

# **METLAB Supplies Ltd**

## **Customer and Supplier Information**

### **Company Profile**

**04 November 2024 v24c**

#### **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 put together 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, as a matter of routine, intend to 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. The 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.

Since the re-design of our website we have placed some of the detailed information referred to in this profile directly onto our webpages.

I hope you find the information meets all your needs.



**Ian Metcalf**

**Director**

**04 November 2024**

**Section1      Company Profile and General Information**

<p><b>1 Company Information</b></p>	<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: <a href="mailto:sales@metlabsupplies.co.uk">sales@metlabsupplies.co.uk</a>          Website: <a href="http://www.metlabsuppliesltd.com">www.metlabsuppliesltd.com</a></p> <p><b>Company Registration No:</b> 1794167</p> <p><b>EORI No:</b>            GB406163480000</p> <p>Staffing – 26 (headcount)      Turnover Range £16-£19m/annum</p> <p><b>Company Directors:</b> 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 36 years and have grown steadily over that period because of our commitment to product and service excellence.</p> <p><b>Quality Coordinator</b> – for further information on quality, environmental and health and safety management systems please contact: Dr Paul McCreary - <a href="mailto:paul@metlabsupplies.co.uk">paul@metlabsupplies.co.uk</a></p>
<p><b>2 Financial Information</b></p>	<p><b>Bank Details</b></p> <p><a href="#">HSBC PLC, 37 Chester Road, Shotton, Deeside, Flintshire CH5 1DE</a>  <a href="#">METLAB SUPPLIES LTD AC/NO 71064703 Sort Code 40-41-29 (For Suppliers)</a></p> <p><a href="#">HSBC PLC, New Street, Birmingham</a>  <a href="#">METLAB SUPPLIES LTD A/C No: 03000217      Sort Code 40-61-35 (For Customers)</a></p> <p>VAT Registration No: 1794167</p> <p><b>Insurance Details</b>          Please refer to our website for the detailed company insurance information:  <a href="http://www.metlabsuppliesltd.com">www.metlabsuppliesltd.com</a></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.

<p><b>Corporate Social Responsibility, Anti-slavery, bribery and corruption</b></p>	<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>
<p><b>Quality Policy</b></p>	<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>
<p><b>Environmental Policy</b></p>	<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>
<p><b>Health and Safety Policy</b></p>	<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>
<p><b>Business Continuity and Data Protection</b></p>	<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><b>ESG Strategy and Carbon Plan</b></p>	<p>The 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**

<b>ISO 9001:2015*</b>	<b>Peers Quality Assurance Limited</b>  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**

<b>ISO 14001:2015*</b>	<b>Peers Quality Assurance Limited</b>  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**

<p><b>ISO 45001</b></p>	<p>We are not certified against the international standard, but our health and safety management system, risk assessments and safe systems of work follow the 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, as we are primarily a specialist sourcing, storage and distribution business. Our health and safety risks are well understood and managed on site and when we distribute to customers over the whole of the UK.</p> <p>We have a proven track record for effective health and safety management over the past 36 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>
<p><b>Business Continuity and Information Management/Security</b></p>	<p>As mentioned above, our systems are supported through an external IT business to ensure effective continuation of business operations in the unlikely event of a system failure.</p> <p>We also have a Business Continuity Plan which was first developed in 2020. This is unpinned by a range of policies for the effective management and security of business information.</p>

We hope you find the profile provides all the information you need, but if there is anything further you need, please do not hesitate to contact Dr Paul McCreary, our Quality Coordinator, and he will be happy to help.