

HOUSE OF FRASER

HOME QA MANUAL

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Guidance Notes

This manual must be read in conjunction with the following documentation.

- Supplier Manual
- Responsible Sourcing Policy
- Responsible Sourcing Code of Conduct
- Home Testing Manual
- Home Product Guidelines
- Home Care Labelling Manual – Textiles
- Home Labelling and Packaging Manual – Hardlines
- Home Sealing Document – Textiles
- Home Sealing Document – Hardlines

Go to <http://www.hofsuppliers.co.uk/info/SupplierManual.html>

All links in this document are denoted with **pink bold font**

Important Note: if any provision within this document or another Home specific document listed above, is inconsistent with the Supplier Manual, Responsible Sourcing Policy and Code of Conduct, the latter, central House of Fraser documents shall prevail.

This Manual contains details of House of Fraser's requirements relating specifically to HOME. Suppliers must familiarise themselves with the contents of this Manual and ensure that its contents are passed to all relevant parties in their organisations. This Home manual and associated Home manual documents, replace all versions of the Home supplier manual documents, prior to February 2017. Please note that this Home manual and related Home documents are updated from time-to-time. You may wish to review the Home Manuals periodically at www.hofsuppliers.co.uk/info/suppliermanual.html in order to ensure you have the most recent version. Your acceptance of a purchase order raised by House of Fraser under the agreement between the parties shall constitute acceptance of the then current Supplier Manual Terms and Conditions of Purchase. We will endeavour to ensure that you are informed of any changes as they occur. Please contact your usual House of Fraser contact immediately if you have any concerns as to any amendments made.

INTRODUCTION TO HOUSE OF FRASER

A premium department store established in 1849 and the proud holder of a Royal warrant.

Our Mission To make shopping for premium brands a premium experience. Worldwide. Responsibly.

Our Vision To drive long term sales growth and increased profit in the most sustainable way.

Our values

- Customer First
- One team
- Be the best
- Brave and inspirational
- Each other, One planet

RESPONSIBLE RETAILING

House of Fraser is a responsible retailer. We expect all of our suppliers to act responsibly and only supply products that are safe, legally compliant, fit for purpose and sustainably sourced.

It is important that you read and understand the [Responsible Sourcing Policy](#) and [Responsible Sourcing Code of Conduct](#). **This sets out your supplier responsibilities within the supply chain and details product expectations relating to sustainability, including labour, human rights, modern slavery, environment and animal welfare.**

For more information on sustainability see www.houseoffraser.co.uk/sustainability

INTRODUCTION TO HOME QA AT HOUSE OF FRASER

Our customers come first and we listen to what they tell us.

As a premium department store and holder of a Royal Warrant, our customer has a high expectation of product quality. In turn, our customers expect and trust us to deliver a consistent level of quality product, time after time.

The processes outlined in this manual show how we at House of Fraser approach quality and the measures we have put in place to assure this. As an approved supplier partner, we require you to join us in meeting these requirements in full, with a shared goal of delivering quality product, every time, on time.

Please liaise with House of Fraser QA team QualityHome@hof.co.uk with any enquiries relating to quality and the contents of this manual.

LEGISLATION

The following is a list of some key legislation that will need to be considered, when developing products for House of Fraser. This is not an exhaustive list and **it is the supplier's responsibility to keep fully informed and current of ALL legislation relevant to ALL the products being supplied to House of Fraser.**

- **General Product Safety Directive (GPSD) 2001/95/EC** General Product Safety Regulations 2005 (GPSR)
- The Furniture and Furnishings (Fire)(Safety) Regulations 1988 and all amendments. *Please ensure to follow updates for this regulation, which are anticipated in 2017.*
- The textile products (Labelling and Fibre Composition) Regulations 2011/2012 and all amendments. *It is a legal requirement that all UK/EU textile products to comply with this regulation.* <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1486978176122&uri=CELEX:02011R1007-20130701>
- Low Voltage Directive 2014/35/EU including Electrical Equipment (safety) regulations 1994 and Amendments
- RoHS 2 Restriction of Hazardous Substances RoHS 2011/65/EU
- EMC 2014/30/EU
- Waste Electrical & Electronic Equipment Regulations (WEEE) 2012/19/EU
- Energy labelling directive 2010/30/EU (Erp rating label) and amendments
- EC Regulation 244/2009 eco-design requirements for non-directional household lamps and amendments indicated in COMMISSION REGULATION (EU) 2015/1428 of 25 August
- Regulation (EC) No 1935/2004 Materials and Articles in Contact with Food (MACF)
- Commission Regulation (EU) No.284/2011 Polyamide and Melamine intended to come in contact with foodstuffs
- Regulation (EC) No.1895/2005 Epoxy Derivatives intended to come in contact with foodstuffs
- Overall Migration test for plastic materials in contact with Foodstuffs-commission Regulation (EU) No. 10/2011 and its amendments
- Biocidal Products Regulations (BPR) (EU) 528/2012
- The Toys Safety Directive 2009/48/EC
- The Pencils and Graphic Instruments (Safety) Regulations 1998
- EU Illegal Logging Directive EU/995/2010 for compliance. European Timber Regulations.
- CLP (Classification, Labelling & Packaging) Regulations.
- All products must be compliant with REACH *Please ensure to follow updates for this regulation, which occur frequently.*
 - I. ECHA website REACH <https://echa.europa.eu/regulations/reach>
 - II. Candidate list <https://echa.europa.eu/candidate-list-table>
 - III. Annex XVII list <https://echa.europa.eu/addressing-chemicals-of-concern/restrictions/substances-restricted-under-reach>

House of Fraser reserves the right, at any time to request verification that any product delivered to House of Fraser is in full compliance with relevant current legislation. This may be in the form of additional testing. Delivered goods that do not comply in full with the most current relevant legislation may be removed from sales and with full cost recuperation. Proof of conformance may be requested at any stage of production, delivery, sale, or after sale.

PRODUCT SAFETY

House of Fraser employs a safety first policy. This is a primary consideration when risk assessing product.

Safety is never and can never be knowingly compromised.

All UK and EU businesses have a legal responsibility to only sell products that are safe. Suppliers have a legal duty to only supply product that is safe.

Product is deemed safe when taking into consideration both intended and foreseeable use*.

* Foreseeable use includes customer usage that is not as intended however can or may be expected.

SAFETY RECALL

If a product is found to be unsafe or at risk of being unsafe after being placed on the market, such as in House of Fraser stores, or on our website, we have a legal responsibility to immediately withdraw the product/s from sale and notify customers. We also have a legal responsibility to notify the UK government authorities and where the product is sold in other countries within the EU, to notify wider European member states through a **Rapid Alert System** known as RAPEX.

This process is known as a Safety Recall and is actioned through House of Fraser's in-house safety recall process.

The supplier may be liable for any costs incurred by House of Fraser in relation to a product recall.

In Europe, the General Product Safety Directive (GPSD) issues clear guidelines to all EU member states with regards to managing safety of product including how to communicate when products are found to be unsafe.

The UK law issued under the General Product Safety Directive is the General Product Safety Regulations 2005 (GPSR).

It is crucial that the full implications of product safety pertaining to both GPSD and GPSR are understood. Within UK, GPSR is an over-riding law governing all products and cannot be compromised.

Please see **GENERAL PRODUCT SAFETY DIRECTIVE (GPSD)** and **GENERAL PRODUCT SAFETY REGULATIONS (GPSR)** sections within this manual for further information.

GENERAL PRODUCT SAFETY DIRECTIVE (GPSD)

The **General Product Safety Directive (GPSD) 2001/95/EC** aims to ensure that only safe products are made available on the market.

The GPSD will always be referenced in the absence of other specific EU legislation, national standards, EU Commission recommendations or codes of practice relating to safety of products. It also complements product/industry **sector specific legislation**. Specific rules exist for the safety of **toys, electrical and electronic goods, cosmetics, chemicals and other specific product groups**. The GPSD does not cover pharmaceuticals, medical devices or food, which fall under separate legislation.

The GPSD establishes obligations to both businesses and European Member States' authorities. Businesses are legally obliged to place only products which are safe on the market and inform customers of any risks associated with the products they supply or sell. They also have to make sure any dangerous products present on the market can be traced so they can be removed to avoid any risks to consumers.

Government authorities are responsible for market surveillance. They check whether products available on the market, such as in House of Fraser stores are safe. They also check and ensure product safety legislation and rules are applied by manufacturers and retailers and apply sanctions when necessary.

Members of the EU are also legally obliged to send information about dangerous products found on the market to the **Rapid Alert System** for non-food dangerous products (RAPEX). RAPEX is a cooperation tool enabling rapid communication between EU authorities about dangerous products to be able to trace them everywhere on the European market. Third countries like **China and international** institutions are also involved.

Market surveillance authorities cooperate closely with **customs**, which play a major role in protecting consumers from any imported unsafe products coming from outside the EU.

GENERAL PRODUCT SAFETY REGULATIONS (GPSR)

General Product Safety Regulation 2005 (GPSR) (UK legislation) stipulates the following:

- 1) No producer shall place a product on the market unless the product is a safe product.
- 2) No producer shall offer or agree to place a product on the market or expose or possess a product for placing on the market unless the product is a safe product.
- 3) No producer shall offer or agree to supply a product or expose or possess a product for supply unless the product is a safe product.
- 4) No producer shall supply a product unless the product is a safe product.

See also <http://www.legislation.gov.uk/ukxi/2005/1803/part/3/made>

CE MARKING

CE Marking appears on certain products traded within the European Economic Area (EEA) to signify they have been assessed to meet a high level of safety, health and environmental protection requirements.

By affixing the CE marking to a product, a manufacturer declares that the product meets all the legal requirements for CE marking and can be sold throughout the EEA. This also applies to products made in other countries that are sold in the EEA.

There are two main benefits of CE marking:

- **Customers** enjoy the same level of health, safety, and environmental protection throughout the entire EEA.
- **Businesses** know that products bearing the CE marking can be traded across different countries within in the EEA without restrictions.

The following EU Directives require compliance to CE Marking

- Low Voltage Directive for Electric Operational Products: 2006/95/EC
- Toy Safety: 2009/48/EC
- Construction Products: 89/106/EWG
- Electromagnetic Compatibility - EMC Guidelines: 2014/30/EU
- Personal Protective Equipment – PPE: 89/686/EWG
- Medical Products: 90/385/EWG
- Lifts: 95/16/EC
- Machines: 2006/42/EC

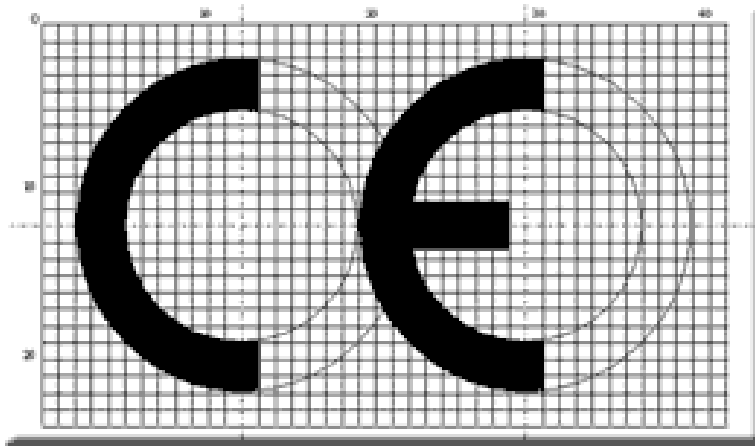
Process of Conformity by a Manufacturer

1. Identify the Directive and harmonized standard relevant to product being supplied (when in scope)
2. Verify product specific requirements
3. Establish if an independent conformity assessment by a notified body is necessary
4. Test the product and verify its conformity
5. Create a technical file containing all applicable technical documentation. Ensure this is readily available on request (within 48 hours)
6. Affix the CE marking to the product and create the EU Declaration of conformity

How to reproduce the CE Mark

Full criteria must be met in line with the Directive:

- Must be visible at point of sale on labels and packaging
- To be permanent on product and easily read
- Minimum 5mm size



Further information on CE Marking and responsibilities can be found on the Europa website

[CE marking guidance](#) on the Europa website

[View CE marking guidance for specific products](#) from the Europa website

[CE marking information](#)

[CE marking logo examples](#) on the Europa website

REACH

Please refer to House of Fraser [Responsible Sourcing Policy](#) and [Responsible Sourcing Code of Conduct](#) for details including the REACH Declaration in Annex 2 of the same.

We require all Suppliers to assess all products supplied to House of Fraser and assure compliance to REACH European Directive EC No 1907/2006 (as amended by Directive 552/2009/EC and Annexes XIV and XVII), either directly or through a nominated EU Only Representative ("OR").

It is important that the requirements of REACH are understood in full and that qualified personnel are identified within your organization or that a 3rd party is engaged to manage compliance of House of Fraser products, in full.

Any restricted chemical found within a product supplied to House of Fraser, with a level above the permitted limits, will result in product cancellation and associated costs.

Please diligently review the REACH Directive and the ECHA website for details.

Important note: The list of restricted substances is being constantly updated, therefore you will need to ensure that you remain current, by regularly checking for updates.

Information can be found using the following web links:

ECHA website REACH <https://echa.europa.eu/regulations/reach>
SVHC "Candidate list" ("articles" only) <https://echa.europa.eu/candidate-list-table>
Annex XVII Restrictions <https://echa.europa.eu/addressing-chemicals-of-concern/restrictions/substances-restricted-under-reach>

IMPORTANT NOTE

- Ensure you have read and understood the House of Fraser [Responsible Sourcing Policy](#) and [Responsible Sourcing Code of Conduct](#).
- Ensure the REACH declaration in Annex 2 of the [Responsible Sourcing Code of Conduct](#) <http://www.hofsuppliers.co.uk/info/SupplierManual.html> has been signed and returned to the QA team QualityHome@hof.co.uk
- REACH and the sealing process:
 - a) When submitting samples for product sealing – please ensure that each product has been checked and is REACH compliant.
 - b) Complete the Declaration tab in the sealing document.
 - c) If SVHC's are present in an "article"*, ensure to complete the Bill of materials within the sealing document.

*NOTE: An "article" in the general sense is a finished product. Refer to the REACH Regulation for further details.

EUROPEAN TIMBER REGULATIONS (EUTR)

Please refer to House of Fraser [Responsible Sourcing Policy](#) and [Responsible Sourcing Code of Conduct](#) for details relating to sourcing wood.

See <http://www.hofsuppliers.co.uk/info/SupplierManual.html> and also www.houseoffraser.co.uk/sustainability

All wood and paper product within scope of the regulation and sold within UK/EU, must be compliant. In simple terms, this means that the forest from which the raw timber was sourced, was legally permitted to be harvested and that the harvested timber was legally sold throughout the supply chain.

Wood / paper must be fully traceable from the source (forest), right through to the end product being sold, in order to demonstrate compliance.

Full traceability / 'chain of custody' documentation must be supplied to House of Fraser. To demonstrate compliance, documentation from each trading transaction within the supply chain, may be submitted such as invoice and PO information. See **ANNEX 6 EUTR RISK ASSESSMENT LOG** for further details and **ANNEX 4 EUTR TIMBER SUPPLY CHAIN EXAMPLE** and **ANNEX 5 EUTR PAPER SUPPLY CHAIN EXAMPLE**.

FSC/PEFC sustainable sources of wood/paper is required in accordance with House of Fraser [Responsible Sourcing Policy](#) and [Responsible Sourcing Code of Conduct](#).

Action Required - *when supplying wood/paper products to House of Fraser that are in scope of the Regulation*

- Complete document in **ANNEX 6 EUTR RISK ASSESSMENT LOG** in full
- Submit supporting documentation to demonstrate legal compliance.
 - I. Examples include Concession of Harvest License and invoice / PO from each stage in the supply chain.
 - II. See notes in **ANNEX 6 EUTR RISK ASSESSMENT LOG** and also **ANNEX 4 EUTR TIMBER SUPPLY CHAIN EXAMPLE** and **ANNEX 5 EUTR PAPER SUPPLY CHAIN EXAMPLE**.
- Please submit these to House of Fraser QA team during the product development / white seal phase.

NOTE: Full traceability documentation must be supplied no later than Gold seal stage.

Please contact House of Fraser Home QA team QualityHome@hof.co.uk for assistance.

Additional information can be found using the following web links:

<http://www.fsc-uk.org/en-uk>

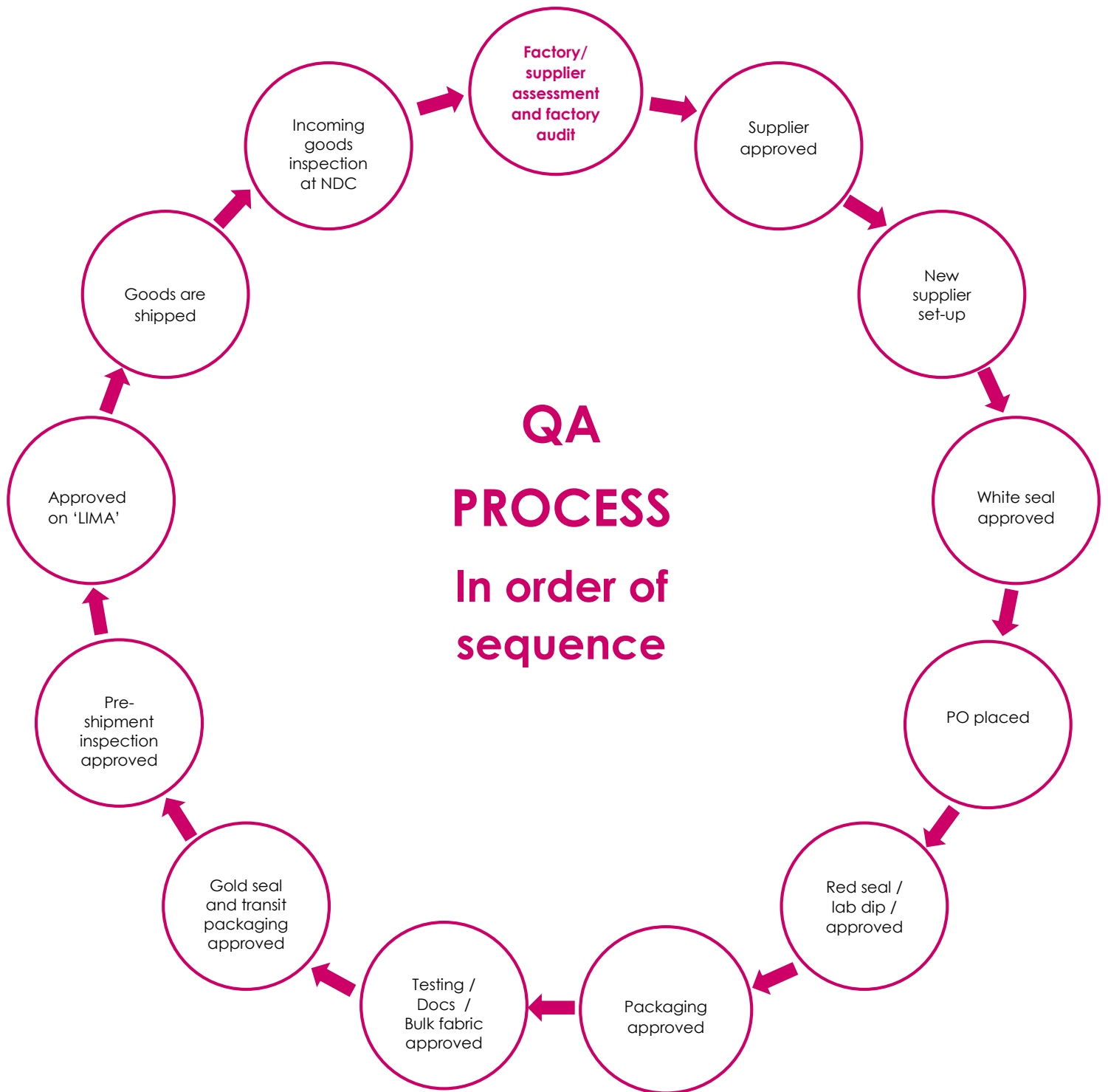
<http://www.pefc.co.uk/>

<https://www.gov.uk/guidance/eu-timber-regulation-guidance-for-business-and-industry>

<http://www.fsc-uk.org/en-uk/business-area/fsc-certificate-holders-and-other-stakeholders/hot-topics/eu-timber-regulation-eutr>

http://ec.europa.eu/environment/forests/timber_regulation.htm

THE QA PROCESS



NEW SUPPLIER SET UP

Factory responsible sourcing approval

All new suppliers are required to meet the House of Fraser [Responsible Sourcing Policy](#) and [Responsible Sourcing Code of Conduct](#) in full.

See <http://www.hofsuppliers.co.uk/info/SupplierManual.html> for documentation and for additional information www.houseoffraser.co.uk/sustainability

If a first time supplier, or an existing supplier who would like to propose a new manufacturing site/factory, you will be asked to complete a Supplier Sustainability Questionnaire and meet the following requirements:

- Agree in full to comply with the House of Fraser [Responsible Sourcing Policy](#) and [Responsible Sourcing Code of Conduct](#)
- Complete the table shown in **ANNEX 1 NEW SUPPLIER SET-UP FACTORY FORM** of this document
- Submit the latest Factory ethical audit / CAP. If this is not readily available or is out of date, a new audit may be requested.
- Complete a House of Fraser Supplier Sustainability Questionnaire (both supplier and all factories must complete this)
- Link to House of Fraser within the SEDEX data exchange (if already registered)
- Agree to join SEDEX if not already a member, and link to House of Fraser

ONLY factories that are approved will progress.

It is imperative that any new manufacturing sites/factories are proposed early enough, in order to allow full assessment and approval to take place in line with critical path lead-time requirements (before PO is raised).

Further details can be found from QualityHome@hof.co.uk

Factory quality approval

The Home QA team will share requirements and assess factory capability.

For new or proposed manufacturing sites/factories, please submit the following:

- Latest technical audit documentation i.e. ISO 9001
- Standard Operating Process (SOP) / process document or flow chart
- Factory photos showing each stage of the manufacturing process from goods in to goods out.
- In-house inspection process document. Include both DUPRO (during production inspection) and PSI (Pre-shipment inspection) processes.

New supplier set up (commercial information)

For new suppliers, the buying team will liaise with you to provide details pertaining to a new supplier set up form. This is at supplier rather than manufacturing unit/factory level.

PRODUCT APPROVAL PROCESS (SEALING)

The goal of the sealing process is to ensure that the product development process is efficient and effective, with clearly defined actions and responsibilities – resulting in a common understanding of product requirements and right first time production.

The scope includes House of Fraser 'House Brand' products which will be sold on UK/EU market.

A House Brand is a brand that is wholly owned by House of Fraser.

As a supplier, you are accountable to ensure that all products supplied to HOF are safe, fully compliant to relevant UK/EU regulations and are fit for purpose per intended end use. Testing must be submitted to demonstrate safety and compliance as relevant or when requested.

This section of the manual outlines all HOF expectations pertaining to the sealing process which ultimately forms part of the Terms and Conditions of the purchase agreement. This document supersedes all previous Terms and Conditions in relation to the sealing process.

FABRIC COLOUR APPROVAL

The supplier must prepare colour swatches and / or strike off's for colour matching for the buyers approval. A good match is expected under TL84 & D65 lighting.

After the lab dip / strike off has been approved, the bulk fabric must be submitted for approval of colour matching under the same light sources and for handle and finish.

Suppliers must maintain a colour continuity card on all bulk fabrics/fabrication. Any shade variations must be approved by the Buying team.

THE SEALING PROCESS

There are 3 stages of the sealing process – White Seal, Red Seal, and Gold Seal.
The

SEALING - PRODUCT APPROVAL FLOW CHART clearly lays out the full process and includes key highlights for quick reference.

WHITE SEAL

Definition

- This is the Initial development sample selected during HOF's 'Stage 3' final product selection meeting.

Process steps as follows

- Once product is selected, HOF BA asks supplier to complete the top, grey section of the Sealing Form and email document back to BA
- Buying team and QA review the White Seal together
- BA attaches White Seal label to product and completes Sealing Form with shared Buying/QA comments
- QA determines the approval status i.e. if suitable to move to Red Seal or if a second White Seal is required.
- Once approved, if sample meets all Red Seal criteria in full – there is an option to go straight to Gold Seal. Otherwise, supplier will be requested to proceed to Red Seal
- BA emails updated Sealing Form to supplier and saves form in a central technical folder using standard file naming format. See **SEALING FORM** "Important note".

RED SEAL

Definition

- Manufactured at site where production will be made
- Method of manufacture fully represents production
- Materials and finish are same as will be used in production
- Mock up labels attached to product
- 2 x duplicate Red Seals kept by supplier for supplier/factory reference

Process steps as follows

- Supplier checks product, labels & completes the Red Seal document including REACH declaration and inserts proposed label and transit packaging information into the relevant tab. Comments relevant to product being submitted are also added.
- Suppliers sends 1x Red Seal sample to HOF BA.
- It is important that the supplier retains 2 x duplicate Red Seal samples for factory/supplier reference.
- Supplier completes Red Seal section of Sealing Form and emails document to BA
- Buying Team reviews Red Seal together with the QA
- NOTE: White Seal sample and comments MUST be referenced by supplier when reviewing Red Seal sample before submission and by HOF team during the Red Seal meeting
- BA completes Sealing Form with comments
- BA emails updated Sealing Form to supplier and saves form in a central technical folder using standard file naming format. See **SEALING FORM** "Important note".
- Buying team approve look and finish
- QA risk assesses product for safety, fit for purpose & checks proposed packaging, labelling, instruction leaflet etc.
- QA determines if Red Seal is approved to go to gold seal or requires a re-sample
- If a re-sample is required, supplier must mark the duplicate samples as REJECTED, and proceed to submit a new Red Seal sample, remembering to retain 2 x clearly labelled and dated duplicate re-samples.
- If approved, supplier can then proceed to make production and move to Gold Seal stage. See *important Supplier note below, before proceeding.*



IMPORTANT SUPPLIER NOTE: Duplicate Red Seal samples MUST be retained by the FACTORY ONCE APPROVED.

Once approved, duplicate Red Seals must then be marked "approved", dated and given to factory for reference – when making first production and before Gold Seals are submitted or approved.



IMPORTANT SUPPLIER NOTE: COLOUR, FINISH INCONSISTENCIES

Where colour or finish variation is expected during production due to the specific nature of material or manufacturing technique, this MUST be agreed with Buying and QA teams. Submit multiple samples to BA in order to demonstrate the requested tolerance. Approval is required before proceeding with production and / or shipment.

GOLD SEAL

Definition

- Gold Seal is taken from first bulk production
- Manufactured at an approved factory
- Submitted with complete and correct point of sale packaging and labelling – plus transit packaging for heavy hard goods
- Testing must be approved by QA before final approval is issued

Process steps as follows

- Supplier checks, labels & sends 1x Gold Seal to HOF BA.
- NOTE: Gold seals for heavy hard goods including furniture, mirrors, and lighting must be submitted in final transit packaging. i.e. shipping cartons. Packaging in addition to product will be assessed by QA.
- It is important that the supplier retains 2 x duplicate Gold Seal samples for factory/supplier reference.
- Supplier completes Gold Seal section of Sealing Form and emails document to BA
- Buying Team reviews Gold Seal sample with QA
- NOTE: Red Seal sample and comments MUST be referenced by supplier when reviewing Gold Seal sample before submission and by HOF team during the Gold Seal meeting
- BA completes Sealing Form with comments / status
- BA emails updated Sealing Form to supplier and saves Sealing Form in central Technical folder using standard file naming format
- As soon as testing is completed, supplier submits test reports to QA
- QA confirms Gold Seal approval status
- If Gold Seal is rejected – Buying and QA teams will work together to agree next steps and advise supplier accordingly.
- NOTE: If Gold seal sample is approved, it does NOT mean that the Gold Seal is approved. Gold seal approval is given only when all required test reports have been approved by QA.
- Goods will only be released to ship once gold seal, testing and also Pre-shipment inspection has been approved and authorization has been issued on “LIMA”. NOTE: the QA team will advise the allocator when the goods are QA approved and the HOF allocator will update “LIMA” to authorize shipment.



IMPORTANT NOTE: Final Gold Seal approval and approval to ship will not be granted unless QA has approved BOTH Gold Seal sample and testing



IMPORTANT SUPPLIER NOTE: Duplicate Gold samples MUST be retained and referenced by FACTORY ONCE APPROVED.

Gold Seals must be retained for minimum of one year after delivery of the final order.

Once approved, duplicate Gold Seals must then be marked “approved”, dated and given to factory for reference. Factory MUST ensure the latest approved Gold Seal is referenced by factory supervisors / workers when making and inspecting HOF production. This applies for ALL orders on an ongoing basis.

The Gold Seal supersedes the Red Seal.



IMPORTANT SUPPLIER NOTE: Gold seals for heavy hard goods including furniture, mirrors, and lighting must be submitted in final transit packaging. i.e. shipping cartons. Packaging in addition to product will be assessed by QA.

GOLD SEALS - ONGOING CONTINUITY ORDERS

Products must be Gold Sealed a minimum of each year for repeat continuity lines – unless otherwise instructed by HOF QA.

For high risk products including products that have demonstrated issues during previous production runs, gold seals may be required more frequently.

NOTE: When an existing product is moved to a new supplier / new factory or the raw material source or finish is changed – the product must be treated as a new development and a new Red and Gold seal approval must be obtained.

SEALING SAMPLE POSTAL ADDRESS

White, Red and Gold seal samples should be posted to the following address:

FAO: *Please add department BA name here*
House of Fraser
HOME
27 Baker Street, London
UK. W1U 8AH

WHITE, RED, GOLD SEAL LABELS

<u>WHITE SEAL</u>
SKU:
SUPPLIER:
DATE:
SEASON:

<u>RED SEAL</u>
SKU:
SUPPLIER:
DATE:
SEASON:

<u>GOLD SEAL</u>
SKU:
SUPPLIER:
DATE:
SEASON:

All Red and Gold seals submitted by supplier should have a sticker applied to the product. Please use label format shown above.

As White Seals are taken from samples sent initially for stage 3 selection meetings, it is not expected that suppliers will attach the White Seal sticker - *unless it is a second submission sent after selection has been confirmed*. For first White Seal submissions HOF BA will complete and attach the White Seal sticker.

Please see **ANNEX 2 RED SEAL LABELS** and **ANNEX 3 GOLD SEAL LABELS** for the format that can be used to create red and gold seal labels. It is acceptable to adjust size as required. Please always use this standard format.

SEALING - TESTING & ARTWORK APPROVALS

All claims made on artwork must be substantiated with a test report or equivalent supporting documentation. It is important therefore that relevant testing is completed in time to meet packaging and labelling critical path deadlines.

This includes dishwasher safe, oven safe, microwave safe, weight, measurements, thread count, fibre composition claims, shelf life etc.

SEALING FORM

The Sealing Form is used to capture all key information pertaining to each product. Only one document must be used both by suppliers and HOF Buying/QA teams throughout the sealing process from White Seal to Gold Seal, per product / group of products. This one document must be updated by both parties and always saved using the same file name. *Please see important note below.*

Grey sections must be completed by Suppliers. Green sections are completed by HOF.

It is important that the file name used when saving the Sealing Form following a consistent format. *Please see important note below.*

Two separate versions of the sealing form have been created, for ease of use. One for hard lines and one for textile products.

Each form includes space for the following information:

- Factory information – it is important that this information is always completed.
- Key product specification information
- Fabric spec (textiles only)
- Testing requirements
- White, red and gold seal supplier and HOF comments
- Packaging and labelling requirements
- Transit packaging requirements – *hard goods only*
- REACH declaration
- User guide

Please follow the user guide instructions shown in the last tab within each sealing form, for guidelines in how to complete the form.



IMPORTANT NOTE:

The Sealing Form file name must be created and saved using the format below. Also use this format in the Subject box when sending emails which contain Sealing Forms to the BA and Test Reports to QA.
TESTING: Please use the same format when naming all Test Report documents.

FORMAT:

SKU number_Season_Brand_Product Name_Supplier

EXAMPLE:

12345678_AW16_Linea_PillowCase_ABCTextiles

If more than 1 x SKU is used on one sealing document, use one SKU number in the file name and add the word "**plus**" per below example – *Include all SKU's in the accompanying email:*

EXAMPLE FOR MULTI SKU'S:

12345678**Plus**_AW16_Linea_PillowCase_ABCTextiles

The document must ALWAYS be saved using the SAME name. NEVER send a 'copy' or add a date to the file name. This will be returned to supplier to be corrected if necessary.

Reason: Efficiency.

- Using a standard file name format ensures only one document is used throughout the sealing process and avoid duplication and confusion.
- Enable HOF teams to identify Sealing Forms easily and to prioritize workload.
- Allows any HOF team member to easily search and locate relevant document, at any time during or after the completion of the sealing process.

TESTING

Testing requirements will be advised by QA within the testing tab of the Sealing Form. Refer to [Home Test Manual](#) for full test guidelines.

Unless otherwise agreed with HOF QA, testing should be undertaken at a UKAS approved laboratory.

Test reports submission

Textiles suppliers are required to use the **INTERLINK** system to make testing submissions. This is a HOF database which is managed by our 3rd party lab partner. Full details will be provided by QA. See also [Home Test Manual](#).

All new textiles suppliers need to complete the table in **ANNEX 9 INTERLINK FORM** and return it completed to the QA team.

Hard lines test submission method must be agreed with QA.

In-House Transit testing

For hard goods, it is critical that all items are packaged to ensure damage will not occur during transit. In addition, as web sales become an increasingly important part of HOF business, it is crucial that transit packaging is user friendly for customers i.e. when returning products that were ordered via web, customers can easily unpack and then re-pack goods in *original packaging* and return product back to HOF via post undamaged. Suppliers must take this into consideration when proposing transit packaging during Red and Gold seal stages. Final solution must be agreed with HOF QA before proceeding. See [Home Test Manual](#) for In-House Transit Test method.

Gold seal approval / approval to ship

Test reports must be submitted by supplier and approved by QA, prior to shipment. Failure to do this in time may result in late shipment penalties.

**IMPORTANT NOTE:**

Please name all Test Report documents using the same format as detailed on page 5.

Key

HOF: House of Fraser

BA: Buying Assistant (key supplier contact, per relevant department, with regards sealing submissions)

QA: Quality Assurance. The Technologist within the Quality Assurance team is key contact for testing and all other safety, regulatory and quality queries.

UKAS: United Kingdom Accreditation Service. This is the national accreditation body for UK. Laboratories that have been accredited by this organization may be used for testing. This includes labs based outside UK.

SKU: Stock Keeping Unit. This is the HOF unique product code that is issued by HOF for each individual item. Each SKU is a specific colour and/or size.

USER TRIALS

In order to assess how products perform in use, the best method may be simply be to use the products in the way a customer would. We may therefore request additional samples to 'user trial'. This will always be agreed between supplier, buyer and technologist, as required.

SEALING - PRODUCT APPROVAL FAQ's

Can more than 1 x SKU be included on one sealing form?

Yes. Several items can be submitted at one time and included on one sealing document. This can be a combination of different colours and/or sizes of the same item. Several different items within the same range made from the same materials can be included i.e. dinner plate, side plate, bowl, cup from the same dining range.

Do not use the same form for unrelated product types, products with different end use or different materials.

How do I name the Sealing Form document if this is created for more than one SKU?

Use one SKU number and add the word "plus". See **SEALING FORM** "Important note".

What if there is not a SKU number at White Seal stage?

Instead of stating the SKU number use Factory product Number. Prefix this with FN. i.e. FN98765_AW16_Linea_PillowCase_ABCTextiles

When will I know to submit the completed White Seal Form?

Buying team will email you to advise that your product/s has been selected. This is the trigger for you to submit the White Seal Form ASAP, with the grey top sheet section filled in.

What if I don't have all technical information available in order to complete the Grey section of the Top Sheet, at the time of White Seal?

Complete as much information as you can. It is acceptable to complete the remaining sections at a later date as long as it is no later than Red Seal stage.

Can I proceed straight to Gold seal from White Seal stages if I do not have a retained duplicate sample?

No. It is critical that the factory is given an approved reference sample before commencing production. This is to make certain that the factory produces a product to the correct specifications as approved by HOF.

What happens if testing fails?

All test failures must be clearly highlighted when submitting a test report to House of Fraser QA team. The supplier must immediately aim to resolve the issue and advise the QA team what actions are being taken or will be taken to resolve. In the event that a failed test result may be deemed commercial, approval must be granted by the QA Technologist. This will only be granted when the issue is not safety related and whereby there is no perceived detrimental impact to brand, product and sales.

SEALING - PRODUCT APPROVAL FLOW CHART

See schematic diagram (flow chart) on the following page for an easy to follow visual of the full end to end sealing process.

HOUSE OF FRASER HOME QUALITY MANUAL

WHITE SEAL

All samples reviewed and selected at stage 3 meetings are White Sealed.

The supplier will be asked to complete sealing top sheet once selected.

BA will label the White Seal sample once sealed.

NB: the White Seal may become the Red Seal if all Red Seal criteria are met.

RED SEAL

Red Seal must meet the following criteria:

- 1) *Manufactured at the site where production will be made*
- 2) *Method of manufacture fully represents production*
- 3) *Materials and finish are same as will be used during production*

Supplier MUST highlight any discrepancies to the above on the sealing document

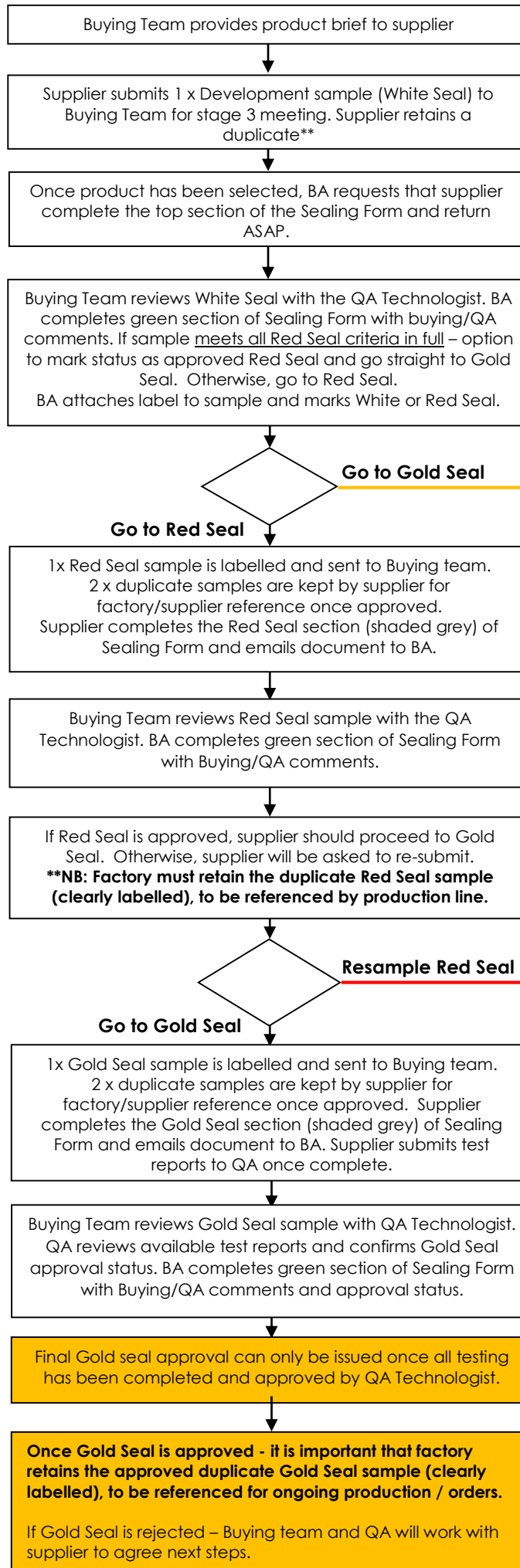
Supplier must clearly label sample as Red Seal

GOLD SEAL

Gold Seal must meet the following criteria:

- 1) *Sample is first 'bulk' production.*
- 2) *Manufactured at an approved manufacturing site*
- 3) *Submitted with complete and correct point of sale packaging and labelling*

NB: Testing MUST be submitted by supplier and approved by QA technologist BEFORE final Gold Seal approval and authorization to ship will be given.



White Seal Key points:

Buying and QA must review and risk assess White Seal sample together and advise aesthetic / packaging / testing / technical requirements.

QA determines approval status 1) go to red seal or 2) straight to gold seal.

All QA/Buying comments are recorded in the Sealing Form by BA and shared with supplier.

BA centrally saves the Sealing Form in supplier technical file.

Red Seal key points:

Buying and QA must review and risk assess Red Seal sample together.

White Seal sample and comments must be referenced.

Product design must be safe and legal. Packaging & labelling must be determined. Instruction leaflet requirements reviewed.

Transit packaging proposals for hard goods must be submitted by supplier and agreed with QA.

Buying team approves look and finish or advises comments.

QA determines the Red Seal approval status 1) approved or 2) resample or 3) go to Gold Seal.

All QA/Buying comments are recorded in the Sealing Form by the BA and shared with supplier.

BA centrally saves the Sealing Form in supplier technical file.

Product design is safe and legal. Material, finish and look is representable of production. Supplier to raise any concerns on testing.

Review instruction leaflets if relevant.

Review supplier transit packaging proposals and details of any labelling requirements with QA

Gold Seal key points:

Buying and QA must review and risk assess Gold Seal sample together and determine approval status.

Approved Red Seal sample and comments must be referenced. Testing must be reviewed by QA.

This is production – approval options are:

- Approve,
- Commercially approve (with running change if required) or
- Reject

Transit packaging for hard goods must be agreed prior to shipment. BA centrally saves the sealing document in supplier technical file.

PRE SHIPMENT INSPECTIONS (PSI)

It is expected that suppliers take full accountability for delivering goods that meet HOF safety and quality requirements, including legal compliance, logistics compliance and HOF Code of practice.

To mitigate risk of non-compliant goods being shipped, ALL PO's must be inspected pre-shipment. It is the suppliers responsibility to arrange this. There are three optional PSI routes:

- in-house at the factory, or
- 2nd party QA team, or
- 3rd party, via an accredited inspection house

In certain circumstances, HOF may request a specific route that will be agreed in advance.

It is required that pre shipment inspections are completed per the AQL inspection plan and criteria listed in this document. Where safety, quality, packaging or labelling issues have been identified, corrective action must be completed, **prior to goods shipping**.

Each pre-shipment inspection (PSI) must be submitted to HOF Technologist and approval agreed before shipment release is granted.

PREPARATION TICK LIST

1. Review Gold seal comments to ensure all comments and requests relating to product requirements have been implemented during manufacturing.
2. Check that the following items are readily available:
 - a) Gold seal form including transit packaging and label information (within transit packaging tab)
 - b) Approved price and EAN bar code information (NOTE: if inspecting continuity goods, this information may be updated by HOF when new orders are placed. Check with HOF buying team to ensure you have the correct and latest information).**
 - c) Approved gold seal
 - d) Approved colour standards (if different to the gold seal) are readily available for reference
 - e) Approved measurement specification
 - f) PO
 - g) Loading plan
 - h) Reference documentation as relevant
 - i. Supplier Manual
 - ii. Home Product Guidelines
 - iii. Home Care Labelling Manual – Textiles
 - iv. Home Labelling and Packaging Manual – Hardlines
3. Ensure that there is a dedicated clean, dry, well lit and well ventilated area suitable for inspection.
 - a) It is important to have a table that is flat, will not transfer colour, and (especially important if inspecting textile goods), only has smooth edges and surfaces.

INSPECTION PLAN

The sample plan must be in accordance with BS 6001-1:1994+a1:2011, ISO 2859-1:1999, MIL-STD-105E.

The standard to be used is AQL level II: 0 critical, 2.5 major faults, 4.0 minor faults.

For any functional testing, Special level S-3 may be referenced as shown below.

Please reference the table below when determining the sample pull size.

Sampling plan:				BS 6001-1:1994+a1:2011, ISO 2859-1:1999, MIL-STD-105E SINGLE SAMPLING PLAN					
Sample size:				According to General Inspection Level II					
Lot or batch size (number of units available for inspection)			Sample size	Acceptable Quality Level AQL 2.5 Major		Acceptable Quality Level AQL 4.0 Minor		Function Test Special Level S-3 (AQL 2.5)	
				Accept	Reject	Accept	Reject	Sample Qty	Reject
2	to	8	2	0	1	0	1	2	1
9	to	15	3	0	1	0	1	2	1
16	to	25	5	0	1	0	1	3	1
26	to	50	8	0	1	1	2	3	1
51	to	90	13	1	2	1	2	5	1
91	to	150	20	1	2	2	3	5	1
151	to	280	32	2	3	3	4	8	1
281	to	500	50	3	4	5	6	8	1
501	to	1200	80	5	6	7	8	13	2
1201	to	3200	125	7	8	10	11	13	2
3201	to	10000	200	10	11	14	15	20	2
10001	to	35000	315	14	15	21	22	20	2
35001	to	150000	500	21	22	21	22	32	3
150001	to	500000	800	21	22	21	22	32	3
500001	to	over	1250	21	22	21	22	50	4

INSPECTION PLAN – GROUPING LOGIC

Products that are similar may be grouped together so that one inspection takes place across various SKU's rather than per each individual SKU. The sample size will therefore be calculated according to the **total available quantity** of the **grouped together products**.

Please note that it is important to ensure that logic is applied when determining which products can and cannot be grouped together. The following criteria must be met:

Textiles

- Same base material
- Same construction method / production route
- Same colour/print/embroidery/embellishment design
- Different sizes are allowed

Hardgoods

- Same raw materials
- Same product type (end use)/ construction method / production route
- Different colour is allowed
- Different sizes are allowed

Examples That **Meet** The Grouping Logic Criteria

Textiles

- A bedding range which includes duvet cover, pillow case, flat sheet, and fitted sheet across all sizes, same colour may be grouped together.
- Towel bales of different sizes in the same colour may be grouped together.

Hardgoods

- Xmas baubles across different colours
- Frying pans with same design, finish, construction and material across different sizes

Examples That **Do Not Meet** The Grouping Logic Criteria

Textiles

- Red and blue duvet sets groups together.
- Bedding, towels and oven gloves grouped together
- Items from different factories must not be grouped together

Hardgoods

- Candles in different fragrances
- Xmas decorations made in different factories
- Different furniture items in the same range such as bed, wardrobe, table.
- Mirrors that have different frames
- Cast iron pan and aluminium pressed milk pan

IMPORTANT NOTE: In order to ensure that sample plans are established in line with House of Fraser requirements, please liaise with the QA team to agree a suitable sample plan.

THE PRE SHIPMENT INSPECTION PROCESS

Criteria

- Goods are a minimum 80% packed in cartons
- Cartons must be selected according to the criteria shown below
- Transit test. See **ANNEX 7 TRANSIT TESTING: IN-HOUSE METHOD**
- Carton inspection
- Measurement inspection
- Labelling check
- Product check

Pull cartons for inspection

When performing an AQL pre shipment inspection, ensure that a minimum of 80% cartons are packed and ready to be shipped.

First, refer to the AQL 'single sampling plan' **INSPECTION PLAN** sample size to determine number of product units that will be inspected. To determine the total number of cartons required for inspection purposes, follow the criteria per the example below.

Example (only) based on an AQL sample size of 80:

- If each outer carton contains 1 unit – pull 80 cartons
- If each outer cartons contains 2 units – pull $80/2 = 40$ cartons
- If each outer carton contains 3 or more units – pull $80/3 = 26.666$ rounded up to a whole number = 27 cartons)

It is important to pull cartons at random from the whole available shipment quantity:

- First determine the quantity of cartons to be selected – per example guideline above
- Next, take a pen and mark cartons at random that total this amount.
- Select from the top, middle and bottom locations. This will help to ensure the inspection covers the full scope of the batch/PO being inspected.

CARTON INSPECTION

From the selected cartons, pull one carton per SKU.

Check the following against the PO, packing list and load plan. See [Supplier Manual / Home Labelling and Packaging Manual](#) for reference:

- SKU number ("LIN" number)
- PO number
- "ASN" number
- Product Description
- Country of Origin
- Number of total cartons (e.g. "60")
- Individual carton number (e.g. "2 of 60")
- Open the carton and check that the inner packaging is also correct. This may be an inner carton or protective packaging.
- Poly bags: If poly bags are used, check that the poly bag criteria has been met including the warning statement and perforations. See [Home Labelling and Packaging Manual](#).

Record details in the supplier Pre shipment Inspection (PSI) report.

If any information on the inspected carton is incorrect, you will now need to check all of the selected cartons and determine if 100% carton inspection is required. Any incorrect information on the carton must be corrected to ensure 100% of carton markings are accurate.

NOTE: re-work of incorrect labelling at our UK NDC is both costly and causes time delays and must be avoided. If the goods have been incorrectly packed and is not agreed transit packaging, goods will need to be re-packed.

SELECT SAMPLES FOR MEASUREMENT AND WORKMANSHIP INSPECTION

Open each of the cartons and randomly select a MAXIMUM of 3 units per carton until you have the total sample size to be inspected per SKU.

Arrange samples by size and colour.

COLOUR INSPECTION

Visually check the colour of selected samples against approved color standard. This may be the gold seal. It is important to keep colour reference samples clean and clearly labelled. Colour samples should be stored away from light that could fade the samples.

For textile items it is important that colour is checked under **TL84 store lighting** and secondary light D65 daylight, using a calibrated lightbox. DO NOT simply check colour under factory lighting or external daylight as this can be very mis-leading. (colour looks different under different lights)



It is important to ensure that personnel authorized to check and approve colour have been verified as having good colour vision and indeed are not colour blind. The Farnsworth-Munsell 100 HueColor Vision Test can be used as a good indicator of colour sight.

CONDUCT MEASUREMENT INSPECTION – TEXTILE ITEMS ONLY

Ensure that the approved size specification with agreed tolerances is available for reference during the measurement inspection. Measurements should always be in centimetres (cm).

From the samples selected to complete the workmanship inspection, pull 10 units per size and check measurements against the agreed size specification. If there is less than 10 units per SKU in the sample plan, measure all selected units per SKU.

Record measurements in the supplier Pre shipment Inspection (PSI) report ensuring to detail + / - measurements, as a comparison against the correct specification.

Once measurement inspection is completed, continue with the workmanship inspection.

CONDUCT WORKMANSHIP INSPECTION

Referring to the AQL 'single sampling plan' **INSPECTION PLAN**, inspect the sample plan quantity for workmanship quality. Quality should be as the approved Gold Seal. Ensure that any comments made in the gold seal form are also taken into consideration when inspecting for quality/workmanship. Note down any defects/faults in supplier Pre shipment Inspection (PSI) report and calculate if the inspection has passed or failed. See classification of defects below. NOTE: if the inspection fails, goods will need to be re-worked to ensure the correct quality level is achieved before shipping. Ensure that the results are shared with QA and Buying team as soon as the inspection has been completed.

Classification of Defects

A defect is defined as any non-conformance against the approved gold seal standard.

Defects are categorized as Critical, Major, or Minor - according to severity of the defect found. When an inspected sample contains both a Major defect and Minor defect for the same characteristic, the most severe defect (Major) should be noted in the supplier Pre Shipment Inspection report.

Critical

- Safety issue
- Product is not fit for purpose

Major

- Workmanship/Measurements/Aesthetics
- Packaging/Marking/Labelling incorrect
- Very noticeable shade variation
- Functional issue that is not critical
- Size out of tolerance and will affect functionality

Minor

- Minor shade variation
- Small fault that is not obvious or noticeable
- Small fault that does not affect functionality and will not affect the brand quality image

Recording number of Defects

Count each defect found. If more than one defect is found in one product, record the most severe.

THIRD PARTY PRE SHIPMENT INSPECTIONS

Third party inspections may be required. These must be conducted by House of Fraser nominated 3rd party inspection company.

In some cases, the cost will be funded by House of Fraser. However, the supplier may be asked to cover all costs.

Request for 3rd party inspections will be made by House of Fraser QA technologist. Full requirements will be shared and all costs agreed in advance.

INCOMING GOODS INSPECTIONS

Incoming delivered goods are inspected / spot checked by House of Fraser QC team.

Goods found to be of sub-standard quality / non-compliant may be rejected and destroyed or returned to supplier. Full costs will be agreed and charged to supplier.

It may be necessary to reject good quality stock when it constitutes part of a wider range and whereby other products within that range are unsaleable.

The supplier will be notified when goods are not of an acceptable quality or safety standard. This may be directly by the QC inspection compliance team based at our UK Distribution centre or by the QA team.

When re-work of faulty goods is required and possible, it is preferable for the supplier to collect the goods, re-work at your cost and return 100% good stock back to House of Fraser. Alternatively, goods may be sent to a local 3rd party re-workers. Costs and re-work fault details worked will be communicated in advance. However, in certain circumstances, the QC inspection compliance team based at our UK Distribution centre may need to action this immediately.

Incoming non-compliance automatic charges also apply. These will be debited by the compliance team based at our UK Distribution centre. A cost guide can be found in **ANNEX 8 SUPPLIER COMPLIANCE PARAMETERS / IMPLICATION OF CHARGE** Please refer to the [Supplier Manual](#) for full and latest information.

SUPPLIER DISPOSAL HOUSE OF FRASER PRODUCT

Products which fail to meet the agreed quality or safety standard may be collected by the supplier, with agreement from House of Fraser buying and QA teams.

When it has been agreed that goods must be destroyed by supplier, it is on the strict understanding that the following policy will be adhered to in full:

- Goods will only be disposed of after a minimum of 6 months after the end of the selling season, unless otherwise authorized.
- All references to House of Fraser or its brands are removed.
- All sewn in labels (with the exception of the fibre/safety label), applied labelling, Kimball's, hangers and printed packaging are removed.
- Products which carry permanent brand names, logos or motifs exclusive to House of Fraser will NOT be disposed of in the U.K.
- Goods are disposed of using a responsible and environmentally sustainable route.

Alternatively when agreed between supplier, buying team and QA team, it may be possible for the NDC team to dispose of the goods, on behalf of supplier. All costs will be charged to supplier with agreement in advance.

FAULTY CUSTOMER RETURNS

Faulty customer returns and customer complaints are closely monitored. House of Fraser teams will liaise with suppliers re compensation requirements.

FAULTY PRODUCT ISSUE RESOLUTION

When a fault has been identified at any stage in the process either at development stage, pre shipment, post shipment, post placement onto sale, it is the supplier's accountability to establish root cause of the issue and establish a corrective action plan / solution that is clearly and timely communicated with House of Fraser. Please ensure this includes the following information:

- Date product was first supplied to House of Fraser
- Number of products supplied in the wider market in total
- Any known complaints and details of complaint resolution
- Suggested or known root cause of the issue
- Recommended action

Failure to do so with due diligence may result in product cancellations or other penalties.

ANNEX 3 GOLD SEAL LABELS

GOLD SEAL

SKU:
SUPPLIER:
DATE:
SEASON:

GOLD SEAL

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SUPPLIER:
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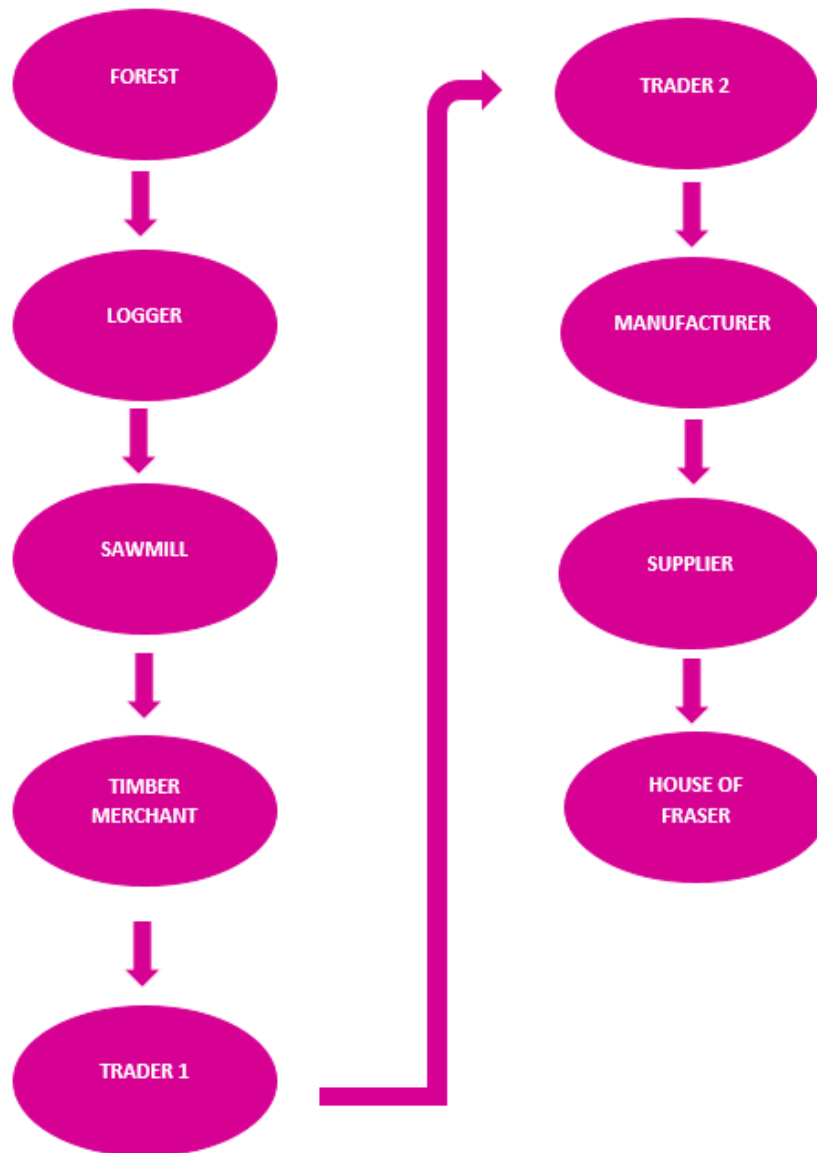
GOLD SEAL

SKU:
SUPPLIER:
DATE:
SEASON:

GOLD SEAL

SKU:
SUPPLIER:
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SEASON:

ANNEX 4 EUTR TIMBER SUPPLY CHAIN EXAMPLE



Forest – where raw timber is grown. This must be a legal source. This should be verified with documentation to show it is legal to chop down the trees for trade. See [Responsible Sourcing Policy and Responsible Sourcing Code of Conduct](#) for policy re sustainability of wood, which **must be FSC or PEFC**.

Logger – organization which harvest the timber from the forest. This may be the same as the forest itself.

Sawmill – after harvesting, the logs go to a sawmill where they are de-limbed and de-barked, graded and sorted into species before being cut into boards, kiln dried and packaged ready to be sent on to processing.

Timber merchant – sells timber processed by the sawmill to the open market.

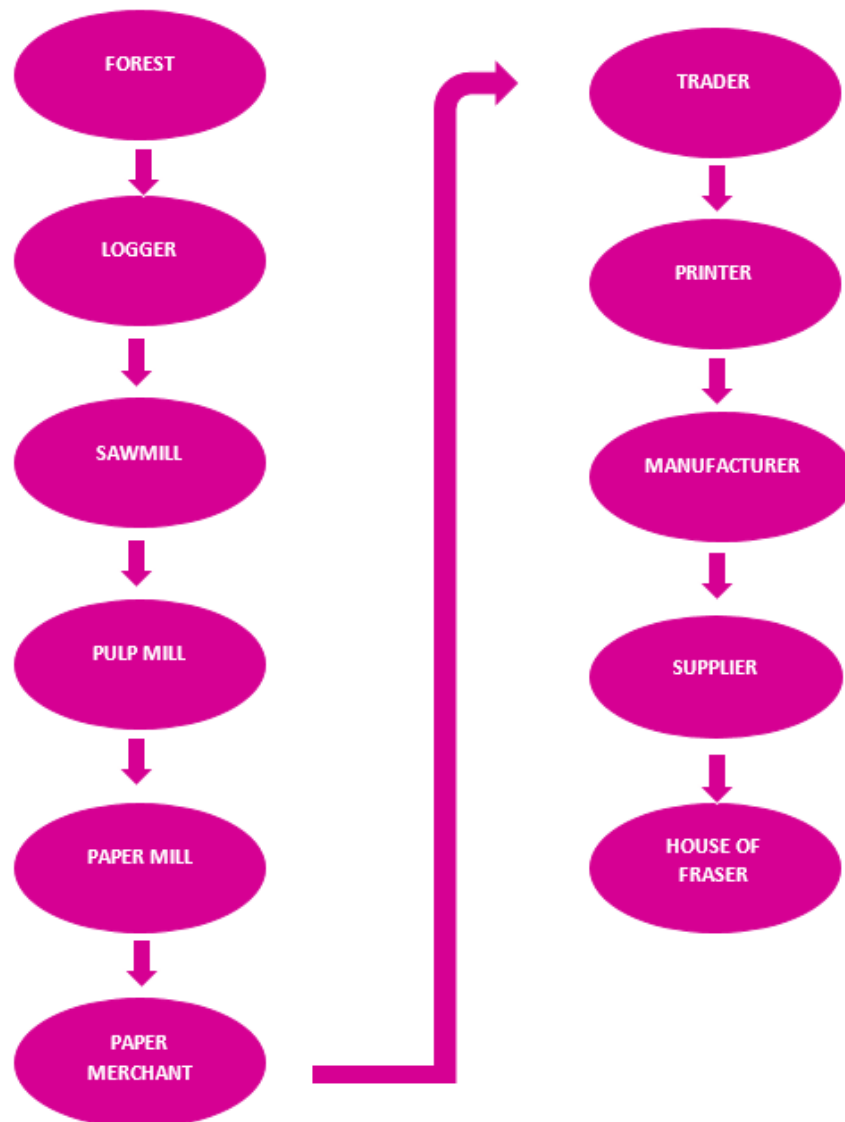
Trader – trades the wood sometimes nationally and other times internationally. There may be more than one trader in the supply chain.

Manufacturer – factory that manufacturers the end product. There may be one or more manufacturers in the supply chain.

Supplier – sells the finished product to House of Fraser. For direct order, the manufacture is also the supplier.

House of Fraser – sells the finished product in our stores, on line and in franchises.

ANNEX 5 EUTR PAPER SUPPLY CHAIN EXAMPLE



Forest – where raw timber is grown. This must be a legal source. This should be verified with documentation to show it is legal to chop down the trees for trade. See [Responsible Sourcing Policy and Responsible Sourcing Code of Conduct](#) for policy re sustainability of wood, which **must be FSC or PEFC**.

Logger – organization which harvest the timber from the forest. This may be the same as the forest itself.

Sawmill – after harvesting, the logs go to a sawmill where they are de-limbed and de-barked, graded and sorted into species before being sent for processing.

Pulp mill – processes the wood into pulp.

Paper mill – processes the pulp into paper

Paper merchant – sells paper onto the open market.

Trader – trades the paper sometimes nationally and other times internationally. There may be more than one trader in the supply chain.

Printer – prints the paper with colour finish.

Manufacturer – factory that manufacturers the end product. There may be one or more manufacturers in the supply chain.

Supplier – sells the finished product to House of Fraser. For direct order, the manufacture is also the supplier.

House of Fraser – sells the finished product in our stores, on line and in franchises.

ANNEX 6 EUTR RISK ASSESSMENT LOG

Supplier and Product															Risk Status					Comments (Reasons for risk rating or steps taken to verify risk rating process)										
Product and Wood Source Details					EUTR Compliance										Country Risks			Risk Assessment												
PO	Product Description	SKU Number	Type of Product	Common Name of Wood Species (by component) (EG: Pine, Poplar, Birch, Maple, etc). Supplier should have this.	Scientific Name of Species of Woods (by Component) (Search on the CITES website http://www.speciesplus.net/)	Trader Name & Address (The buyer or seller within the EU. If goods are FOB this is n/a)	Operator Name & Address (1st person to place on EU market)	Name & Address of Supplier to HOF (Agent or Supplier of Factory)	Name & address of Factory (manufacturer of finished product)	Country / Sub-National region of Harvest	Name & Address of Forest.	Name & Address of Logger	Name & Address of Sawmill.	Name & Address of pulp mill (paper only).	Name & Address of paper mill (paper only).	Name & Address of trader 1.	Name & Address of trader 2.	Name & Address of printer (paper).	Concession of Harvest (legal logging) Harvest document or right to harvest document. This verifies the right to harvest wood from the forest.	FLEGT Licence or VPA Documents (Indonesia is live. Other countries are working towards FLEGT)	National Government Approval (EG: Thailand Royal Forest Certificate, Malaysia)	3rd party verification Schemes & Documents (EG: FSC or PEFC to EUTR requirements, NEPCo, SVLK)	CITES Listed / Endangered Species Yes/No (Search on the CITES website http://www.speciesplus.net/ or http://checklist.cites.org/#/en to verify species is not on high risk list	Quantity of Woods - by type by component	Country Risks	Risk Assessment	Risk Rating HIGH / MEDIUM / LOW			
	50x50 mirror	123456678	Wood framed mirror	Poplar	Populus spp	House of Fraser, SSC, 27 Baker Street London	ANOther, UK Ltd	ANOther, UK Ltd	China works 1234 Ltd, Shenzhen, China	China								Purchase Order / Transit Document to Factory	n/a	n/a	FSC - SGS-COC-123456	No	100	n/a	n/a	No Restriction		N/A	None	LOW
	Plum Bedside	345678910	Bed Furniture	Mindi	Meia Azederach	House of Fraser, SSC, 27 Baker Street London	ANOther2, UK Ltd	ANOther2, UK Ltd	Furniture T/A, London. UK	Indonesia								055/1327/WDD /P3KB	SVLK 00205	YES	n/a	No	20	n/a	n/a	N/A	N/A	N/A	LOW	Full SVLK / V- legal

Examples shown in blue

KEY

EUTR European Timber Regulations EU No 995/2010 <https://www.gov.uk/guidance/eu-timber-regulation-guidance-for-business-and-industry>

CITES Convention on International Trade in Endangered Species of Wild Fauna and Flora) <https://www.cites.org>

REDD Reducing Emissions from Deforestation and Forest Degradation. <http://www.un-redd.org/>

FLEGT Forest Law Enforcement, Governance and Trade. <http://www.euflegt.efi.int/home/>

VPA Voluntary Partnership Agreement. <http://www.euflegt.efi.int/vpa/>

FSC Forest Stewardship Council. <http://www.fsc-uk.org/en-uk>

PEFC Programme for the Enforcement of Forest Certification. <http://www.pefc.co.uk/>

Harvest Document/ Right to Harvest document Document provided at forest source to verify legality of harvesting.

Quantity For records purposes the quantity of timber harvested should be declared and expressed in volume, weight or unit measure. This information may be found on documents such as a bill of lading (where the timber has been imported), other customs and trade documents, and invoices.

Documents to show compliance Concession of harvest license, purchase orders, extraction quotas and haulage notes, FSC or PEFC documentation, CITES and FLEGT documentation, forest management plans, documents showing company policy, harvesting permits. If sensitive information such as prices is on documentation, it is Ok to blank the price information out. "Supplier to advise the type of wood and if it is restricted by using the internet as a research tool.

Contacting campaign organisations that work to protect threatened species; for example, FSC or CITES has a list and uses 'Appendices' to indicate the level of protection for species."

Risk Assessment of wood species Supplier to advise if the country source of the wood is legally / illegally logged and if subject to armed conflict that could affect supply.

ANNEX 7 TRANSIT TESTING: IN-HOUSE METHOD

Outline

All products delivered to House of Fraser and our distribution centres must be ready both for despatch to our retail stores and directly to our web customers. Transit tests are required on all hard goods to verify that the packaging you plan to use is fit for purpose and will fully protect the goods.

There are 2 x transit tests:

1. Drop test
2. Drop-on test

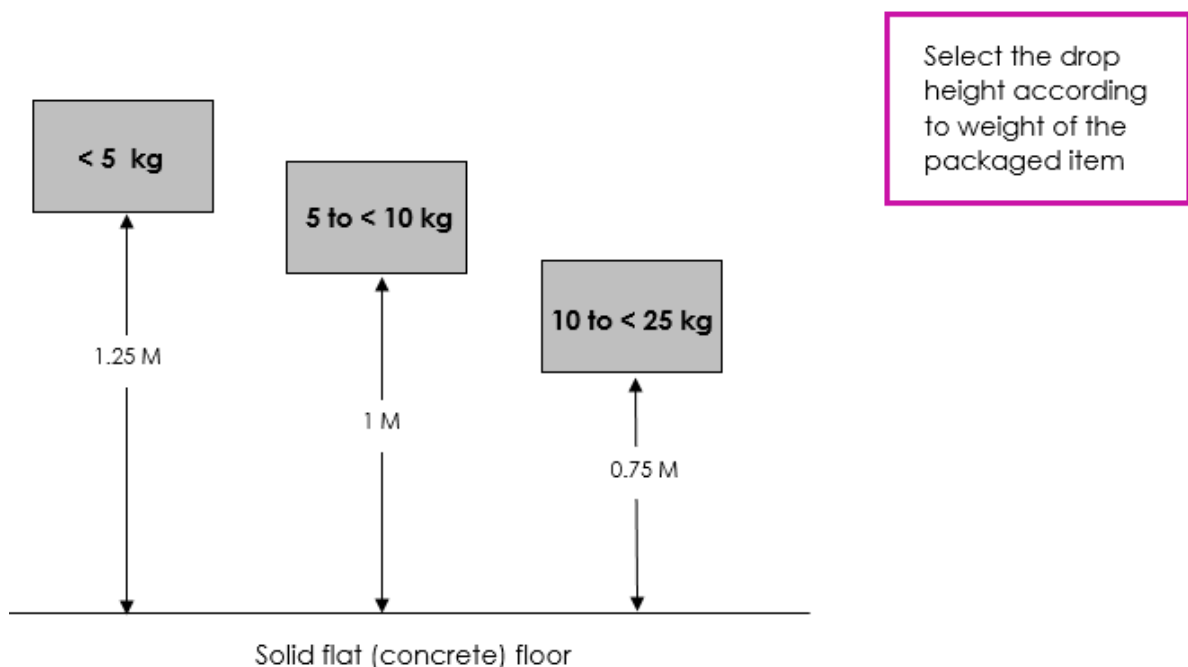
Products with liquid content and also large flat packages such as mirrors, must be tested for both.

Products must remain in a safe, fully functional, undamaged condition following transit testing evaluation.

The following details the method of how to perform transit testing in-house.

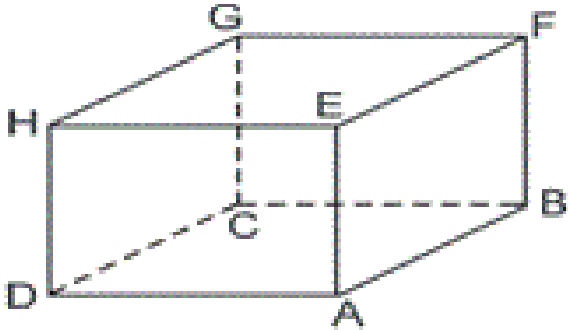
Drop test (for items weighing < 25kg)

Fully packaged items must be dropped onto a hard flat surface, such as a concrete floor. The height from which the package must be dropped will vary depending on the weight of the item.



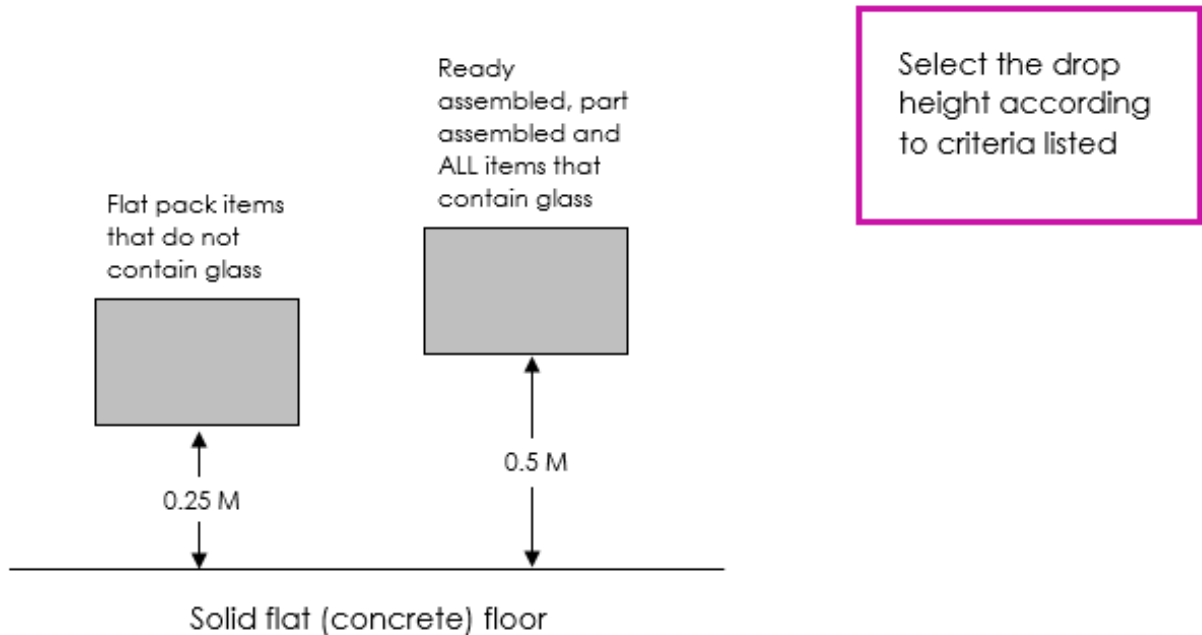
Drop test (for items weighing < 25kg) cont.

Follow the steps below to complete the test, ensuring to drop from the heights listed shown on the previous page.

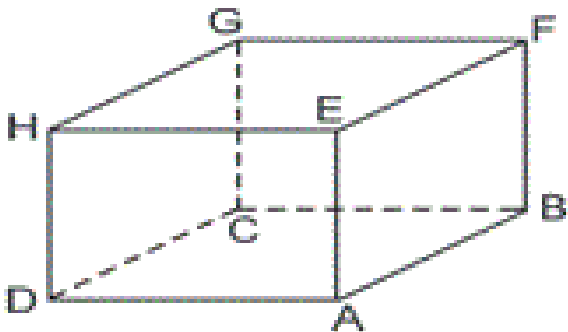


- 1) Check that the contents of the package are undamaged before starting.
- 2) Check that the goods have been packed correctly as intended
- 3) Drop on corner A
- 4) Drop on edge AD
- 5) Drop on both of faces EFGH and AEHD
- 6) Unpack and check for damage. If no damage, re-pack and seal the cartons and continue with the test. If the goods are damaged, the packaging will need to be re-worked.
- 7) Drop on edge AB
- 8) In sequence, drop on faces ABCD, BFGC and DCGH
- 9) Up-pack and inspect for damage.
- 10) If no damage has occurred, this indicates the packaging will be fit for purpose. If there is damage, the packaging must be reviewed / amended and tested again to assure a "pass".

Drop test (for heavy items weighing > 25kg) – part 1

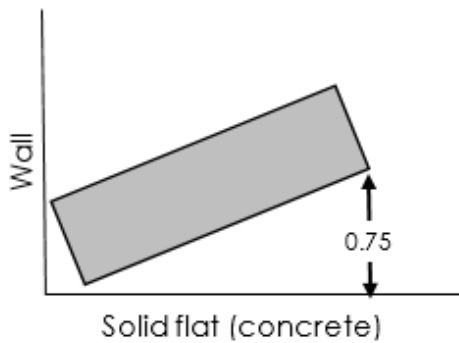


Follow the steps below to complete the test, ensuring to drop from the heights listed above, as relevant.



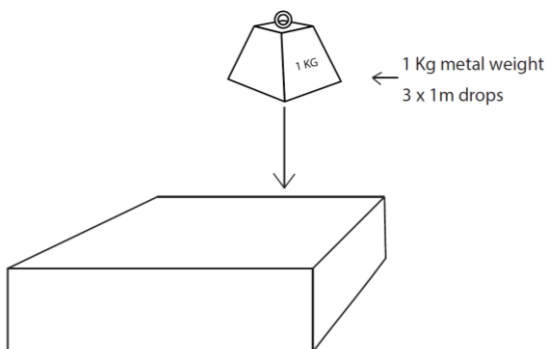
- 1) Check that the contents of the package are undamaged before starting.
- 2) Check that the goods have been packed correctly as intended
- 3) Drop on corner A
- 4) Drop on the opposite corner G
- 5) In sequence, drop on edge BC and faces EFGH and AEHD
- 6) Unpack and check for damage. If no damage, re-pack and seal the cartons and continue with the test. If the goods are damaged, the packaging will need to be re-worked.
- 7) Next conduct the incline drop test

Drop test (for heavy items weighing > 25kg) – part 2 Incline drop



- 8) Place the package against a wall and flat surface on an incline at a height of 0.75M
- 9) Drop onto the largest flat surface EFGH
- 10) Then from the same starting position, drop onto the side face ABFE
- 11) If no damage has occurred, this indicates the packaging will be fit for purpose. If there is damage, the packaging must be reviewed / amended and tested again to assure a “pass”.

Drop-on test (large flat packages including mirrors and flat pack furniture and items containing liquid)



- 1) Check that the contents of the package are undamaged before starting.
- 2) Drop 1 kg weight onto the packaged product 3 times from a height of 1 metre.
- 3) If no damage has occurred, this indicates the packaging will be fit for purpose. If there is damage, the packaging must be reviewed / amended and tested again to assure a “pass”.

ANNEX 8 SUPPLIER COMPLIANCE PARAMETERS / IMPLICATION OF CHARGE

Compliance Measure	Implications of non-compliance	Charge / Cost at NDC.	Applicable to
All Paperwork Supplied - Each order must be accompanied by its Delivery Advice Note.	Any queries or disputes over quantities received are more difficult to resolve with the absence of such delivery documentation.	£50 per order	Bulk
ASN Completion - Suppliers are required to provide an ASN (Advanced Shipping Note) detailing the line numbers and quantities for all PO's prior to delivery in to the NDC	The NDC will need to manually create the ASN based on what volume is actually delivered, this creates additional clerical duties within the NDC.	£15 per every line or £100 (whichever is greater)	Bulk
Cartons to be Free From Metal Staples / Banding - Carton openings must not contain metal staples, nor be secured by plastic or metal banding.	Delays within the receipt process as these bands must be removed from each carton. Also have potential for personal injury.	£15 per carton	Bulk
Correct Carton Label - Each Carton label must contain a House of Fraser label containing the purchase order number, line item number, size, colour and quantity of carton content.	Major delays to the receipts process as the contents of the stock must be validated by handling every unit in every carton.	£15 per carton	Bulk
Incorrect Fill Material within Cartons - Loose fill polystyrene, shredded newspaper and loose waste products must not be used.	Delays within the NDC, increased costs in processing waste.	£15 per carton	Bulk
Single Lin per Carton - Individual products (Line item numbers) must not be mixed within a carton, with the exception of the balance of the order. Each carton should contain only one unique line item number.	Major delays at the receipts process, as mixed line items must be segregated and accounted for.	£15 per every hour or part thereof	Bulk
Stock on Pallets - All stock must be delivered on sturdy pallet (equivalent to GKN pallet standard) measuring 1.0m x 1.2m.	Delays in processing of receipt as stock has to be transferred onto sturdy pallet (equivalent to GKN pallet standard) before this can be verified.	£15 per every hour or part thereof	Bulk
ASN Accuracy - Suppliers should ensure that the details and quantity of the ASN (Advanced Shipping Note) created for an order should match the line numbers and quantities they intend to deliver into the NDC.	Delay in receipting process.	£15 per every line or £100 (whichever is greater)	Bulk
Extra Orders - Suppliers should ensure that ALL orders are booked in before being delivered in to the NDC.	Unaccounted extra labour cost and volume of intake due to unbooked order.	£250 per order	Bulk & Cross Dock
No Show - All confirmed Bookings must be honoured. Any cancellations must be called into the Booking Team 24hrs in advance of the booking time and an email must follow the phone call as confirmation.	Labour has been allocated to process specific orders, if these orders fail to be delivered it results in unnecessary cost.	£250 per order	Bulk & Cross Dock
Nominated Carrier - Suppliers must use one of the nominated carriers. This streamlines the inbound distribution and ensures that suppliers are given appropriate booking time.	Delays in unloading vehicles at the NDC and delays in processing individual orders.	£100 per order	Bulk & Cross Dock
Over-bag per Garment - Each hanging unit must be individually fully covered by a polythene bag.	If several garments are covered in one single bag, this has to be removed as the stock is separated. The stock then has to be individually covered by the NDC to protect the quality of the garment.	£1.00 per unit	Bulk & Cross Dock
Single Order Per Pallet - House of Fraser purchase orders must not be mixed across several pallets. E.g. Several small orders on a pallet is acceptable (only when they are consolidated and properly segregated) but several of the same order split across several pallets is not acceptable.	Delays the identification and receipting of orders at the NDC.	£50 per order	Bulk & Cross Dock
Ticketing - All products should be price ticketed either with a HoF ticket or the supplier's own ticket (which would have to be agreed with the HoF Logistics Team, Buying Team and verified by the NDC).	Un-ticketed stock will have to be ticketed by the NDC team, prior to it being sent out to stores which causes delays in the processing of the stock through to the sales floor.	£0.50 per unit	Bulk & Cross Dock
Carton Accuracy - The individual carton contents must exactly match the products and quantities listed in the ASN file.	House of Fraser stock holding will be incorrect, causing lost sales and stock issue.	percentage of gross error less 0.5% applied to all invoices delivered during the 13 week period	Cross Dock
Correct Carton Label - Each carton label must contain the House of Fraser purchase order number, store number, store name and unique carton barcode / carton ID.	Inaccurate/missing carton labels causes major delays with the receipt process.	£15.00 per carton	Cross Dock
Late ASN - The ASN created for every cross dock purchase order must be live by the time the order arrives at the NDC.	The NDC cannot process an order without a live ASN.	£15 per every hour or part thereof	Cross Dock

See [Supplier Manual](#) for full detail

ANNEX 9 INTERLINK FORM

SUPPLIER SET UP																	
Name of Supplier if they are submitting or if they want access to view their factories	Country	First Name, Last Name	Email Address of person submitting;				DO NOT ENTER	DO NOT ENTER	DO NOT ENTER	DO NOT ENTER	DO NOT ENTER	Enter "Y" for each category being supplier					
Supplier Name	Location	Key Contact Person (First Name, Last Name)	Email	Telephone Number	Supplier ID	Address	InterLink Login ID	InterLink Login Password	Ecode	ID Sent	Danny Notes	MW	MW Accs	WW	WW Accs	Kids	Home (Soft)
			-				-					n/a	n/a	n/a	n/a	n/a	Y

FACTORY SET UP																		
Name of Factory if they are submitting	Country	First Name, Last Name	Email Address of person submitting			Related supplier/agent ID; even if factory are submitting still enter Supplier ID here. IF no supplier, enter Factory ID here as well	DO NOT ENTER	DO NOT ENTER	DO NOT ENTER	DO NOT ENTER	DO NOT ENTER	Enter "Y" for each category being supplier						
Factory Name	Location	Key Contact Person (First Name, Last Name)	Email	Telephone Number	Factory ID	Supplier ID	Address	InterLink Login ID	InterLink Login Password	Ecode	ID Sent	Danny Notes	MW	MW Accs	WW	WW Accs	Kids	Home (Soft)
			-					-					n/a	n/a	n/a	n/a	n/a	Y