



# Zip Water Supplier Manual

Edition 1 / June 2020

---



---

**Publication Date:** 01/06/2020

**Review Date:** -

**Version Number:** 1

---

[zipwater.com](http://zipwater.com)

# Table of Contents

1. Introduction.....	6
2. Code of Conduct.....	7
3. Supplier Requirements.....	8
3.1 Quality Management System Requirements.....	8
3.2 Supplier Approval Process.....	8
3.3 Product Qualification Requirements.....	9
3.4 Supplier Product Compliance.....	10
3.5 Drawing Control.....	11
3.6 Tooling Control.....	12
3.7 Corrective Action System.....	12
3.8 Concession/ Deviation Requests.....	13
3.9 Supplier Performance and Development.....	14
<b>Appendix.....</b>	<b>15</b>
A. Ethical Compliance Supplier Questionnaire.....	15

# Welcome to Zip Water

Zip Water has been creating and manufacturing Australian designed and made water systems since 1947. With unrivalled expertise in instant filtered boiling, chilled and sparkling water taps, Zip Water is known globally for being home to the world's most innovative and advanced drinking water systems.

Today, Zip Water are proud to provide homes and workplaces in over 70 countries across the world with pure-tasting water from our range of stylish Zip HydroTaps.

**1947**

Zip founded in Australia as a manufacturer of sink and bath heaters



**1988**

Zip launches first underbench boiling unit with the first Zip tea tap specified into Parliament House of Australia



**1996**

Zip introduces its first HydroTap with instant, boiling and chilled water, with two underbench boxes



**2012**

Zip creates a system that dispenses boiling, chilled and sparkling water from one tap - a world first



**2016**

Zip introduces eight new Platinum finishes. Zip launches Zip Assist with connected HydroTap



**2018**

Zip launches HydroChill, a range of high capacity sparkling filtered chilled and sparkling water systems



**1975**

Zip invents the world's first small on-wall instant boiling water systems



**1991**

Zip opens in the United Kingdom and soon wins a place in 10 Downing Street



**2000**

Zip launches its newly designed boiling and chilled product with a single underbench box - winning Australian Design Mark Award



**2015**

Zip introduces three new styles with Design range launch and wins Good Design Award



**2017**

Zip introduces the HydroTap All-In-One Celsius Arc - five water types from one stylish tap - winning Good Design Awards



**2019**

Zip launches Micro - our smallest under-bench system footprint, 37% narrower.

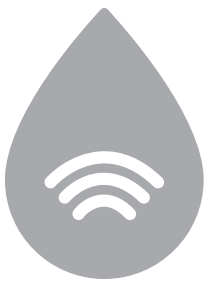
Headquartered in Sydney, Zip Water has offices in Canberra, Melbourne, Brisbane, Adelaide, Perth, Darwin and Townsville. A network of more than 300 trained service technicians provides installation, maintenance and service nationwide.



# About Zip Water

Zip Water is a high performance, highly responsible water technology company whose core business is the value-added transformation of water.

Zip Water is driven by key values that define our company, culture and products.



## Innovation

Creator of the world's most advanced range of drinking water systems



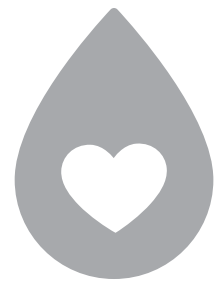
## Quality

Our patented and energy efficient technology delivers pure tasting water from quality products that people love



## Performance

We operate to the highest standards of design and functionality



## Care

We deliver outstanding customer service and extend this same care to the planet through sustainable products and initiatives

We build all our solutions around 4 core pillars:

### Engineering leadership

- Superior filtration
- Superior performance
- Premium reliability
- Superior safety

### Design leadership

- Desirable ranges and accessories
- Smart interfaces
- Smart experiences
- Customised 'smart water' solutions

### Service leadership

- Largest support network
- Smart data driven
- Customer care culture

### Sustainability leadership

- More energy efficient
- More water efficient
- EPD (environmental product declaration)
- Save bottled water

# 1. Introduction

## Our Partners

Zip Heaters (Aust) Pty Ltd (trading as Zip Water) believes in the value of our supply partners. We strive to have strong established relationships. We rely on our partners to provide material, products and services to meet all the requirements of our agreements, contracts, applicable specifications, as well as the quality management requirements listed in this document. We are here for the long term and we commit to pay our Suppliers on time, as agreed.

## Objective

The purpose of this manual is to layout to Zip Water suppliers the core requirements of their quality management system, conduct, performance and development. This manual describes what Zip Water expects our partners to do to ensure that all Zip Water requirements and expectations are met.

## Expectation

The described actions within this this manual are expected and necessary with a level of agreed and acceptable flexibility that must ensure compliance.



## 2. Code of Conduct

Zip Water requires all its supply partners to ensure their operations are conducted in a manner that are ethically, legally, environmentally and socially responsible.

The principle requirements are:

### Ethically

Partners will conduct their business in a manner that meets the 'Code of Ethics' policy of Zip Water. Any evidence of corruption, bribery, improper advantage, or any other form of illegal practice by the supplier or associated operations will terminate all relations with Zip Water.

Partners will ensure the confidentiality of all Zip Water contracted products or new products under development and related information, as well as shared intellectual property.

### Legally

Partners must adhere to all local, state and federal laws and regulations of the country in which they reside.

### Environmentally

Partners will maintain and operate its facilities and processes in accordance with the local, state and federal environmental, health and safety laws and regulations of the country in which they reside.

Any Zip Water staff or client of Zip Water shall not be exposed to unsafe conditions and hazardous product as a result of a partner delivery to Zip Water. Any such items should be clearly marked and visible and documented handling and protection information must be provided.

### Socially

In accordance with any local, state and federal laws and regulations of the country in which they reside:

- **Non-Discrimination:** Partners will not discriminate against sex, race, colour, age, physical disability, political affiliation or any other defining characteristic that is prohibited.
- **Labour:** Partners will not employ workers of minimum legal age; Partners will not engage in forced or slave labour; Partners will not exceed the daily or weekly working hours permitted; Partners will compensate workers accordingly, including minimum wage, overtime and benefits.

# 3. Supplier Requirements

## 3.1 Quality Management System Requirements

All of Zip Water's partners shall maintain a Quality Management System (QMS) suitable to the products and services purchased that is externally certified to the latest version of ISO 9001 or have a system that is compliant to this standard on approval from Zip Water.

All Zip Water partners understand and agree that it may be subject to audits by Zip Water at reasonable times. During an audit, partners are required to grant Zip Water the right to review the supplier's quality management system, and/or manufacturing process for specific product issues at the suppliers work site. Zip Water's representative will discuss any problems encountered during the audit and secure any required corrective action.

## 3.2 Supplier Qualification Process

All suppliers of production materials to Zip Water must be qualified suppliers. The extent of the qualification process is dependent upon the criticality of product purchased and other factors determined by Zip Water.

The qualification process in its most complete form consists of four parts:

- i. A Commercial Assessment, completed by the supplier, for general information on the company location, size, capability and financial stability.
- ii. A Technical Assessment where samples may be requested for technical capability review.

Further progression will require:

- iii. A Quality Management System self-assessment completed by the supplier, using the Zip Water supplier assessment survey form.
- iv. An on-site assessment by Zip Water personnel or their authorized agents, involving
  - A business assessment to determine whether the supplier has financial resources, production capacity, and other business resources needed to fulfil Zip Water 's production needs.
  - A quality assessment to determine the supplier's quality management system is in place and functioning effectively
  - A technology assessment to determine whether the supplier has the needed technical resources, including production and inspection equipment, facilities, engineering resources, etc.

Zip Water periodically re-evaluates suppliers using quality performance data and/or on-site assessments.

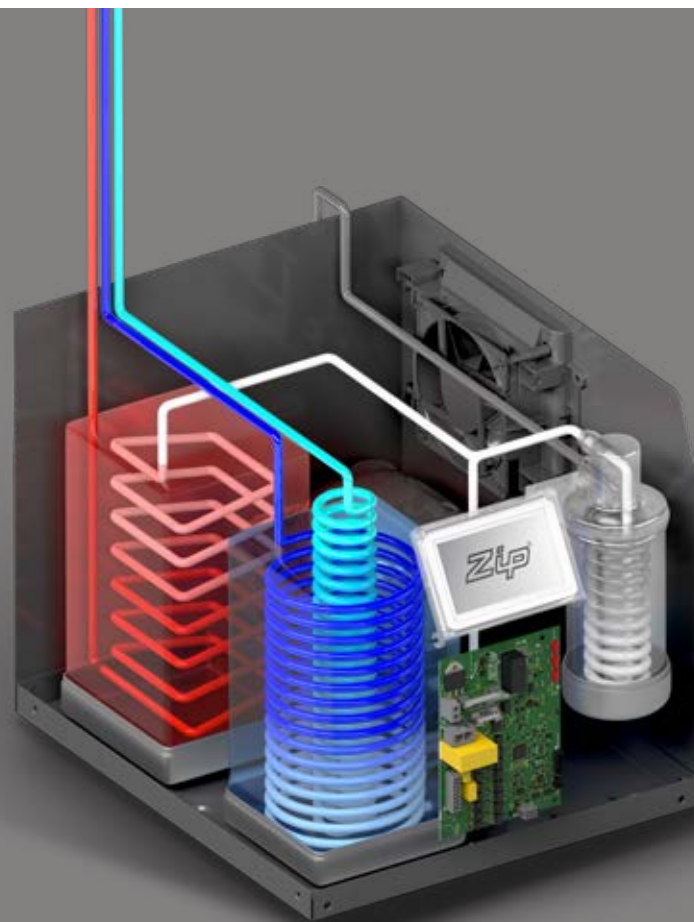


### 3.3 Product Qualification Requirements

The supplier is responsible for submitting all First Article inspection data (FAI) requested by Zip Water on the first article requirements checklist. Zip Water and the supplier will agree on the number of the samples required to support this. Where possible, all qualification documents should be submitted to the appropriate supplier quality engineer in electronic format.

Data required may include some or all of the following:

- i. Product Feasibility Analysis (PFA)
- ii. Design Verification and DFM sign-off
- iii. Moulded or Die cast parts FPR (where applicable)
- iv. Production layout
- v. Process flowchart
- vi. Equipment testing and gauge list
- vii. FMEA
- viii. Control Plan
- ix. Standard Operating procedures
- x. Standard Inspection procedures
- xi. Production, QC and traceability records
- xii. First PO material Incoming QC
- xiii. Pilot run Verification test
- xiv. Any other specific requirement determined as critical.
- xv. In some cases, ZIP personnel may wish to be present during the initial production run.



### 3.4 Supplier Product Compliance

Zip Water has a responsibility for the regulatory compliance of the products it manufactures, and as part of that responsibility, we require our suppliers to take the same approach. The required Certifications or Product Approvals will be prescribed.

Zip Water will define the specifications to our suppliers in one of the following formats:

	Product, component or assembly	Specification/Drawing
1	Zip designed components	Zip Drawing is the specification document
2	Zip designed components as complete assemblies	Zip Drawings and BOM's with assembly spec/instruction (when required)
3	Off-the-shelf component or assemblies (eg. compressors, filters and screws)	Supplier drawing or specification document or both
4	Finished saleable product	Supplier Drawings & Spec sheets and / or Zip brand aligning document spec

Our suppliers are asked to ensure adherence of their products to all referenced bodies of compliance. This could include, but are not limited to:

- WRAS Compliance
- NSF Compliance
- BS 6920 Compliance
- TMV2 / TMV3 Compliance
- IPC-610
- RoHS Compliance
- WEEE Compliance
- REACH Compliance
- Watermark Compliance
- EMC
- Electrical Safety



### 3.5 Drawing Control

The supplier must have a documented system for assuring the latest Zip Water drawings are in effect at their facility for all parts shipped to Zip Water. Any exceptions to this must be approved by Zip Water Procurement.

Such as system must include:

- A documented procedure that describes the method used for the receipt, review, distribution and implementation of all changes to drawings and specifications, both Zip Water and their own drawings.
- The control of obsolete drawings.
- A Change Process. Change requests must be submitted using the Supplier Change Request (ECR) form and approved by Zip Water. The originator of the ECR must include the part number, description, drawing number, description of change and reason along with a proposed effective date.

**NOTE: Suppliers may not make any changes in their process, location, material, sub supplier or to parts without written approval from Zip Water.**

### 3.6 Tooling Control

The supplier must have a control system for assuring that tooling sourced for Zip Water is exclusively used for this purpose. Tools are to be maintained for the agreed life of the tool and issues raised should any occur that prevent the tool from being used to its life.



## 3.7 Corrective Active System

A supplier must have a Corrective Action system for use when problems are encountered within their manufacturing facility or after nonconforming product has been shipped to Zip Water.

The corrective action system utilized should follow the process outlined below.

Use a team approach to

- Describe the problem
- Identify impacts
- Contain the problem
- Identify and verify root causes(s)
- Implement permanent corrective actions
- Verify corrective action effectiveness
- Close the corrective action

The focus should be on identifying the root cause(s) of the problem and taking action to prevent its recurrence.

### **Non-conforming parts at Supplier Premises**

It is expected that substandard parts will be, where possible, contained within the supplier's facilities. Where this does not occur, immediate notification must be sent to Zip Water to ensure the sub-standard parts already shipped are identified and quarantined pending further action.

### **Non-conforming parts at Zip Water Premises**

For nonconforming parts identified at Zip Water's premises notification will be sent to the supplier, either written or verbal.

In either case:

- Investigation of the scope and any recommendations on quarantine will be made by the supplier within the first 48 hours.
- Root cause analysis response shall be made within 5 working days unless otherwise agreed by Zip Water.
- Permanent corrective action recommendations will be made within 10 working days unless otherwise agreed by Zip Water.

### 3.8 Concession / Deviation Requests

A supplier is never permitted to knowingly ship product that deviates from the design or specifications. Should product be manufactured outside of specification that the supplier wishes to ship for a given reason, a concession from Zip Water Quality must be applied for.

- i. The reason for the concession application must be reasonable and limited to a specific manufacturing issue.
- ii. Consideration of a concession may require data and / or samples for evaluation.
- iii. Any testing cost may be charged to the supplier at the discretion of Zip Water.
- iv. All product affected must be suitably quarantined and labelled by the supplier.
- v. Approval or decline of a concession will be in writing

Any concession granted is temporary and must not be construed as an Engineering change.

### 3.9 Supplier Performance and Development

Zip Water believes that its supply partners are a truly important factor in the success of its business, therefore the rating of a supplier's performance in relation to Quality, Delivery and Process Continuous Improvement has a goal of developing overall performance. A Supplier Dashboard, Supplier Score Card or another quality or rating tool will be used at Zip Water's discretion.

These measures will be discussed at regular Intercompany Review Meetings that will include but will not be limited to Daily Operations, Service levels, KPIs, VAVE, Nonconformances, continuous improvements.

Some examples of measures that Zip Water consider are:

- < less than agreed DPPM, against specification,
- No YOY repeat nonconformances,
- Kanban availability of 98% for A-Class material, 95% for B-Class and 93% for C-Class
- Achieve and maintain all relevant part Certification
- DIFOT Target >98%
- Maintain YOY QMS Certification
- 6 monthly product and/or refresher training on components and handling as required
- Nonconformance resolution within 5 business days following the nonconformance notification.
- Currency and control of all specifications and drawings
- Golden Samples available for each component supplied to Zip Water
- Business Continuity Plans in place for supply

Through such performance measurements, Zip Water's Supplier Development Programme is designed to improve both Zip Water and its Supply Partners operations in all areas of business, including new product development, engineering, quality, communication, performance, delivery and total cost through the implementation of a Lean Manufacturing programme, in collaboration with other quality improvement tools.

In developing a Continuous Improvement Plan both Zip Water and its partner will share the process of:

- i. Identifying opportunities for improvement
- ii. Jointly create a plan for the improvement
- iii. Implement and execute the improvements by priority
- iv. Review and assess the improvements by analysis of results

Both parties will agree on a case by case basis how the savings generated by a CIP will be shared in the way of a Price Review. Any agreed product design changed must be agreed as 'fit for purpose' by both parties before release. Any continuous improvement initiative must ensure the continuity of any Product approvals already agreed and in place.



# Appendix

## Ethical Compliance Supplier Questionnaire

Legal Compliance	Yes	No
<b>A1</b> Does your organisation comply with all laws and regulations applicable to its business?		

The Modern Slavery Act 2019 (“The Modern Slavery Act”) requires all organisations carrying out business in the Australia with an annual turnover of \$100million or more to comply with the requirements of the Modern Slavery Act.

Modern Slavery Act	Yes	No
<b>B1</b> Is your organisation required to comply with the requirement of the Modern Slavery Act?		
If you have answered ‘yes’ to question B1 above, please answer questions B2 to B9 below and the questions in Sections C, D and E.		
If you have answered ‘No’ to question B1 above, please ignore questions B2 to B9 below and answer the questions in Sections C, D and E.		
<b>B2</b> Has your organisation undertaken a risk assessment to assess the risks of modern slavery in its supply chain?		
<b>B3</b> If your answer to question B2 above is ‘no’, does your organisation intend to undertake a risk assessment?		
<b>B4</b> Has your organisation published a Modern Slavery Act Statement?		
<b>B5</b> If your answer to question B4 above is ‘no’ does your organisation intend to publish a Modern Slavery Act Statement?		
<b>B6</b> Does your organisation have procedures in place respond to incidents of modern slavery?		
<b>B7</b> If your answer to question B6 above is ‘no’, does your organisation intend to put measures in place to respond to incidents of modern slavery?		
<b>B8</b> Does your organisation have procedures in place to manage the risks of modern slavery in the supply chain?		
<b>B9</b> If your answer to question B8 above is ‘no’, does your organisation intend to put measures in place to manage risks of modern slavery in the supply chain?		

Human Rights	Yes	No
<b>C1</b> Does your organisation have policies and processes in place prohibiting child labour, the exploitation of workers, the use of forced and compulsory labour and human trafficking in its business and across its supply chain?		
<b>C2</b> Does your organisation have an equal opportunities policy which prohibits any form of discrimination in the recruitment, compensation, promotion, access to training, termination and retirement of employees?		
<b>C3</b> Does your organisation respect the right of employees to exercise their rights of free association, union membership and other forms of collective bargaining?		
<b>C4</b> Does your organisation provide a safe and hygienic working environment, bearing in mind the prevailing knowledge of the industry and of any specific hazards?		
<b>C5</b> Does your organisation provide a working environment free from physical, psychological and verbal harassment and other forms of abusive conduct?		
<b>C6</b> Does your organisation have a drug free policy and maintain a workplace free from illegal drugs?		
<b>C7</b> Does your workplace comply with relevant working time and minimum wage regulations?		

Conflict Minerals	Yes	No
<b>D1</b> Does your organisation have; (i) Supply chain policies in place to avoid the purchase and/or use of conflict minerals (tin, gold, tungsten and tantalum) and;		
(ii) Processes in place to determine whether products contain conflict minerals?		

Counterfeit Materials	Yes	No
<b>E1</b> Does your organisation have in place written procedures for the detection and prevention of counterfeit products and parts in the supply chain?		
If your response to question E1 is 'yes', please answer questions E2 and E3 below		
<b>E2</b> Are your counterfeit materials procedures aligned to an international standard?		
<b>E3</b> Do you audit your suppliers for compliance with your counterfeit standard?		





AUSTRALIA 1800 947 827  
**zipwater.com**