

HOUSE OF FRASER

Quality Assurance

Brands & Concession Suppliers

- The manual is designed to be easy to read and use and should cover all the necessary Quality Assurance information required to ensure products are;
 - fit for purpose
 - of satisfactory quality
 - safe when used in a reasonable manner
 - and conform to all relevant legal requirements

- This manual is designed as guide and should further information be required please do not hesitate to contact the Product Technologist for further clarification.

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1. Introduction

The House of Fraser Quality Policy

It is essential that the Quality Assurance procedures described in this section are understood and consistently applied. The procedures have been designed to control the quality of goods available in House of Fraser stores and will ensure that the merchandise detailed on the order is delivered to the correct specification at the right time.

Suppliers must operate a Quality Assurance system that ensures that all merchandise is:

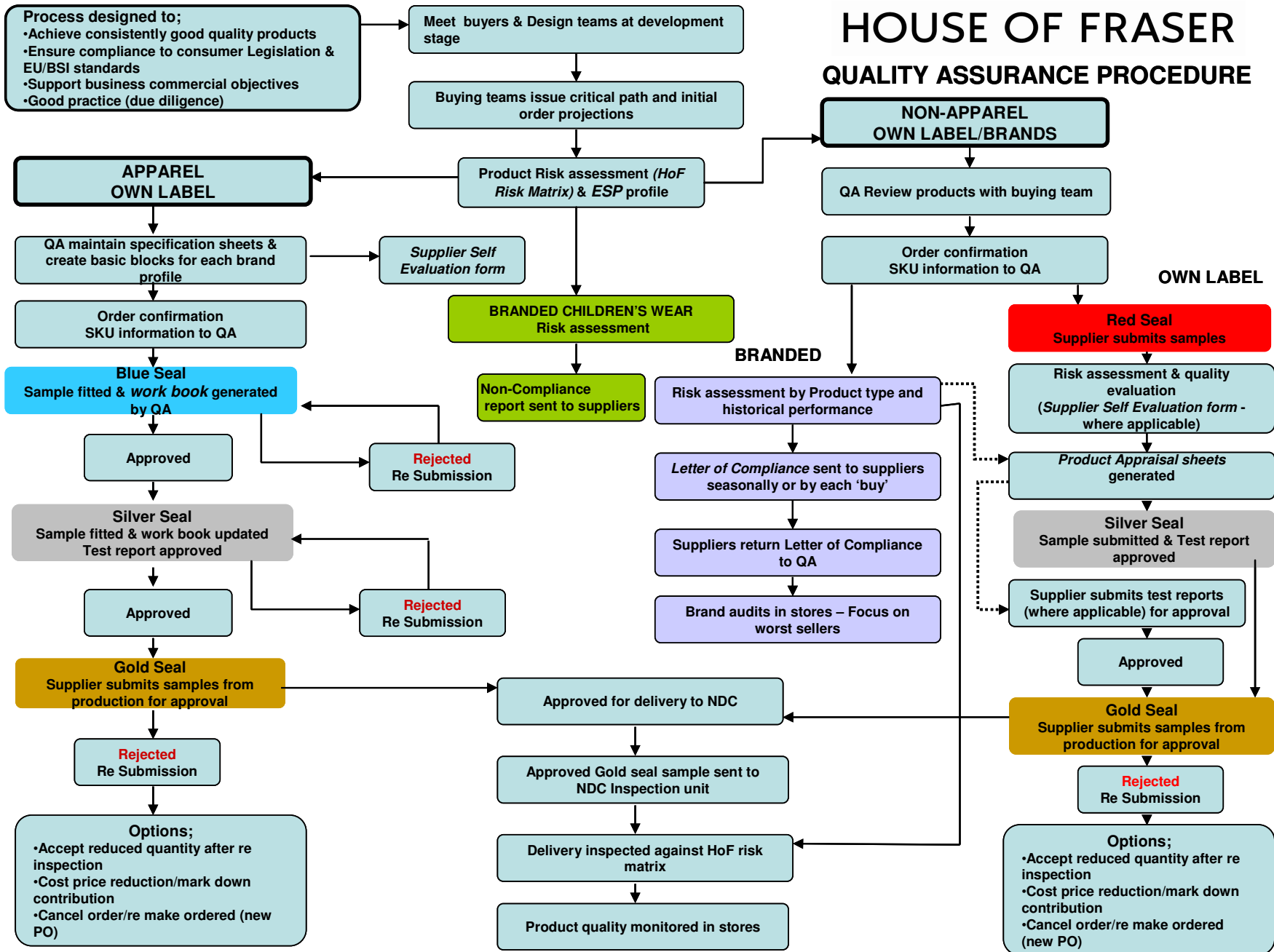
1. fit for purpose,
2. of satisfactory quality,
3. safe when used in a reasonable manner,
4. in accordance and conforms to all relevant legal requirements.

All suppliers to House of Fraser must take ownership for providing a quality assured service as part of their trading agreement. Suppliers are required to read and fully understand the **Terms and Conditions of Purchase** which will have been received at the commencement of your supplier set up with House of Fraser.

Suppliers must ensure all members of staff fully understand the requirements set out in this manual.

By supplying House of Fraser you are confirming that you understand and accept our Terms and Conditions of Purchase which require you to comply with all the Quality Assurance procedures as set out in this pack.

2. Sealing Procedure - HoF QA Process



3. Testing

3.1 Testing Procedures

Testing ensures that all products sold within House of Fraser meets the consumers demand for safety and expectations of quality and value.

It is the supplier's responsibility to ensure that all products are:

1. fit for purpose,
2. of a satisfactory quality,
3. safe when used in a reasonable manner,
4. conformant to all relevant legal requirements.

The results of the tests must comply with all applicable British and International Standards (BS and ISO), UK and EU Regulations and laws and any additional specifications requested by House of Fraser.

It is the supplier's responsibility to ensure that all the required tests are carried out and results meet House of Fraser specifications. Suppliers are required to provide House of Fraser with an indication of performance at the development stage. This allows us to select alternative fabric/fabrications at an earlier stage without compromising the critical path.

All tests are to be carried out by accredited laboratories; an approved laboratory list is available on request. The report must be in English stating the test methods used and be less than 12 months old.

The results of the tests must be submitted and approved prior to starting production. All testing costs must be paid for by the supplier.

House of Fraser reserves the right to test or check any order or to request proof that any order conforms to current legislation and Regulations. Proof of conformance may be requested at any stage of production, delivery, sale, or after sale.

Should any party be uncertain of the information detailed in this Testing Manual they should contact a member of the Quality Assurance Department.

4. Legal Requirements

4.1 Legal Requirements

It is the supplier's responsibility to ensure that goods supplied to House of Fraser conform to UK and European Regulations, in addition to British Standard Institute (BSI) guidelines and shall indemnify House of Fraser in full for any costs for failing to comply. Suppliers must be fully aware of all current Regulations and Standards applicable to their products.

The guidelines offered under this section are based on extracts from the original documents, which are subject to revision and amendment without notice. It is strongly recommended you purchase copies of the relevant documents from HMSO bookshops. www.hmso.gov.uk

Suppliers of specialist products are required to demonstrate their expert knowledge, including risk assessment procedures and due diligence within their Supply Chain.

4.2 Children's Clothing

CHILDRENS CLOTHING

REGULATIONS

- Code of Practice for the Design and Manufacture of Children's clothing to Promote Mechanical Safety BS7907.

The General Product Safety Regulations.

COMPLIANCE

- NO pom poms for age 3 and under.
- NO insecure ribbon ends.
- NO covered buttons or buttons made up of more than 1 piece for age 3 and under.
- NO decorative components i.e. sequins, beads, diamante for age 3 and under.
- NO knotted, beaded, or rigid attachments on cord ends.
- NO uncut threads or floats exceed 1cm in length in the hand or foot area for age 12 months and under.
- NO button bags.
- NO pins, metal clips, safety pins.
- NO foreign objects i.e. stones.

- **Safety of children's clothing –
Cords and drawcords on
children's clothing –
Specifications BS EN 14682.**

EXEMPT FROM BS EN 14682

**Hats
Gloves
Scarves
Footwear
Belts
Braces
Neck ties
Religious or celebratory clothing
Specialist sportswear
Theatrical costumes**

- **NO drawcords, functional cords or decorative cords to come from the back of a garment or be tied at the back of a garment.**
- **NO functional or decorative cords at the hood or neck area of age 7 and under.**
- **Loose, relaxed decorative ties, cords etc. at hood or neck area to be maximum 7.5cm in length.**
- **Loose, relaxed decorative ties, cords etc. at waist to be maximum 14cm in length.**
- **Sash width to be a minimum of 3cm, sash must not hang below the hem when untied and be a maximum of 36cm when tied.**
- **NO fully functional drawcords, Drawcords must be secured at centre back or side seams.**
- **NO openings at channels, including eyelets when a cord is not present.**

- **Food Imitations (Safety) Regulations.**

- **NO cords, tabs, ties etc. to hang below the hem of a garment that finishes below the knee or the elbow. All cords, tabs, ties etc. must be totally on the inside of the garment. All cords, tabs, ties that finish above the elbow must have a maximum length of 14cm.**
- **NO tie halter necks.**
- **NO loose tie shoulder straps.**
- **NO elastic decorative cords at the hood or neck.**
- **Loops to have a maximum diameter of 7.5cm.**
- **No components to resemble food in any way.**

ALL CHILDREN'S CLOTHING MUST CARRY A "KEEP AWAY FROM FIRE" WARNING, IN RED, 10pt UPPER CASE EITHER ON OR NEXT TO THE CARE LABEL.

4.3 Cosmetics & Toiletries

COSMETICS & TOILETRIES

REGULATIONS

- **The Cosmetics Products (Safety) Regulations 2004.**
- **The Cosmetics Products (Safety) Regulations 2005.**
- **The General Product Safety Regulations 2005.**
- **Food Imitation (Safety) Regulations 1989.**

COMPLIANCE

- **List of ingredients required on product, should be visible, indelible and easily legible.**
- **List of ingredients to be in descending order of weight.**
- **Generally all cosmetics should carry the warnings:**
 - **For External Use Only,**
 - **Keep Away From Eyes,**
 - **Not Suitable For Children Under 7 Years.**
- **Supplier/manufactures name and address should be on packaging.**
- **Product should not be likely to be confused with food, should not have the appearance, smell or texture of food.**
- **Volume information labels to be greater than 4 mm high.**

4.4 Fibre Composition

The Textile Products (Indications of Fibre Content) Regulations (1986)

A list of the **ONLY** permissible fibre names

Wool

Alpaca, Llama, camel, cashmere, mohair, angora, vicuna, yak, guanaco, beaver, otter, Followed or not by the name 'wool' or 'hair'

Animal or horse hair

Cashgora

Silk

Cotton

Kapok

Flax or linen

Hemp

Jute

Abaca

Alfa

Coir

Broom

Ramie

Sisal

Sunn

Henequen

Maguey

Acetate

Names corresponding to the material of which the fibres are composed, e.g. metal (metallic, metallised), asbestos, paper, followed by the word 'yarn' or 'fibre'

Modal

Protein

Triacetate

Viscose

Aramid

Acrylic

Chlorofibre

Fluorofibre

Modacrylic

Polyamide or nylon

Polyimide

Polyester

Polyethylene

Polypropylene

Polycarbamide

Polyurethane

Vinylal

Trivinyl

Elastodiene

Elastane

Glass fibre

Lyocell

Alginate

Cupro

Elastomulties

Elastolefin

Elastomultiester

4.5 Footwear

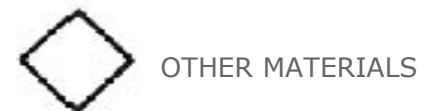
FOOTWEAR

THE FOOTWEAR (INDICATION OF COMPOSITION) LABELLING REGULATIONS 1995.

- All shoe parts must be shown.



- All materials used must be indicated against the shoe part.



4.6 Furniture & Soft Furnishing

FURNITURE & SOFT FURNISHINGS

REGULATIONS

- **The Furniture and Furnishings (Fire) (Safety) Regulations 1988.**

COMPLIANCE

PERMANENT LABELLING (Stitched)

The label should be securely stitched to the product and attached so that it cannot be removed without either damaging the product or the furniture:

- **Required on all new furniture, pillows, scatter cushions, seat pads and loose and stretch covers for furniture,**
- **All throws intended to be used as loose covers for furniture must carry a permanent label.**

N.B:

Mattresses and bedbases are not required to bear these labels but should have a permanent label stating compliance with BS 7177 or BS 6807

(FURNITURE & SOFT FURNISHINGS CONTINUED)
EXAMPLES OF PERMANENT LABELS

Both the long and short versions are acceptable

**CARELESSNESS
CAUSES FIRE**

A N Other Ltd. AB1 2XY

AB 1234

1 March 1990

This article contains CM Foam
which passes the specified test.
All upholstery is cigarette
resistant

All cover fabric is cotton and is
match resistant

This article does not include a
Schedule 3 interliner

- a. The Caution
- b. Name and postal code of the first supplier in the United Kingdom
- c. Batch number or identification number
- d. Date manufactured or imported
- e. Description of filling material(s)
- f. Description of covering material(s)
- g. Whether or not the article includes a fire resistant interliner

**CARELESSNESS
CAUSES FIRE**

Batch/ID No DF 1234

To comply with The Furniture and
Furnishings (Fire) (Safety)
Regulations;
This article does not include a
Schedule 3 interliner

All foams, fillings, and composites
have been tested to ensure
compliance with the relevant
ignitability test. All covers and
fillings have been tested to
ensure that they are cigarette
resistant. All covers have been
tested to ensure that they are
cigarette resistant. All covers
have been tested to ensure that
they are match resistant

Further details are available from
your retailer

- a. The Caution
- b. Batch number or identification number
- c. Whether or not the article includes a fire resistant interliner
- d. Summary of the measures taken to ensure compliance with the regulations

**(FURNITURE & SOFT FURNISHING
CONTINUED)**

DISPLAY LABELLING (Kimbled)

The display labels must be attached to the furniture in a prominent position so that the label will be clearly visible at the point of sale.

Furniture sold as a collection of items, such as three piece suites and dining chairs must carry the appropriate display labels on each individual item.

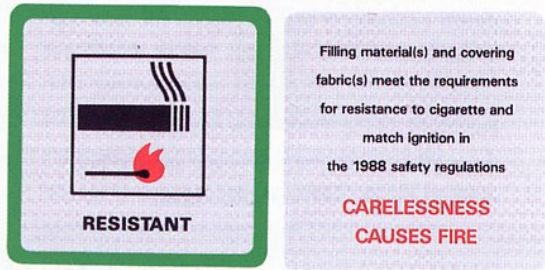
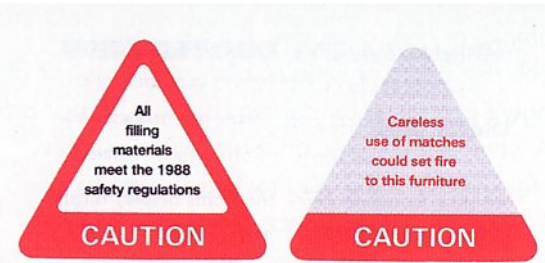
- Required on all furniture, excluding mattresses, bedbases, pillows, scatter cushions, seat pads and stretch and loose covers for furniture.

THROWS – Not intended to be used as a loose cover for furniture.

- Must carry label:
WARNING: THROWS SHOULD NOT BE USED TO REPLACE THE COVER OF YOUR UPHOLSTERY

(FURNITURE & SOFT FURNISHING CONTINUED)

EXAMPLES OF DISPLAY LABELS



- **White triangle with red boarder**

- Appropriate to new furniture with a limited range of cover fabrics. The cover is not match resistant, but the furniture has an interliner which passes the specified test.

- The furniture meets the filling requirements and is cigarette resistant.

- White triangle with red boarder,

- Appropriate to new furniture which meets the filling requirements and is cigarette resistant.

- White square with green boarder,

- Appropriate to new furniture which meets the filling requirements and is both cigarette and match resist.

4.7 Lighting

LIGHTING

REGULATIONS

- BS EN 60598: 2004 Luminaires. General Requirements and Testing.
- The General Product Safety Regulations 2005.

COMPLIANCE

- All lighting must carry the C E mark:



- All lighting must carry the name and or recognized logo of either the supplier brand or House of Fraser
The address or post code of either the supplier or House of Fraser.
- Must have a correct cable label.
- Must have correct warnings on packaging.
- Must have a secure durable lamp wattage label on the lamp holder also showing lamp type.
- Appropriate user installation instructions are required for fixed luminaires.

LIGHTING CHAINS

- **Appropriate assembly instructions are required when there is a degree of self assembly.**
- **Must have a UK plug with appropriate labelling.**
- **Instructions must be relevant to the product they are supplied with.**

- **If a replacement fuse bulb is supplied with the lighting chain is this clearly identifiable.**

4.8 Nightwear

NIGHTWEAR

REGULATIONS

- The Nightwear (Safety) Regulations 1985

FIRE WARNING LABELLING MUST BE PERMANENT

“LOW FLAMABILITY TO BS5722” must be printed in BLACK, 10pt. upper case

“KEEP AWAY FROM FIRE” must be printed in RED, 10pt. upper case

COMPLIANCE

CHILDRENS' NIGHT WEAR

- Night dresses, dressing gowns, stretch 1 pieces MUST state “LOW FLAMMABILITY TO BS5722” printed on a sewn in size label or on an additional label stitched beside the size label
- Pyjamas and cotton terry bath robes MUST state “KEEP AWAY FROM FIRE” printed on a sewn in size label or on an additional label stitched beside the size label
- Baby wear – one piece suits with legs MUST state “KEEP AWAY FROM FIRE” printed on a sewn in size label or on an additional label stitched beside the size label

ALL ADULT NIGHTWEAR

- MUST state “KEEP AWAY FROM FIRE” on a sewn in size label or on an additional label stitched beside the size label

4.9 Oven Gloves

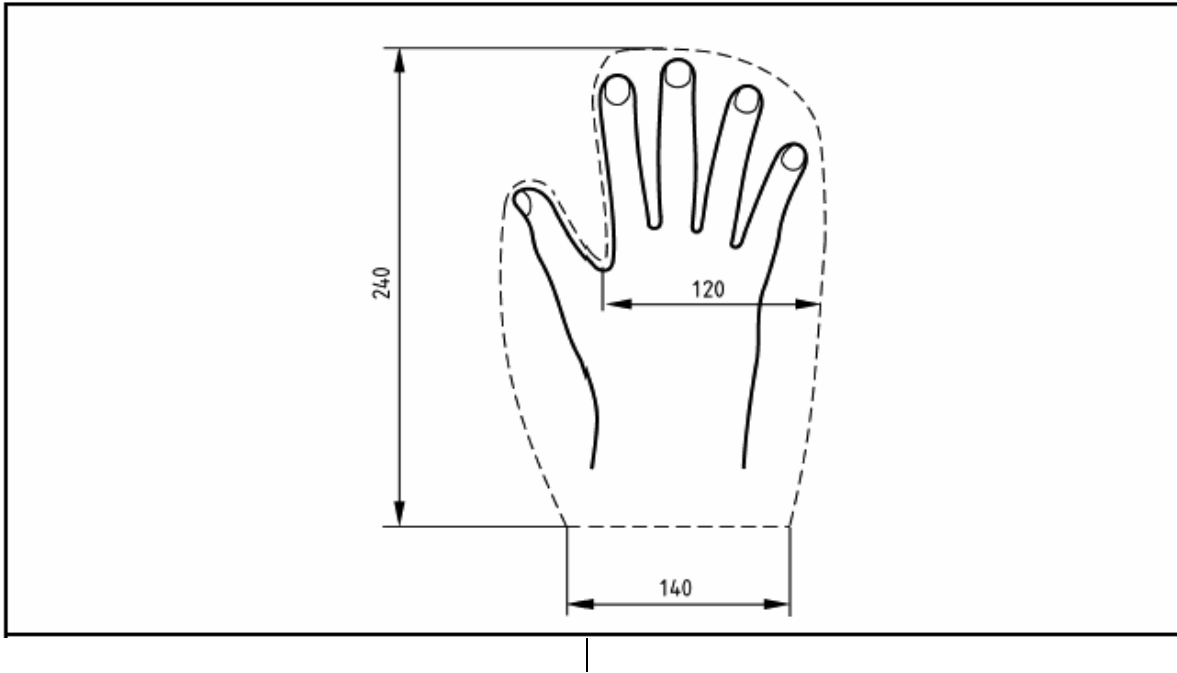
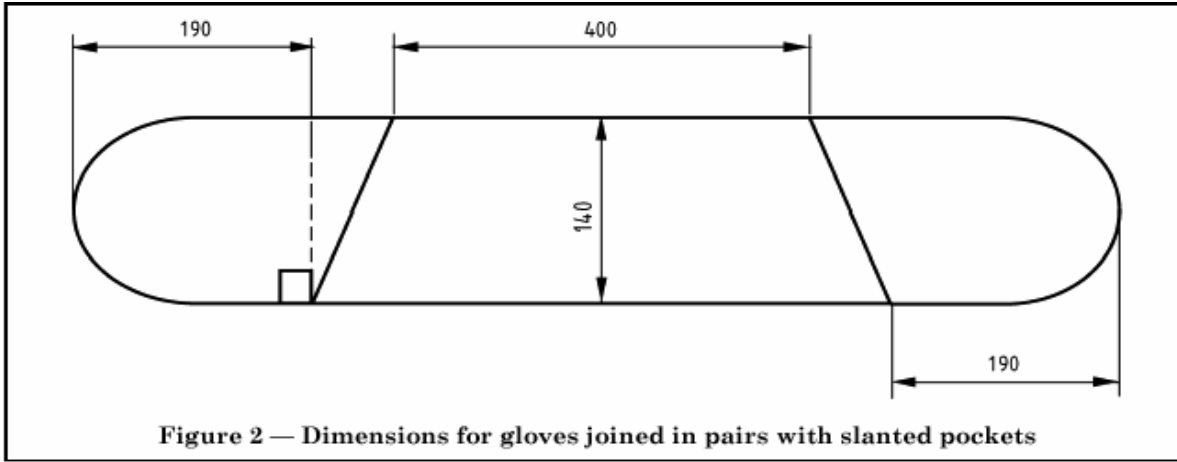
OVEN GLOVES

REGULATIONS

- **BS 6526:1998 Domestic Oven Gloves – Requirements and Test Methods**

COMPLIANCE

- **Oven gloves shall be permanently marked with the following information:**
 - **The number and date of this British Standard, i.e. BS 6526:1998,**
 - **The name, trademark, or other means of identification of the manufacturer or supplier,**
 - **Instructions or any precautions concerning care; including appropriate care labelling symbols in accordance with BS EN 23758.**



4.10 Pencils & Graphic Instruments

PENCILS & GRAPHIC INSTRUMENTS

REGULATIONS

- EN 71 Pt 1, 2 & 3

Adult Pens

- THE PENS AND GRAPHIC INSTRUMENT (SAFETY) REGULATIONS 1998

OR

- EN71 Pt 3
- BS7272- 1 & 2: 2000 SPECIFICATION FOR END CAPS AND END CLOSURES

For products specifically aimed at children under 14 years and child appealing products

- Must carry the C E mark



- Must carry the name and or recognized logo of either the supplier brand or House of Fraser

The address or post code of either the supplier or House of Fraser

- Must carry appropriate warnings where necessary

- ALL PEN TOPS MUST HAVE VENTILATION HOLES

4.11 Sunglasses

SUNGLASSES

REGULATIONS

- Personal Protective Equipment (PPE) EC Directive Regulations
- Personal Eye Protection BS EN1836

COMPLIANCE

- Must carry the CE marking.
- Must state the filter category.
- Must state the UV protection level.

MUST CARRY THE WARNING “DO NOT USE TO LOOK DIRECTLY AT THE SUN”

4.12 Toys

TOYS

TOY DEFINITION

“any product or material designed or clearly intended for use in play by children of less than 14 years of age”

Exclusions from the regulations should carry the warning “this is not a toy” or state that it is a collectors item , a specialist item or for decorative use only

THE TOY (SAFETY) REGULATIONS 1995

EN 71

Exclusions to this are:

- Christmas decorations,
- Detailed scaled models for adult collectors,
- Equipment intended to be used collectively in playgrounds,
- Sports equipment,
- Aquatic equipment intended to be used in deep water,
- Folk dolls and decorative articles for adult collectors,
- Professional toys installed in public places,
- Puzzles with more than 500 pieces,
- Air guns and air pistols
- Fireworks, including percussion caps,
- Slings and catapults,
- Fashion jewellery for children,
- Sets of darts with metallic points,
- Electric ovens, irons or other functional products operated at a nominal voltage exceeding 24 volts,

- Products containing heating elements intended for use under supervision of an adult in teaching context,
- Vehicles with combustion engines,
- Toy steam trains,
- Bicycles designed for sport or for travel on the public highway,
- Video toys that can be connected to a video screen, operated at a nominal voltage exceeding 24 volts,
- Babies’ dummies,
- Faithful reproductions of real firearms.

(TOYS CONTINUED)

PARTICULAR RISKS

- **General construction**

use without breaking or becoming distorted.

Any accessible edges, cords, cables, fastenings etc. must not be able to cause physical injury.

All toys, including packaging must not present the risk of strangulation or suffocation.

Any toy, component part or detachable part that can fit into a “small parts cylinder” must clearly state they are not suitable for children under 36 months.

**All toys must carry the C E mark
The name and or recognised logo of either the supplier brand or House of Fraser.**

The address or post code of either the supplier or House of Fraser.

LABELLING

- **C E marking**



All toys must have the strength and where appropriate the stability to withstand the stresses through normal

(TOYS CONTINUED)

WARNINGS

- Not suitable for children under 36 months due to small parts.
- May contain sharp functional edges *with relevant age suitability*.
- Chemical hazard warnings *with relevant age suitability* adult supervision to be recommended.

INSTRUCTIONS

- Battery operated toys

If warnings and instructions are only on the packaging and not the actual product it must clearly state “this information must be kept for future reference”.

For all items considered to be a possible choking hazard.

e.g. toys containing scissors, blades, tool kits, specialist equipment,

compass, pencil sharpener, pins and needles.

THIS LIST IS NOT EXHAUSTIVE AND COMMON SENSE SHOULD PREVAIL

e.g. science kits containing chemicals, cosmetics including temporary tattoos and body/face paints, craft kits containing glue **THIS LIST IS NOT EXHAUSTIVE AND COMMON SENSE SHOULD PREVAIL**

Must clearly state battery size and instructions for replacing the battery.

5. Supplier Self Evaluation

5.1 Supplier Self Evaluation

All suppliers are required to complete a self-evaluation assessment on their sourcing principles and production capabilities.

All manufacturing and processing units are subject to random factory compliance monitoring.

The audits will be carried out either by an independent, third party of our choice, or an approved audit organisation of the suppliers choosing with prior written agreement from House of Fraser.

House of Fraser Policies

Since launching the House of Fraser Ethical Sourcing Policy (ESP) in 2006, we continue to endorse the importance of responsible sourcing and the promotion of fair and safe working conditions within our supply chain.

The purpose of our House of Fraser Corporate Social Responsibility (CSR) is to work with suppliers to achieve the standards outlined in our policies. The objective is not to terminate or compromise the business relationship but to encourage the continuous improvement of the lives of the workers that produce our goods and give due consideration is given to the effect House of Fraser and our suppliers have on the environment.

5.2 Ethical Sourcing Policy (Branded Supplier Programme)

As a leading retailer of brands in the United Kingdom, House of Fraser acknowledges the importance of responsible sourcing and the promotion of fair and safe working conditions within our supply chain. To that end, we have created a Branded Supplier Programme (BSP) for brands and concessionaires. The BSP is a component of House of Fraser's Ethical Sourcing Policy.

House of Fraser's intention is to promote awareness and encourage the adoption of ethical standards within your supply chain. The objective is not to compromise business relationships or terminate them; it is to encourage the continuous improvement of the lives of the workers that produce goods sold to or sold within House of Fraser.

House of Fraser appreciates that some of you may already have a credible ethical programme already in place. House of Fraser defines credible programmes as those, which, at a minimum, have set a standard that aligns with SA8000, Ethical Trading Initiative (ETI), House of Fraser's ESP or benchmarked to other internationally recognised standards. Where this is the case, you are kindly requested to provide us with details of your programme on the Brand & Concessionaire Form attached.

Where there is no social compliance policy in place, House of Fraser encourages you to adopt and implement one. You may choose to adopt House of Fraser's ESP or select a social compliance programme established by organisations such as ETI, SA8000, Wrap, BSCI, Fairwear Foundation etc.

All Brands and Concessionaires are required to sign the attached Brand & Concessionaire Form as a declaration of your commitment to Ethical Sourcing. Signed forms should be returned by e-mail to the Product Technologist.

The ESP constitutes an addition to House of Fraser's current trading terms and conditions. You are required to distribute the Policy to all parties involved in producing goods for House of Fraser.

Feel free to contact us with any questions or concerns. We look forward to a new phase in the development of our business relationship.

BRANDED SUPPLIER PROGRAMME (BSP)

BRAND & CONCESSIONAIRE FORM

Instructions:

1. All Brands and Concessionaires to complete this Form.
2. The signatory must be a member of the management team who is accountable for social compliance.
3. You may provide additional or supplementary information when returning this form.
4. Once completed, please return the form to House of Fraser by e-mail to the Product Technologist.
5. As part of our annual review, we will invite a number of brands & concessionaires to share with us their findings and share innovative approaches that could add value to the BSP programme.

All suppliers to complete this section

Company Name:	Supplier number:	
Products supplied/ sold within House of Fraser:		
Do you have a Social Compliance Program? If Yes , go to section A . If No , go to section B	Yes	No

Section A

How long has the policy been in place?		
Who is responsible for running the program?		
Name:		
Position held:		
Address:		
Telephone:		
Fax:		
Email:		
Are you a member of any CSR related organizations (ETI, BSCI, WRAP, SA8000, Fairwear Foundation, etc.)?	Yes	No
If Yes, which groups?		
Do you produce any external CSR reports?	Yes	No
Are you involved or listed with any Socially Responsible Investment Fund (SRI) or any SRI Index (e.g. FTSE4Good)?	Yes	No
If Yes, which Funds or Indices?		
Has your company, or your suppliers, ever been targeted by NGO's?	Yes	No
If Yes, which groups?		

Is your company currently, or has your company ever, engaged with any NGO's?	Yes	No
Do you have licensee arrangements in place?	Yes	No
Does this arrangement require the licensee to comply with your social compliance code?	Yes	No
Do you monitor your licensees Social Compliance Program?	Yes	No
How often do the licensees report to you on audits and remediation programs?		
Do the licensees operate independently over the management of the Social Compliance program?	Yes	No
If Yes, provide a list of licensees with contact names and details:	Yes	No
Are you submitting a copy of your code to 'House of Fraser'?	Yes	No
I understand that all brands & concessionaires are expected to demonstrate a commitment to a Social Compliance Programme		
Signed:	Date:	

Section B

Will you be adopting a Social Compliance program in the next 18 months?	Yes	No
If No give your reasons:		
I understand that all Brands & Concessionaires are expected to demonstrate a commitment to a Social Compliance Programme		
Signed:	Date:	

