

METLAB Supplies Ltd

Customer and Supplier Information

Company Profile

27 January 2026 v25c

Introduction

METLAB is a specialist supplier of chemical and laboratory equipment. We have a diverse and wide-ranging supplier network. Our industry expertise is unrivalled. We can source products and equipment from our diverse supplier network.

METLAB is a high-quality supplier. We are a family-owned business and have been successfully operating since 1984. Our commitment to product and service excellence is second to none. As a company certified against both ISO 9001 and 14001 standards, we fully understand the need to ask for and complete information on our policies, approach and certification against recognised standards. The fact that we have been certified against these standards for many years, demonstrates our continued commitment to service quality and environmental sustainability.

This profile has been compiled primarily to provide our existing and potential customers with all the key information they need to meet their own quality management system requirements. This is because we no longer complete individual questionnaires.

The profile is regularly updated to take account of any changes, but if the information you require is not contained in the profile and is essential to your own quality system requirements then please come back to us and we will consider your request on an individual basis. Our evidence suggests that this profile will give you all the information you need to evaluate our business and approach. You can simply append this profile to your own supplier assessment documentation.

We have uploaded several of the documents referred to in this Profile onto our website.

I hope you find the information meets all your needs.

A handwritten signature in black ink, appearing to read 'Ian Metcalf', written in a cursive style.

Ian Metcalf

Director

27 January 2026

Section1 Company Profile and General Information

1 Company Information	<p>METLAB Supplies Limited Glendale Avenue Sandycroft, Deeside, Flintshire, CH5 2QP (Also Registered Office Address)</p> <p>Tel: 01244 526300 Fax 01244 526301 e-mail: sales@metlabsupplies.co.uk Website: www.metlabsuppliesltd.com</p> <p>Company Registration No: 1794167</p> <p>EORI No: GB406163480000</p> <p>Staffing – 27 (headcount) Annual Turnover - Circa £20m/annum</p> <p>Company Directors: Barry Metcalf and Ian Metcalf</p> <p>We are a specialist supplier of chemical products and laboratory equipment with an established reputation for delivering high quality products and reliable and responsive services to a diverse range of customers. We have been in business for over 40 years and have grown steadily over that period because of our commitment to product quality and service excellence.</p> <p>Quality Coordinator – for further information on quality, environmental and health and safety management systems please contact: Dr Paul McGreary - paul@metlabsupplies.co.uk</p>
2 Financial Information	<p>Bank Details</p> <p>HSBC PLC, 37 Chester Road, Shotton, Deeside, Flintshire CH5 1DE METLAB SUPPLIES LTD AC/NO 71064703 Sort Code 40-41-29 (For Suppliers)</p> <p>HSBC PLC, New Street, Birmingham METLAB SUPPLIES LTD A/C No: 03000217 Sort Code 40-61-35 (For Customers)</p> <p>VAT Registration No: 1794167</p> <p>Insurance Details Please refer to our website for the detailed company insurance information: www.metlabsuppliesltd.com</p> <p>Our insurance covers employer, public and product liability and is renewed annually every October.</p>

Section 2 *Summary of Key Policies and Approach

The following table provides a summary of our key operational policies and approach. Each area is underpinned by a more detailed policy document and complementary strategies and improvement objectives to operationalise each policy area.

Corporate Social Responsibility, Anti-slavery, bribery and corruption	<p>METLAB is committed to achieving its business objectives by operating fairly, responsibly and sustainably to help support the local economy, minimise detrimental social and environmental impacts and ensure compliance with applicable legislation and controls. This includes working with suppliers and customers who have a like-minded approach. We have produced a range of policies and actions to help tackle modern slavery and to promote ethical trading approaches.</p> <p>We have produced an Annual Anti-Slavery Statement which you can find on our website.</p>
Quality Policy	<p><i>METLAB's quality policy is to provide high quality, high value products and services to its customers supported using a dynamic and efficient quality management system, culture and approach that complies with the requirements of ISO 9001: 2015.</i></p>
Environmental Policy	<p>METLAB Supplies Limited recognises that it has a responsibility to improve environmental sustainability beyond legal and regulatory requirements. The company is committed to reducing its environmental impact and continually improving its environmental performance as an integral part of its business strategy and approach.</p>
Health and Safety Policy	<p>METLAB Supplies Limited is fully committed to protecting employees and others by taking its responsibilities for health, safety and wellbeing seriously and working beyond minimum legislative requirements and doing all that it reasonably can to create a safe working environment for our staff.</p>
Business Continuity and Data Protection	<p>METLAB uses an external hosted ICT system which provides system support and assurance to maintain service delivery in the event of a detrimental event. We have a Privacy Policy and minimise the volume of information we maintain about individuals other than employment information safely and securely maintained about our staff.</p> <p>A new Business Continuity Plan was developed in February 2021, following the twin challenges of BREXIT and the COVID-19 Pandemic, and is fully operational.</p> <p>We have also recently created a Cybersecurity Policy which is supported by our ICT Business Partner.</p>
ESG Strategy and Carbon Plan	<p>Our ESG strategy brings together the strands into this Environmental, Social and Governance Strategy incorporating our Sustainable Procurement Policy, CSR Policy and related policies which support our desire to be a well-run, sustainable business.</p> <p>We have also produced our first high-level Carbon Plan to provide a longer -term approach to achieving net-zero in line with government expectations.</p>

*The full policy statements and supporting documentation are available on request.

Section 3 Product and Service Quality

ISO 9001:2015*	Peers Quality Assurance Limited Certificate Number: 1UK/1/8797737907 Date of Initial Assessment: 11/08/2020 Date of Registration: 08/08/2024 Date Re-Issued: 08/08/2024 Date of Expiry: 19/07/2027 We first achieved certification against the 2015 standard in October 2017.
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Section 4 Environmental Management

ISO 14001:2015*	Peers Quality Assurance Limited Certificate Number: 1UK/1/3707777008 Date of Initial Assessment: 12/08/2020 Date of Registration: 08/08/2024 Date Re-Issued: 08/08/2024 Date of Expiry: 18/07/2027 We first achieved certification against the 2015 standard on 22 December 2017.
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***Copies of both certificates are available on our website.**

Section 5 Health and Safety

ISO 45001	<p>Although we are not certified against the international standard, our health and safety management system, risk assessments and safe systems of work follow the approach and principles in the standard. We have a programme for effective risk assessment and evaluation to ensure the health, safety and wellbeing of our staff and visitors to our site.</p> <p>We do not manufacture products or equipment. We focus solely on the identification, storage and distribution of a diverse range of chemical products and ancillary equipment to an equally diverse range of customers. Our health and safety risks are well understood and managed on site and when we distribute products and equipment to customers across the whole of the UK.</p> <p>We have a proven track record for effective health and safety management over the past 40 years. We have had no serious accidents or near misses since we started the business. Neither have we been subject to investigation or enforcement action for breaches of health and safety legislation.</p>
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We hope you find that the profile provides all the key information you need, but if you need any additional information, please do not hesitate to contact Dr Paul McCreary, our Quality Coordinator, and he will endeavour to help.