

# HOUSE OF FRASER

Quality Assurance

Accessories 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. Accessories Sampling Requirements

	NIGHTWEAR/SWIMWEAR	LINGERIE	ACCESSORIES
<b>BLUE SEAL/INITIAL FIT</b> <i>must be made in base fabric</i>	X1 Size 12	X1 Size 34B bra X1 Size 12 brief	X1
<b>SILVER SEAL</b> <i>must be made in bulk fabric</i> <i>Approval of SILVER SEAL gives go ahead to start production</i>	X1 Size 12 / Size M	X1 Size 34B bra X1 Size 12 brief	X1
<b>GOLD SEAL</b> <i>to be taken from production, complete with labelling and hangers</i> <i>Approval of GOLD SEAL gives go ahead for delivery</i>	X 1 Size 12 / Size M Of each colour  X1 Size 16 / L Of any colour	X1 Size 34B bra X1 Size 12brief Of each colour  X1 36D bra / L X1 16 brief Of any colour	X1 Of each colour

Additional samples may be requested.

Submitting incorrect sizes may lead to the samples not being fitted.

### 2.1 Payment of Samples

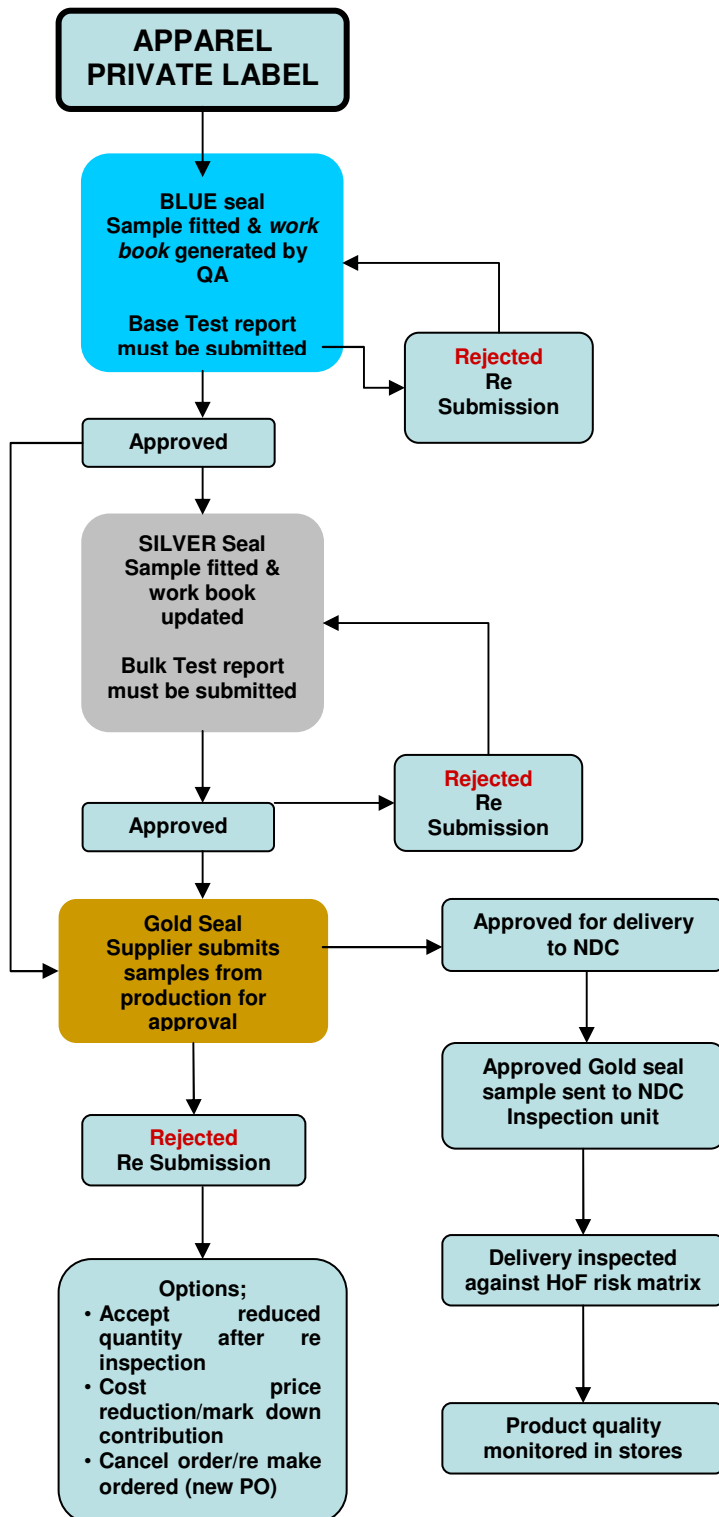
The supplier should not invoice House of Fraser for any samples or carriage costs. The sampling procedures constitute part of the terms of the supply of goods. House of Fraser undertakes to keep sampling to a minimum.

### 2.2 Repeat orders and continuity

The Gold seal procedure (detailed above) applies to all repeat and continuity lines.

### 3. Sealing Procedure

#### 3.1 Sealing Procedure – APPAREL



#### BLUE SEAL

- A BLUE seal is the initial fit sample
- To minimize unnecessary sampling the buying sample may be used as a BLUE seal where possible.
- If the BLUE seal sample requires major amendments it is rejected and a further sample (BLUE stage) requested.
- When the product is approved with no changes or amendments, it can be approved and tagged as SILVER seal, authorising the supplier to go to production. N.B If the sample is not in bulk fabric a reference sample may be required prior to production commencing

#### SPECS

- Supplier to update the specs in the workbook and email to technologist before fitting.
- Accuracy of spec measurements are the responsibility of the supplier and must represent the garment correctly
- The supplier will be held responsible for any discrepancy between production spec and sealed sample.

#### TESTING

- ALL test report for ALL components e.g. linings, trims etc must be approved before production can commence

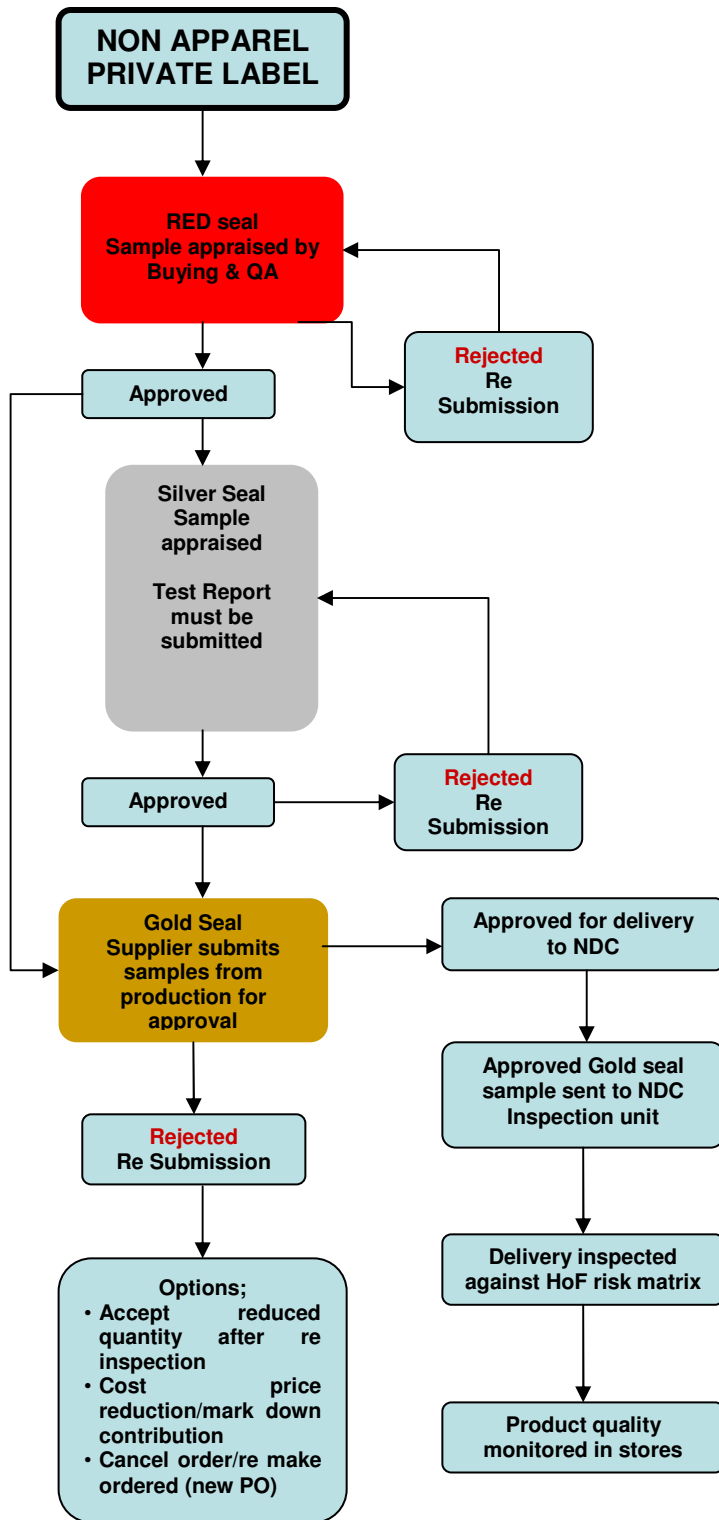
#### SILVER SEAL

- SILVER seal samples are only required if the initial sample is not approved for production
- Once a product is approved as a SILVER seal, the product can go into production.
- If the SILVER seal is not approved (rejected) it will require to be re-submitted as a SILVER
- Approved production specs will be given at this stage

#### GOLD SEAL

- The GOLD seal sample must be taken from production
- All samples must have complete packaging & ticketing
- Approval of a GOLD seal authorises supplier to deliver to HoF

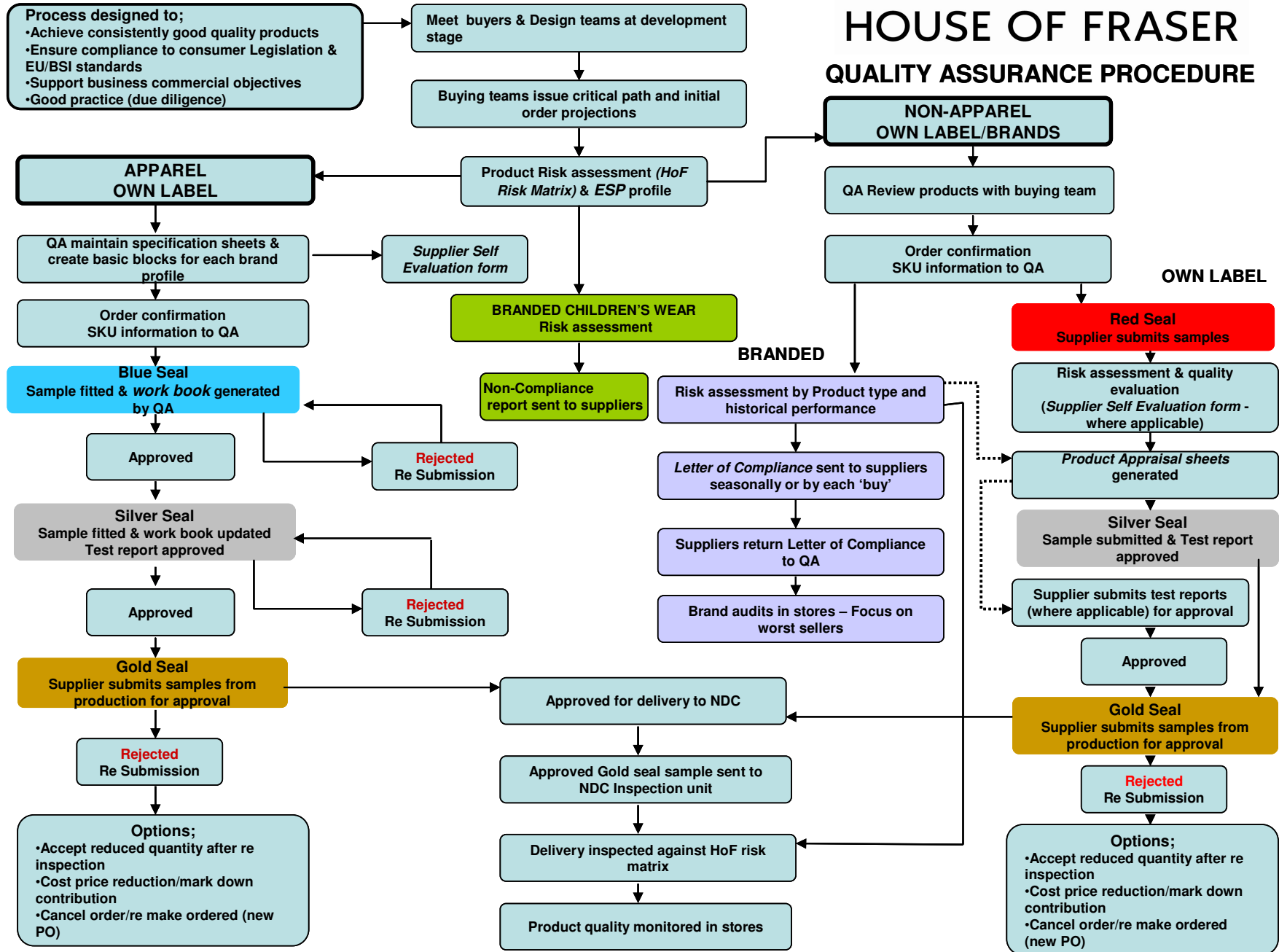
### 3.2 Sealing Procedure – NON APPAREL



<p><b>RED SEAL</b></p> <ul style="list-style-type: none"> <li>• A RED seal is the initial sample</li> <li>• To minimize unnecessary sampling the buying sample will be used as a RED seal where possible.</li> <li>• The sample is evaluated for safety, construction, quality, dimensions and compliance</li> <li>• If the RED seal sample requires major amendments it is rejected and a further sample (RED stage) requested.</li> <li>• If the product is approved with no changes or amendments, it can be approved and tagged as silver seal, authorising the supplier to go to production</li> </ul>
<p><b>TESTING</b></p> <ul style="list-style-type: none"> <li>• Test reports must be submitted once the RED seal sample is approved and the order placed</li> <li>• ALL test report for ALL components must be approved before production can commence</li> </ul>
<p><b>SILVER SEAL</b></p> <ul style="list-style-type: none"> <li>• SILVER seal samples are only required if the initial sample is not approved for production</li> <li>• Once a product is approved as a SILVER seal, the product can go into production.</li> <li>• If the SILVER seal is not approved (rejected) it will require to be re-submitted as a SILVER</li> </ul>
<p><b>GOLD SEAL</b></p> <ul style="list-style-type: none"> <li>• The GOLD seal is the production sample (part of the bulk order) and representative of the bulk</li> <li>• All samples must have all the pre retailing packaging &amp; ticketing</li> <li>• Approval of a GOLD seal authorises supplier to deliver to HoF</li> <li>• GOLD seals must be received by the buying department a minimum of 10 days prior to delivery into Excel for direct imports and 10 days prior to delivery into the NDC for landed and UK manufactured goods</li> </ul>

**Note:** In exceptional circumstances a photograph of the sample may be accepted. This will be agreed at the development stage.

### 3.3 HoF QA Process



## 4. QA Documents – Guidelines for use

### 4.1 Example: Fabric Test Submission Form

FABRIC TEST REPORT SUBMISSION FORM		DATE	
Supplier	Fabric Reference number		
Department	Garment Description		
Season	H.O.F reference		
<p style="text-align: center;"><b>PLEASE ENSURE A SEPARATE SHEET IS COMPLETED FOR ALL RELEVANT COPONENANTS</b></p>			
COMPULSORY FOR ALL FABRICS		Requirement	Pass/Fail/Comments/Repeat
Fibre content: BS4407:1988,ISO1833		+/- 3%	
Dimensional stability to washing:		wovens +/- 3%	
BSENISO26330:1994		knit or lace +/- 5%	
Dimensional stability to dry cleaning:		wovens +/- 3%	
1 commercial process		knit or lace +/- 5%	
Dimensional stability to steam: <i>dry clean only</i>			
BS4323:1979(1995)		+/- 2%	
Colour fastness to washing: <i>colours only</i>		CC 4	
BSENISO20105C06:1997		SC 4	
Colour fastness to dry cleaning: <i>colours only</i>		CC 4	
BSENISO105D01:1995		SC 4	
Colour fastness to perspiration: <i>colours only</i>		CC 4	
BSENISO105E04:1996		SC 4	
Colour fastness to rubbing: <i>colours only</i>		DRY 4	
SO105X12:1995		WET 3-4	
Slippage: <i>wovens only</i>			
0:1988			
Resistance to abrasion: <i>knitwear</i>		1000 revs 4	
SO12945-1:1999		Wet knits & lace - spin	
<i>polyester, acrylic, brushed cotton &amp; blends</i>		1000 revs 4	
Spirality: <i>knitted only</i>			5%
In house method C - see House of Fraser Testing Manual			
Colour fastness to perspiration: <i>silk, viscose fibres, wool &amp; blends</i>		cc 4	
BSENISO105E04:1996		s 4	
Appearance after wash: <i>for washable garments with more than 1 component - e.g. embellishment, trims etc.</i>		Visual assessment	
		In house method A	
Appearance after dry clean: <i>for dry cleanable garments with more than 1 component - embellishment, trims etc</i>		Visual assesment	
		In house method A	
Colour fastness to light			4
BSEN20105B02:1993			
ADDITIONAL TESTS AS APPROPRIATE TO FABRIC AND GARMENT TYPE		Requirement	Pass/Fail/Comments/Repeat
Fibre composition as confirmed by test report			
IT IS COMPULSORY TO ENTER ALL PROPOSED CARE INTRUCTIONS IN THE SECTION BELOW			
WASHCARE SYMBOLS	COMMENTS		
	FIBRE COMPOSITION - INCLUDING LININGS ETC. AS STATED ON CARE LABEL		
ADDITIONAL WORDING	APPROVED BY:		
	DATE APPROVED:		
<p>*It is the suppliers responsibility to ensure all required tests are carried out. This form is to be used in conjunction with the House of Fraser Testing Manual.</p> <p>*Test piece Failures must be submitted to House of Fraser for commercial assessment</p> <p>*All queries to be discussed with the department Technologist</p>			

All details to be completed

Relevant tests will be highlighted

Test report results and comments to be added


SAMPLE

All suggested wash care instructions to be completed

Approval by Technologist

## 4.2 Example: Washcare Instructions

**WASHCARE INSTRUCTIONS**  
Sequential format of 5 symbols must be followed to comply with EU Regulations



**SYMBOLS** - copy and paste symbols only as required - written descriptions are for reference only

1. Washing	2. Bleaching	3. Machine Drying	4. Ironing	5. Dry Cleaning
Normal action	Any bleach	Normal tumble drying	Hot iron (max 200C)	Dry clean in any solvent
Gentle action	Do not bleach	Mild tumble drying	Moderate iron (max 150C)	Professional dry clean
Normal action		Do not tumble dry	Cool iron (max 110C)	Do not dry clean
Gentle action			Do not iron	
Very gentle action				
Normal action				
Hand wash				
Do not wash				

**ADDITIONAL WORDING ONLY** - copy and paste as required  
**DO NOT DUPLICATE SYMBOLS AND WORDING**

WASH SIMILAR COLOURS TOGETHER  
COOL HAND WASH  
WASH AND DRY INSIDE OUT  
WASH CO-ORDINATING GARMENTS TOGETHER  
DO NOT PILE DAMP  
DRY CLEAN ONLY  
IRON ON REVERSE  
DO NOT IRON ON EMBELLISHMENT / PRINT / MOTIF  
IRON WHILST DAMP  
DRY AWAY FROM DIRECT SUNLIGHT / HEAT  
DRY FLAT  
RESHAPE WHILST DAMP  
WASH AFTER USE

**FURTHER INSTRUCTIONS**  
REMOVE DETACHABLE TRIMS BEFORE LAUNDRYING  
DO NOT RUB ISOLATED STAINS  
PART OF A TWO PIECE SET  
**KEEP AWAY FROM FIRE** - (wording to be in 10pt uppercase and red)


SAMPLE

**EXAMPLE OF CARE LABEL LAYOUT**

10cm TOTAL LENGTH

2cm WIDTH

**10**  
100% COTTON LINING  
100% ACETATE  
PART OF A TWO PIECE SET



IRON ON REVERSE  
D NUMBER

SYMBOLS GO HERE

WORDING FOR CARE INSTRUCTIONS GO HERE

FIBRE COMPOSITION GOES HERE

SPECIAL WORDING GOES HERE

D NUMBER GOES HERE

PLEASE FOLLOW THIS LAYOUT AS AN EXAMPLE AND TEMPLATE - ORDER LABELS FROM APPROVED TEST REPORT TOP SHEET

**QUALITY :** WOVEN POLYESTER TAPE WITH SATIN FINISH  
**DIMENSIONS:** TOTAL LENGTH 10cm X 2cm FOLDED IN THE MIDDLE  
**POSITION:** TOPS: 10CM UP FROM HEM LEFT HAND SIDE AS WORN  
SKIRTS / DRESSES: 20CM UP FROM HEM LEFT HAND SIDE AS WORN  
PRESS CARE LABELS TOWARDS THE BACK OF THE GARMENT

**2 PIECE SETS:**  
\* CARE LABEL REQUIRED IN EACH PIECE  
\* IF TWO QUALITIES ARE USED WITHIN ONE GARMENT BOTH FIBRE COMPOSITIONS TO BE QUOTED ON THE SAME LABEL SO THE SAME LABEL IS USED IN BOTH PIECES

### 4.3 Example: Specification Sheet

Specification sheets are garment and departmental specific

#### HOUSE OF FRASER SIZE SPECIFICATION SHEET NIGHTWEAR/LOUNGEWEAR/BRIEFS

All details must be completed

BRIEFS		Description		Fabric		Supplier			
Season									
Department									
Style Ref									
All measurements total circular									
		SAMPLE MEASUREMENTS/DESCREPIENCIES				PRODUCTION SPEC.			Tol =
SAMPLE TYPE	Initial					S	M	L	1/2 grade
SIZE SUBMITTED	m s m t								
DATE	block								
<i>specific to tops, robes</i>									
A	CHEST AT UNDERARM					-8	0	8	
B	WAIST POSITION (FROM HPS)						0	1	
C	WAIST					-8	0	8	
D	TOP HIP 10cm BELOW WAIST					-8	0	8	
E	LOW HIP 20cm BELOW WAIST					-8	0	8	
F	HEM WIDTH (STRAIGHT/CURVE)						0	8	
G	HEM DEPTH					0	0	0	
						-0.6	0	0.6	
						-2	0	2	
						-2	0	2	
						-2	0	2	
						-1.2	0	1.2	
						0	0	0	
						-2	0	2	
						-1.2	0	1.2	
						0	0	0	
							0		
<i>specific to bottoms</i>									
S	WAIST					-8	0	8	
T	TOP HIP 10cm BELOW WAIST					-8	0	8	
U	LOW HIP 20cm BELOW WAIST					-8	0	8	
V	FRONT RISE FROM TOP EDGE					-1.2	0	1.2	
W	BACK RISE FROM TOP EDGE					-2.4	0	2.4	
X	X THIGH AT FORK					-2	0	2	
Z	HEM					-1.5	0	1.5	
INS						0	0	0	
OU						-2	0	2	
spe									
WA						-8	0	8	
	LEG OPENING								
	SIDE DEPTH								
	GUSSET WIDTH								
	FRONT COVERAGE - MID LEG								

Initial sample or block measurements must be entered

Fully graded specification sheet for production

All subsequent sample measurements must be recorded

IT IS THE SUPPLIERS RESPONSIBILITY TO COMPLETE AND RETURN BY E MAIL THE PRODUCTION SPEC. ON APPROVAL OF SILVER SEAL

#### 4.4 Example: Comment Sheet

FIT COMMENT SHEET									
LADIESWEAR					DATE				
SAMPLE FITTED			BLUE	SILVER	OTHER				
Description									
THERAPY Fabric									
Supplier									
Size		10			Model		SOPHIE		
Additions									
button bag		extra sequins/beads			other				
Instructions									
silk		hand embellished		embroidered		crushing/crinkle		delicate fabric indigo denim	
transference									
specialist dry clean			special instructions wording other						
Hanging loops									
black		white		other		position			
<div style="font-size: 4em; opacity: 0.5;">SAMPLE</div>									
Sarah					Design				
Buying					FABRIC TEST REPORT				
PLEASE COMPLETE SAMPLE MEASUREMENTS ON THE SIZE SPECIFICATION SHEET AND RETURN THE WORKBOOK BY E MAIL									

All details to be completed

Sample stage will be highlighted

Additional instructions will be highlighted

All fit, make and general comments will be added

Next sample stage will be highlighted

#### 4.5 Example: Comment Sheet

FIT COMMENT SHEET										
LADIESWEAR				DATE						
SAMPLE FITTED		BLUE		SILVER	OTHER					
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <b>All details to be completed</b> </div>	Description									
	Fabric									
	Supplier									
	Model									
<div style="border: 1px solid black; padding: 5px; width: fit-content; float: right;"> <b>Sample stage will be highlighted</b> </div>										
10										
<b>Additions</b>	button bag	extra sequins/beads		other						
<b>Instructions</b>	silk	hand embellished	embroidered	crushing/crinkle	delicate fabric	indigo denim				
<b>transference</b>	specialist dry clean		special instructions wording		other					
<b>Hanging loops</b>	black	white	other	position						
<div style="border: 1px solid black; padding: 20px; font-size: 48px; transform: rotate(-15deg); opacity: 0.5;">             SAMPLE           </div>										
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <b>Additional instructions will be highlighted</b> </div>										
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <b>All fit, make and general comments will be added</b> </div>										
			<div style="border: 1px solid black; padding: 5px; width: fit-content; float: right;"> <b>Next sample stage will be highlighted</b> </div>							
			<table border="1" style="width: 100%; text-align: center;"> <tr><td>BLUE SAMPLE</td></tr> <tr><td>SILVER SAMPLE</td></tr> <tr style="background-color: yellow;"><td>GOLD SAMPLE</td></tr> <tr style="background-color: yellow;"><td>FABRIC TEST REPORT</td></tr> </table>				BLUE SAMPLE	SILVER SAMPLE	GOLD SAMPLE	FABRIC TEST REPORT
BLUE SAMPLE										
SILVER SAMPLE										
GOLD SAMPLE										
FABRIC TEST REPORT										
Q.A		Design								
Buying										
PLEASE COMPLETE SAMPLE MEASUREMENTS ON THE SIZE SPECIFICATION SHEET AND RETURN THE WORKBOOK BY E MAIL										

#### 4.6 Example: Gold Seal Sample Check List

				TO:			
				FROM:			
<b>GOLD SEAL SAMPLE CHECK LIST</b>							
		<b>Linea</b>		<b>Therapy</b>		<b>Platinum</b>	
Supplier:				Size range:			
Description:				Colour/s:		Pack:	
Article number:			Order number:			Date into NDC UK:	
<b>Buying Departments Approval</b>				<b>Garment Technologists Approval</b>			
Styling				Make up			
Accessories				Presentation			
Colour				Test report			
Main brand label				Fibre composition			
Care label				Care label instructions/information			
Kimball				Stitching			
Swing ticket				K/FF label (where applicable)			
Promotional swing ticket				Snap buttons			
Special information booklet				Conformance of regulations			
Packaging							
Hanger		Hanger-Brand/d					
<b>Comments:</b>				<b>Comments:</b>			
Approved/Rejected by:		Date:		Approved by:		Date:	
<b>NOTE TO SUPPLIERS: ENSURE BOTH SIDES ARE SIGNED TO VALIDATE APPROVAL</b>							

SAMPLE

**All sections to be completed by Buyer & Technologist**

## **5. Manufacturing Standards**

### **5.1 General Manufacturing Guidelines – Women’s Accessories**

**Unless otherwise requested by House of Fraser buying team, design team or product technology team the following guidelines must be adhered to:**

#### **5.1.1 Fabric**

- It is a legal requirement for all textile products to comply with The Textile Products (Indication of Fibre Content) Regulations 1986 (as amended),
- All casual fabric to be easy care (machine washable) where possible ,
- No animal fur trimmed accessories are permitted, all fur trims must be faux fur,
- Any faux fur used should be brushed or combed through to eliminate any loose pile and prevent fibre migration,
- Accessories that are constructed using lightweight fabric, chiffon, silk and delicate yarns are to have a delicate label .

#### **Leather**

- Leather products must not carry the leather mark as House of Fraser are not registered to use this,
- Leather products can be labelled as genuine leather and due to ‘best working practice’ House of Fraser would ask suppliers that products that are claimed to be leather are to be verified by BLC Leather technology Centre LTD.

#### **5.1.2 Stitching**

- Thread to colour match unless otherwise specified,
- Core spun thread must be used,
- Puckering of stitching and seams is not acceptable,
- All thread ends to be securely finished and trimmed, loose threads are not acceptable,
- Monofilament thread must not be used,
- Float stitches must not exceed 1cm,
- 30’s cotton top stitching to be knot tied at ends and re-inserted into seam.

#### **5.1.3 Seams and Hems**

- No raw edges, unless otherwise specified,
- Seam depth – minimum 0.6cm,
- Hem and cuff turnings to be a minimum of 3cm,
- Hem lining to be 3cm shorter than shell,
- On knitted products yarn ends should be securely fastened or ‘knitted off’ to prevent yarns unravelling,
- All jersey and stretch garments to be constructed using 4 thread machine on seams and cover stitch machine on hems unless stated otherwise,
- Shoulders on knitwear to be taped.

#### **5.1.4 Components and Embellishments - Sequins, Beads and Embroidery**

- All components must comply with the Nickel Directive,

- All sequins and beads must be knotted every 3cm or 5 beads,
- Floats must not exceed 3cm,
- Embellishments or trims must not cross stain,
- Spare sequins, beads or threads must be included in an envelope attached to the swing ticket,
- All trims / embellishments to be tested for 'appearance after washing or dry cleaning' and to be compatible with the base fabric care instructions.

#### 5.1.5 Fastenings

- All metal parts i.e. zips, hooks and rivets on accessories must comply with the Nickel Directive,
- One spare button required of each size to be sewn to care label,
- Poppers must be securely fastened,
- Ties / sash belts to be secured with a plastic Kimball tag through either the belt loop or side seam.

#### 5.1.6 Packaging and presentation

- Pins, staples and metal items are not permitted in packaging,
- All products must be inspected and passed through a metal detector. Metal detection records must be maintained by the manufacturer,
- Plastic bags should carry the warning "**PLASTIC BAGS ARE DANGEROUS. TO AVOID DANGER OF SUFFOCATION KEEP THIS BAG AWAY FROM BABIES AND CHILDREN**",
- Polythene bags must be minimum thickness of 80 gauge,
- All bags must be BHT free.

## 5.2 Construction Guidelines

### 5.2.1 Hats

- All women's hats should to be 57cm circumference,
- Hats are to have cosmetic strips and hat refund policy labels attached.

### 5.2.2 Bags and Purses

- Compartments in bags and purses and wallets must fit items for which intended e.g. mobile phone and credit cards,
- Any locking devices must work and be supplied with a minimum of two keys.

### 5.2.3 Footwear

- Any metal rivets, studs etc likely to be in contact with the skin must comply with the Nickel Directive,
- The product must have correct pictogram labeling stating the composite of the upper, lining and sole and this should be clearly visible at point of sale,
- All fastenings must be of a sufficient strength to resist stresses of normal wear,

- Animal products (leather, suede, feathers) can only be used if they are animal 'by products'.

#### **5.2.4 Nightwear**

- The product must comply with fire safety regulations and permanent KAFF labels (KEEP AWAY FROM FIRE must be printed in red 10pt upper case) must be attached to the all nightwear garments,
- Hanger loops to be attached at shoulder for all wide neck style.

#### **5.2.5 Lingerie**

- Hygiene stickers must be used on all intimate apparel,
- All hook and eyes to be metal unless stated otherwise,
- Strap adjusters to be positioned at 5 / 6cm,
- Lace along the neckline edge of bra to be edged with framilon to provide support and prevent the lace collapsing,
- Gussets in brief to be rectangular construction and not diamond shaped unless stated otherwise,
- When fitting, the bra is to sit level around the rib cage, this can be achieved by checking the models side profile,
- The bust points are to be correctly positioned (not East / West),
- The bra should have sufficient cup capacity and the profile of the top edge and along the neckline edge of bra to have a clean line with no 'double bust' effect,
- The under wire is to sit underneath the bust and provide adequate support,
- The correct under wire must be used for the correct style of bra,
- The should be no more than 1cm wire play for core size bras,
- Check to ensure the apex's are in the correct position,
- Please check for puckering at the CF cradle and wings as excessive puckering is unacceptable,
- CF Cradle is to sit flat against the chest of fit model,
- The straps are to have sufficient adjustment.

#### **5.2.6 Swimwear**

- Metal trims large enough to conduct heat must not be used,
- Hygiene stickers must be used on all swimwear briefs,
- All metal trims must comply with the nickel directive,
- Embellishments or trims must not cross stain during normal use or laundering and must be securely attached.

## **6. Testing**

### **6.1 Testing Procedures**

Testing ensures that all products sold within House of Fraser meet 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 testing requirements detailed in this Manual they should contact a member of the Quality Assurance Department.

### **6.2 Textile Testing Guidelines**

#### **6.2.1 Test Report Submission**

The supplier is required to submit the test report by e-mail to the departmental Technologist for approval. It is unacceptable to submit an incomplete test report. Where tests fail to meet our requirements you are expected to; submit the tested specimen with the test report and suggest alternative solutions for the failure.

Test report approvals and rejections will be e-mailed to the supplier by the Technologist.

### **6.2.2 Repeat Orders**

Where a full test has been carried out within the last 12 months, you will not be required to submit a new test report unless new colours have been booked or otherwise advised by the Product Technologist. In this instance colour fastness tests for the new colour must be submitted for approval.

If however, the fabric for the repeat order is being supplied by a new mill, a full test report is required.

### **6.2.3 Mill Reports**

The content and quality of mill reports vary considerably. Therefore, only the following exemptions will apply:

- a. For trial orders and orders under 300 units,
- b. Where the testing methods are similar to those listed in the Manual,
- c. The date of the report is within 12 months.

**Note:** Fibre composition must be verified by an independent laboratory unless the mill spins its own yarn.

**Please consult the Product Technologist if you have any queries about Mill Reports.**

### **6.2.4 Fibre Composition**

It is a legal requirement for all textile products to comply with The Textile Products (Indication of Fibre Content) Regulations 1986 (as amended).

The supplier/manufacturer is required to apply an accurate fibre composition within the permissible tolerance of +/-3%. Only fibre names listed in the Regulation can be used.

All orders (including trials) must have a fibre composition test carried out unless the fabric is a repeat.

(See section 6.2.2 above, for additional information on repeat orders).

## 7. Legal Requirements

### 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](http://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.**

## 7.1 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

Trivinyll

Elastodiene

Elastane

Glass fibre

Lyocell

Alginate

Cupro

Elastomulties

Elastolefin

Elastomultiester

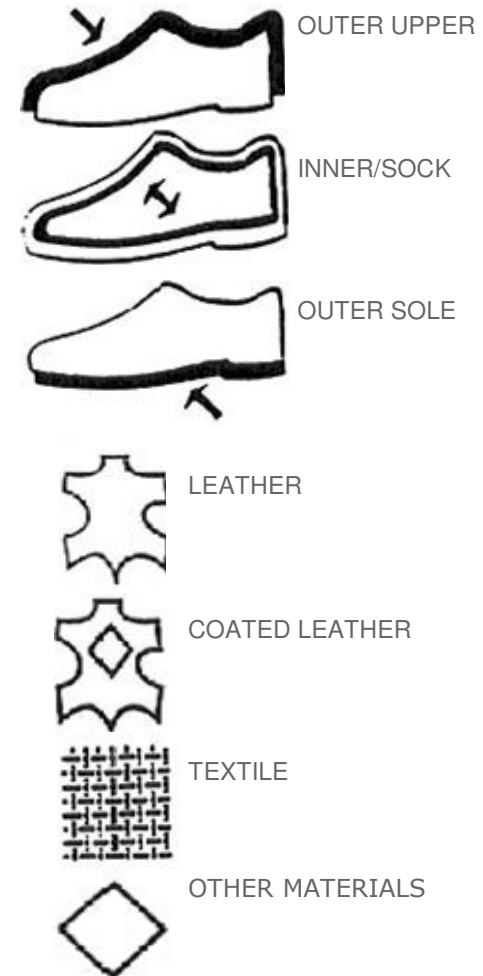
## 7.2 Footwear

### 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



## 7.3 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

## 8. Labelling and Packaging Requirements – Linea Accessories

linea



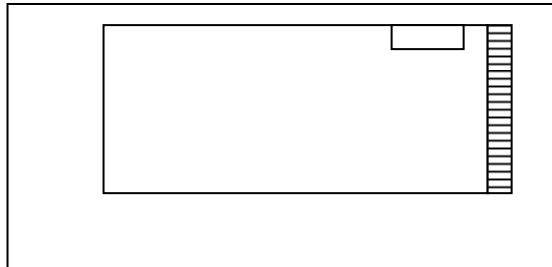
### 8.1 Brand Label

**Position:**

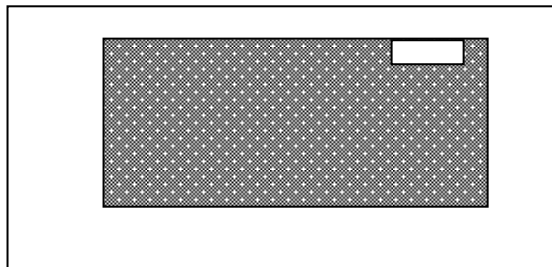
**Wraps/Ponchos** - To be sewn into the centre back of garment.



**Scarves** - To be attached to the left hand side as worn of the scarf, 2cm from the end with care label underneath see diagram.



**Day Scarves/Lightweight Wraps** – To be attached to the left hand side as worn of the scarf, 2cm from the end with care label underneath, see diagram.



**Baker boys/Caps** – To be attached at the centre back of the hat as shown with care label underneath.

**Berets** – To be attached at the centre back of hat as shown with care label underneath.



**Trilbys/Occasion Hats** – To be attached at centre back of hat as worn, with care label underneath.



**Knitted Caps** – To be attached at centre back of hat as shown with care label underneath.



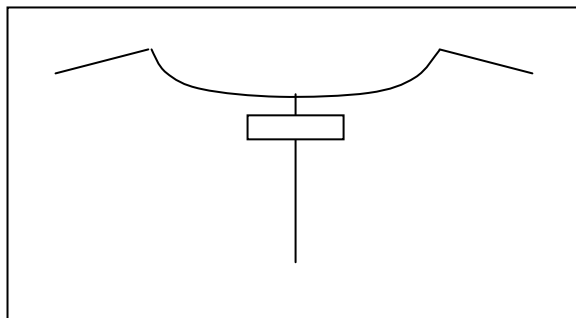
**Beanie Hats** – To be attached on the inner left hand side as worn of hat, 2cm from end with care label underneath see diagram.



**Gloves** – To be attached on top of the inside of glove, 2cm from edge with care label underneath.

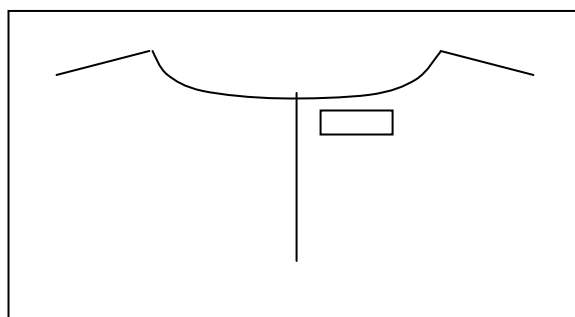


**Pyjama Tops/Robes** – To be sewn into the centre back of garment.



**Pyjama Pants/Shorts** - To be sewn into the centre back of garment.

**Chemise with keyhole at centre back** – to be sewn to the left hand side as worn



**Thong** – To be sewn to centre back of garment, with care label underneath.

**Brief/Short** – To be sewn to centre back of garment, with care label underneath.

**Bra** – To be sewn to left hand side as shown with care label underneath



**SUPPLIER:** Nilorn UK

**REFERENCE:** LINEA GG 10CS

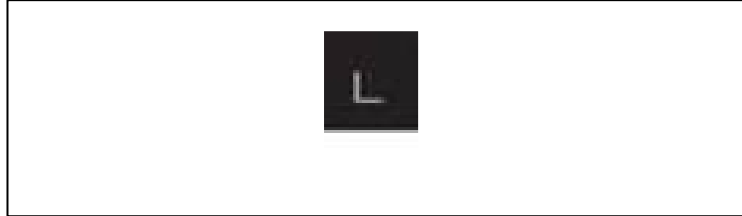
**DIMENSIONS:** 10mm x 50mm

## 8.2 Size Labels

**Position:** To be sewn onto the linea brand label at the centre back, unless otherwise specified.



**SUPPLIER:** Nilron UK  
**REFERENCE:** LINEA GG SZ  
**SIZES:** 8,10,12,14,16  
**DIMENSIONS:** 10mm x 16mm



**SUPPLIER:** Nilorn UK  
**REFERENCE:** LINEA GG SZ  
**SIZES:** S, M, L  
**DIMENSIONS:** 10mm x 16mm

### 8.3 Swing Ticket

Position: To be safety pinned into the size tab on the main woven linea brand label.  
These are examples of the new garment tickets that will now be used on all linea products.  
As you can see there are specific swing tags for certain garments.

*Please refer to separate manual from Nilorn UK for the full range of swing tickets and code references*

We have only used a few swing tickets here as examples:



**SUPPLIER:** Avery Dennison

**REFERENCE:** Dependant on garment – will be specified on purchase order

**DIMENSIONS:** 110mm x 140mm

## 8.4 Price Tickets

**Position:** To be stuck onto the reverse of the linea swing ticket - as below. Any promotional swingers or accessories (button bags/extra trims) are to be kimballled onto the branded swinger.  
**PLEASE ENSURE BARCODE ADHESIVE IS STUCK ON STRAIGHT.**



**SUPPLIER:** Avery Dennison

**REFERENCE:** Dependant on garment – will be specified on purchase order

## 8.5 Care Label

**Position:** To be sewn into the left side seam as worn.

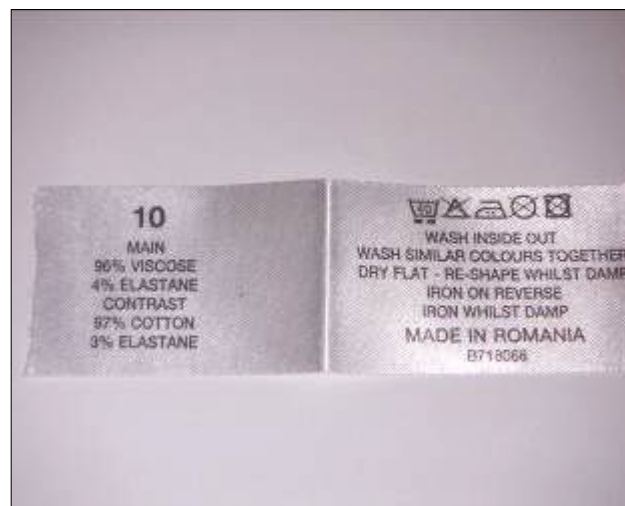
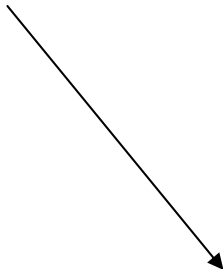
### INFORMATION ON CARE LABEL

**LHS**

**RHS**

SIZE  
FABRIC COMPOSITION

WASH CARE SYMBOLS  
WASH CARE INSTRUCTIONS  
COUNTRY OF ORIGIN  
D NUMBER



**Nightwear** – Care label and KEEP AWAY FROM FIRE to be sewn to left hand side seam as worn.



Supplier can print own fabric care label using information from approved Test Report Top Sheet in the workbook. Please submit label quality to House of Fraser Technologist for approval

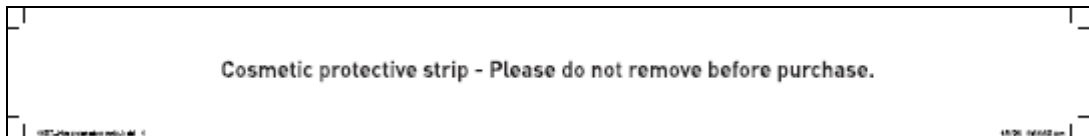
- White labels with black print are to be used on light coloured garments
- Black labels with white print are to be used on dark coloured garments

Quality: woven polyester tape with satin finish

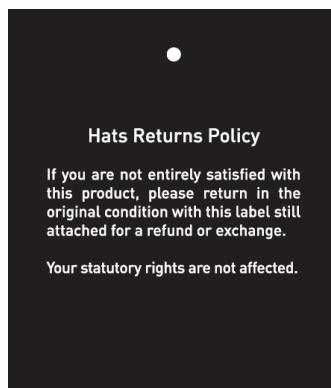
Dimensions: total length (inc. seam Allowance) 10cm x total width 3cm folded in the middle

## 8.6 Additional Labelling

**Hats** - All occasional hats MUST have a protective strip, affixed to the inner front head band



All occasional hats must have a disclaimer swing tag explaining the returns policy



**SUPPLIER: TBC**  
**REFERENCE: TBC**

## Delicate Items

Accessories that are constructed using lightweight fabric, chiffon, silk, and delicate yarns are to have a delicate label attached.








82 x 10mm



SUPPLIER: **TBC**  
REFERENCE: **TBC**

## 8.7 Hangers

- All hangers to be silver
- It has also been agreed that hangers can be sourced from an alternative, cheaper supply, providing that these are of the same specification (i.e. font size, plastic density, colour and size) as those produced by Mainetti. This is to be agreed with the buying team and all hangers must be submitted for approval.
- For delicate fabrics please use foam pads with clip hangers to avoid damaging or marking the garment. This additional pad must not be visible when used.

	Visual	Size	Ref
Winter Shop/Summer Shop/Nightwear/Loungewear		41cm	SH41R
Summer Shop/Nightwear/Loungewear		36cm	RC36
Winter Shop/Robes		42cm	E-3
Lingerie/Swimwear		28cm	CLF 28
Scarves		N/A	AR10
Scarves		N/A	AS3
Slippers/Sandals/Shoes		N/A	TT2

## 8.8 Lead Times & Contact Details

### **NILORN UK**

All branded labels are dispatched within 48 hours if in stock. If labels are out of stock, re-ordering can take 3-4 weeks.

### **AVERY DENNISON**

Allow two full working days to order price tickets.

## **CONTACTS**

### **NILORN UK**

Acre Park  
Dalton Lane  
Keighley  
West Yorkshire  
BD21 4JH

Tel: 01535 673500  
Fax: 01535 673519

Contact: Lisa Blackburn  
[lisa.blackburn@uk.nilorn.com](mailto:lisa.blackburn@uk.nilorn.com)

### **AVERY DENNISON**

Unit 1  
Thomas Road  
Woodburn Green

HP10 0PE

Tel: 01628 859500  
Fax: 01628 859608

Contact: Louise Lawrence  
[louise.lawrence@eu.averydennison.com](mailto:louise.lawrence@eu.averydennison.com)

### **Hangers**

#### **Hong Kong**

Mainetti (HK) Ltd  
Suite 1812  
Kwong Sang Hong Centre  
151 Hoi Bun Road  
Kwun Tong, Kowloon  
Hong Kong

Tel + (852) 2950 1661  
+ (852) 2389 1589

Contact: Josephine Lo – [jlo@hk.mainetti.com](mailto:jlo@hk.mainetti.com)

#### **Turkey**

Mainetti Aski San Tic AS  
Beylikduzu Mermeciler Sanayi  
Sitesi  
2 Bulvar No 22  
Yakuplu 34904  
Istanbul  
Turkey

Tel + (90) 212 875 0723  
Contact: Mecnun Duran – [mduran@turkey.mainetti.com](mailto:mduran@turkey.mainetti.com)

**UK**

Mainetti (UK) Ltd  
Annfield Estate  
Oxnam Road  
Jedburgh  
TD8 6NN

Tel + 44 (1835) 862200

Contact: Adam Funnell – [sales@uk.mainetti.com](mailto:sales@uk.mainetti.com)

## **9. NDC Inspection and Returns**

### **9.1 Pre-Shipment Inspections**

It is the responsibility of the supplier or agent to complete a thorough quality inspection of merchandise before it is despatched to House of Fraser.

### **9.2 House of Fraser National Distribution Centre - Inspections**

The inspection should be carried out based on BS6001:Part 1:1991 at a Normal Inspection Sampling Plan Level II. The process of carrying out inspections on an AQL, [Acceptable Quality Level], basis provides an objective assessment of a delivery against the approved Gold Seal Sample. During the inspection, checks for measurements and compliance to Regulations must also be carried out. All samples must be selected at random and any defects found will be rated based on the previously specified categories.

Critical defects are not acceptable under any circumstances.  
The Acceptable Quality Level for Major faults is 2.5% and 4% for minor faults.

When goods are received at the National Distribution Centre, the Inspection Unit assesses the delivery against the Gold seal sample. Products are selected for inspection against the Quality Assurance risk matrix and are inspected for the following:

- Product Construction and Quality,
- Labelling,
- Appearance/Presentation,
- Non-Compliance to Regulations.

Merchandise judged by House of Fraser not to be of an acceptable quality may be re-negotiated or rejected and returned to the supplier at their expense. It may be necessary to reject perfect merchandise if it constitutes part of a range where other product is affected by quality. The supplier will be notified immediately if the goods are not of an acceptable quality standard.

Any remediation work identified due to a quality failure or Regulatory non-compliance will be automatically sanctioned for re work and all the costs will be charged back to the supplier. In addition, a penalty scheme applies to all failed deliveries, details of which are sent separately by the NDC compliance team.

### **9.3 Faulty Non-Compliant Goods - Direct Imports**

Any imported goods that do not conform to the purchase order or the approved Gold seal sample will be rejected and the supplier or agent notified. Arrangements will be made to return the delivery to source or dispose of it with written consent.

The Foreign Returns form will be completed to recover all the costs incurred. The supplier must send a sterling cheque to the value of the Foreign Returns form, to House of Fraser within 14 days of receipt of the form.

### **9.4 Rejected Merchandise and Cancellations**

Products which fail to meet the agreed standard or which are over makes and cancellations can only be disposed of according to the following policy:

- The supplier or a third party can only dispose of products 6 months after the end of the selling season.
- All sewn in labels (with the exception of the fibre/safety label), applied labelling, Kimball's, hangers and printed packaging must be removed. All references to House of Fraser or its brands must also be removed.
- Products which carry permanent brand names, logos or motifs exclusive to House of Fraser cannot be disposed of in the U.K.

## **9.5 Faulty Store Returns**

Faulty merchandise returned by the customer to House of Fraser will be debited back to the supplier and returned unless a Non>Returns agreement has been made.

## **9.6 Product Re-Call**

It may be necessary for both parties to agree a product recall due to either faulty manufacturing or non-fulfilment of legal and safety requirements. The complete cost of the re-call will be charged to the supplier.

## **10. Policies & Supplier Self Evaluation**

### **10.1 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.

### **10.2 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.

### **10.3 House of Fraser Branded Ethical Sourcing Policy**

#### **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.

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 email 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 <b>Yes</b> , go to section <b>A</b> . If <b>No</b> , go to section <b>B</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
<b>I understand that all brands &amp; concessionaires are expected to demonstrate a commitment to a Social Compliance Programme</b>		
Signed:	Date:	

**Section B**

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



5 **Production Capacity**

In house \_\_\_\_\_ % Minimum order quantity \_\_\_\_\_ %

Sub contracted quantity \_\_\_\_\_ %

6 **Subcontracting**

Do you subcontract? YES/NO

If YES, complete the table below

Name of sub contractors	Processes carried out e.g. Cutting, Sewing, Finishing, Laundry, Embellishment etc.	Quantity per month

7 **Order Management**

Do you work to a detailed critical path? YES/NO

Do you maintain and keep records from the development stage? YES/NO

What production planning procedures are in place? \_\_\_\_\_

\_\_\_\_\_

8 **Product Sampling**

What is the lead time for making samples? \_\_\_\_\_

Is the sample room equipment representative of production unit? YES/NO

9 **Quality Control Procedures**

Does your company have a quality management system in place? YES/NO

If YES please give details \_\_\_\_\_

Is there a formal internal quality control procedure in place? YES/NO

If YES, attach a copy and explain how the procedure works \_\_\_\_\_

Are all raw materials inspected or tested in house before start of production? YES/NO

Indicate approximate % of components inspected \_\_\_\_\_ %

Indicate approximate % of components tested \_\_\_\_\_ %

Do all shifts have QC supervision? YES/NO

What instructions are the inspectors given for maintaining quality standards? \_\_\_\_\_

\_\_\_\_\_

Is there an approved sample on the production floor for the operatives to follow? YES/NO

How is the consistency of colour, texture and handle controlled during production? \_\_\_\_\_

\_\_\_\_\_

Does the factory generate detailed technical specifications for the products it produces? YES/NO

How are rejected products identified and separated from acceptable products? \_\_\_\_\_

\_\_\_\_\_

How is the quality performance documented? \_\_\_\_\_

\_\_\_\_\_

Does the factory generate its own inspection report prior to delivery? YES/NO

What statistical plan or international standard does the factory use for inspections? \_\_\_\_\_

\_\_\_\_\_

How is poor production performance managed? \_\_\_\_\_

\_\_\_\_\_

How do you manage and maintain product quality made by subcontractors? \_\_\_\_\_

\_\_\_\_\_

10 **Equipment in Factory (Tick as appropriate)**

Cutting Machines	Die cutting	Sewing machines	Pressing machines
Fastener attachment	Button sewing	Button holers	Fusing presses
Spreading machines	Hand tools	Metal detectors	Blow moulding
Rotational moulding	Injection moulding	Other moulding	CAD/CAM
Air compressors	Poly bag machines	Boiler equipment	
Laundry	In house testing facilities	Other (Specify)	

11	<b>Components</b>			
	How are components stored and controlled?	_____		
	Are deliveries inspected on receipt?	YES/NO		
	Is documentation maintained?	YES/NO		
12a	<b>Production Unit (Sewn textiles &amp; leather goods only)</b>			
	Is machinery regularly serviced?	YES/NO		
	Condition of machinery?	<input type="text" value="Poor"/>	<input type="text" value="Satisfactory"/>	<input type="text" value="Good"/>
	Sewing room system	<input type="text" value="Straight line"/>	<input type="text" value="Group"/>	<input type="text" value="Flexible"/>
	Number of production lines/groups?	_____		
	What storage is used for work in progress?	_____		
	Is there a needle replacement policy?	YES/NO		
	How long are the records kept?	_____		
	How long has the policy been in place?	_____		
	Are all metal/sharp items distributed and accounted for?	YES/NO		
	What metal detecting facilities do you have?	_____		
	Are the levels of work in progress acceptable?	YES/NO		
	Are there any bottlenecks in production?	YES/NO		
	Is the lighting?	<input type="text" value="Poor"/>	<input type="text" value="Satisfactory"/>	<input type="text" value="Good"/>
	How often are the floors and surfaces cleaned in the factory ?	_____		
12b	<b>Production Unit (Non textiles)</b>			
	Describe and attach the production process work flow	_____		
	Condition of machinery?	<input type="text" value="Poor"/>	<input type="text" value="Satisfactory"/>	<input type="text" value="Good"/>
	What storage is used for work in progress?	_____		
	Is there a cross contamination avoidance policy ?	YES/NO		
	Who maintains the cross contamination records?	_____		
	How long has the policy been in place?	_____		
	How long are the records kept?	_____		
	Are all metal/sharp items distributed and accounted for?	YES/NO		
	What metal detecting facilities do you have?	_____		
Are the levels of work in progress acceptable?	YES/NO			
How often are the floors and surfaces cleaned in the factory?	_____			
13	<b>Final Inspection</b>			
	Are inspections?	<input type="text" value="Random"/>	<input type="text" value="100%"/>	<input type="text" value="BS6001"/>
	What identification methods are used to identify defective products?	_____		
	Is a record maintained of fault rates?	YES/NO		
	Is repaired work re inspected?	YES/NO		
	What storage is used for work in progress?	_____		
14	<b>Packing</b>			
	Is the area clean and orderly?	YES/NO		
	Does HoF provide you with sufficient packing requirements?	YES/NO		

Where possible submit/attach photographs of production unit

<b>PART II Social Compliance</b>		
Does your company have a Social Compliance Programme in place?		YES/NO
Does your company have a Health and Safety Policy in place?		YES/NO
If <b>YES</b> submit a copy with this evaluation		(Submit)
If <b>NO</b> Social Compliance Programme &/or Health & Safety Policy is in place, Are you working towards creating a policy?		YES/NO
Does your Social Compliance Programme apply to all facilities regardless of location?		YES/NO
Does your Social Compliance Programme reference compliance to local and national legal Regulations?		YES/NO
Do you have a copy of House of Fraser's Ethical Sourcing Policy (ESP)?		YES/NO
Has the factory been audited in the last 24 months?		YES/NO
If <b>YES</b> , provide a summary of the remediation programme implemented	_____	
	_____	
Total number of employees	<input type="text" value="Full time"/>	<input type="text" value="Contract"/> <input type="text" value="Temporary"/>
Regular working hours a week?	_____	Working days in a week ? _____
What system do you use to record working hours?	_____	
Legal minimum wage in location	_____	Overtime hours worked a week _____
Do you employ home workers?		YES/NO
How many shifts operate in the factory?	_____	
Are employees paid?	<input type="text" value="Daily"/> <input type="text" value="Weekly"/> <input type="text" value="Monthly"/>	
Legal minimum age of employment in location?	_____	
How do you verify the age of an applicant?		YES/NO
Do workers have the right to join or not join a recognised association?		YES/NO
Is there one or more unions present on site?		YES/NO
If <b>YES</b> , please provide details about the union	_____	
Is appropriate PPE (Personal protective equipment) provided to workers where necessary?		YES/NO
What types of PPE do you provide to employees?	_____	
Is health and safety training provided?		YES/NO

<b>PART III Environmental</b>	
<b>POLICIES &amp; PROCEDURES</b>	
Does your company have an Environmental Policy in place?	YES/NO
If <b>YES</b> please submit a copy of this policy	_____
If <b>NO</b> Environment Policy is in place, Are you working towards creating a policy?	YES/NO
Does your Environmental Policy apply to all facilities regardless of location?	YES/NO
Does your policy reference compliance to local and national legal Regulations?	YES/NO
Does your site have any relevant environmental management systems in place?	YES/NO
If <b>YES</b> please provide details	_____
Is your environmental management system audited?	YES/NO
If <b>YES</b> please give the date of your last audit and who it was conducted by	_____
Is there a person responsible for environmental issues in your organisation?	YES/NO
If <b>YES</b> please supply contact details	_____
Does your company assess the risk their processes have on the environment?	YES/NO
Do you have action plans in place to address key environmental issues?	YES/NO
<b>WASTE</b>	
Has your company identified the type of waste produced on site?	YES/NO
If <b>YES</b> what waste is produced?	_____
Do you keep records of the amount of waste produced?	YES/NO
How is waste stored?	_____
Are waste storage facilities correctly labelled and suitable for the waste collected in them?	YES/NO
Is waste disposed of in a legally approved facility?	YES/NO
Is there a policy to reduce, recycle and reuse materials where feasible?	YES/NO
If <b>YES</b> please give details	_____
Does your site generate hazardous waste?	YES/NO
If <b>YES</b> please give details	_____

<b>WATER</b>	
Do you monitor and measure water consumption?	YES/NO
Do you monitor and measure water wastage?	YES/NO
Where is waste water discharged?	_____
Is waste water pre-treated before discharging?	YES/NO
<b>ENERGY</b>	
Do you monitor and measure energy consumption?	YES/NO
Do you have an energy minimization policy?	YES/NO
If <b>YES</b> please give details	_____
Do you use renewable energy in any of your processes?	YES/NO
If <b>YES</b> please give details	_____
Do you monitor and measure the carbon emissions of your organization?	YES/NO
Do you offset your carbon emissions?	YES/NO
If <b>YES</b> please give details	_____
Do you evaluate the life cycle of your products with regard to their eventual disposal?	YES/NO
If <b>YES</b> please give details	_____
<b>POLLUTION</b>	
Are there any pollution risks involved in any processes during production?	YES/NO
If <b>YES</b> please give details	_____
Are there effective controls for those risks?	YES/NO
If <b>YES</b> please give details	_____
Do you have a policy for the efficient use of raw materials?	YES/NO
If <b>YES</b> please give details	_____
<b>OTHER</b>	
Do you have an animal testing policy?	YES/NO
If <b>YES</b> please give details	_____
Do you have a restricted chemical policy?	YES/NO
If <b>YES</b> please give details	_____
Do you have a timber sourcing policy?	YES/NO
If <b>YES</b> please give details	_____

<b>Evaluator:</b>	<b>Position Held:</b>	<b>Date:</b>
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<b>PART III HoF Internal Use</b>	
Update 'Supplier Response Database'	YES/NO
Audit requested?	YES/NO
Has ESP been sent to supplier?	YES/NO
Audit Company	CSCC/Other (Specify)
Is additional Information required?	YES/NO

**PLEASE NOTE: ADDITIONAL DETAILS MAY BE REQUESTED BASED ON THE INFORMATION YOU HAVE PROVIDED ON THIS FORM**

## 11. Model's Measurements

**Vicky**

**9.5.08**

Height	5ft 5"
Bust	34B / 91cm
Waist	73cm
High Hip	90cm
Low Hip	98cm
Thigh	59cm
Inside Leg	
Outside Leg	
Arm Length Outside	
Arm Length Inside	
Bicep	
Elbow	
Wrist	
Neck	
Neck to Shoulder	