product Compliance Officer is responsible for managing and maintaining this process.

Product Managers are responsible for setting specific product requirements and completing the compliance checklist/declaration before the product is released for sale.

Purchasing is responsible for passing the specification to vendors and collecting relevant documentation.

Purchasing is also responsible for selection and auditing of vendors

### Steps

#### 1 Product Compliance Officer

- 1.1 Periodically review this process and the compliance checklist to ensure that they continue to reflect current business and product requirements
- 1.2 Review and approve all vendors
- 1.3 Arrange training in the process and safety requirements as needed for affected staff

#### 2 Product Managers

- 2.1 Initiate a compliance folder for each new product and set up the compliance checklist indicating the applicable sections
- 2.2 Ensure that all backup documentation has been received and that the compliance checklist is completed and signed before the product is distributed locally.
- 2.3 Review a sample from each delivery against the checklist to ensure that it matches.  
A new checklist and reports must be prepared for any change in product design or vendor
- 2.4 The compliance checklist and / or supporting documentation may be provided to customers on request to confirm a product's compliance.

2.5 Refer any issues or questions to the Compliance Officer.

## **3 Purchasing**

3.1 Ensure that only vendors approved by the Compliance Officer are used.

3.2 Review all new vendors and obtain documentation to demonstrate that they are appropriately qualified to supply product as specified to a consistent standard.

Documentation may include 3<sup>rd</sup> party audits for quality and social compliance and / or recommendations from other customers.

Documentation must be submitted to the Product Compliance Officer to support the approval of the vendor as a supplier

3.3 Ensure that a copy of the product's compliance checklist is sent to the vendor and that the supply of required documentation forms a part of the contract of sale.

3.4 Ensure that compliance documentation is supplied as requested, is relevant to the product being supplied and shows compliance with the requirements specified.

3.5 Conduct periodic audits of vendor compliance to ensure that products supplied match the descriptions and reports provided

Audits should be targeted according to risk parameters, e.g. new vendors, vendors that have previously failed audits, high risk products, etc.

## **4 Receiving**

4.1 Review receipts against QA checklist

## **5 Distribution**

5.1 Ensure that product is not shipped until released by the Product Manager