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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 specifications.

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

- Fit for purpose
- Of satisfactory quality
- Safe when used in a reasonable manner
- In accordance and conforms to all relevant legal requirements. Please refer to Chapter 2.

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.


Please refer to the House of Fraser Responsible Sourcing Policy.

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 document.
2. Legal Requirements.

Legal Requirements.

In this section we will explain the main children’s clothing regulations and what they mean for our clothing and accessories designs, but also how they affect your design and manufacturing procedures.

**BS 7907: 2007 - Code Of Practice For The Design And Manufacture Of Children's Clothing To Promote Mechanical Safety.**

- This code of practice gives recommendations for the design and manufacture of children's clothing (up to the age of 14 years) to promote mechanical safety. It also covers aspects of packaging and display that apply to retailers.
- The code considers the possible hazards and risks that could be caused by fabrics, components, trims and manufacturing processes. It provides recommendations to reduce the risk of hazards through controlling the design and manufacturing elements of children’s clothing.
- The risks have been identified through accident statistics and fall into ten main injury types:
  1. Ischaemic injuries – loose or untrimmed threads get wrapped around fingers or toes causing a tourniquet effect restricting blood circulation
  2. Entrapment of the penis in a zip
  3. Injuries from sharp objects
  4. Choking and aspiration
  5. Swallowing
  6. Strangulation, entrapment and tripping
  7. Restriction of vision and hearing
  8. Suffocation
  9. Overheating
  10. Slipping, tripping and falling
- In order to avoid these injuries risk assessments should be carried out to cover every stage of the garment production process, from design through to manufacture and retailing. It must be remembered that hazards vary depending on the age and development of a child.
- This process should identify the potential hazards and remove them wherever possible, or for those that cannot be removed then action should be taken to minimise these risks.
- It is the supplier's responsibility to ensure that goods supplied to House of Fraser conform to all relevant UK and European legislation. The safety of our products is vital as we have a responsibility to our customers to supply them with safe products which are fit for purpose.
- There are different levels of legislation that exist that need to be applied to our clothing and accessories products. Some are mandatory, some are voluntary but to ensure that we are supplying safe products to our customers we always adhere to voluntary standards and you must make sure that all legislation relevant to your product type is adhered to.
The hierarchy of the different types of legislation as it applies to consumer products is:

**UK Acts e.g. Trades Description Act 1968**
- UK Parliament makes law in the form of legislation, that is, Acts of Parliament, within the UK. They provide the legal umbrella for the development of regulations and directives for specific industries and activities.

**EU Directives e.g. General Product Safety Directive 2004 (2004/95/EC)**
- Directives require EU member states to achieve a certain result while leaving them discretion as to how to achieve the result. The details of how they are to be implemented are left to member states.

**Regulations e.g. General Product Safety Regulations 2005 (GPSR)**
- Regulations are the law and are immediately effective.

British Standards & European Standards e.g. BS EN 14878:2007 Textiles - Burning behaviour of children's nightwear
- Standards are designed for voluntary use and do not impose any regulations. However, laws and regulations may refer to certain standards and make compliance with them compulsory.

**Industry Codes of Practice e.g. Code of practice for the design and manufacture of children's clothing to promote mechanical safety BS 7907:2007**
- A Code of Practice is not a legal requirement, but should be considered as defining practices necessary to achieve acceptable levels of safety under the GPSR.
- Listed below are the most relevant pieces of legislation that apply to our products that you need to comply with. These pieces of legislation are subject to revision or amendment without notice.
- The clothing and accessories specific legislation will be explained in further detail in the sections on “Children’s Clothing” and “Children’s Nightwear”.

**Quality and Safety.**
- The Consumer Protection Act 1987
- General Product (Safety) Regulations 2005
- BS EN 14682:2014 Safety of children's clothing - Cords and drawstrings
- BS EN 12935:2001 Feather and Down – Hygiene and cleanliness requirements
- The Nightwear (Safety) Regulations 1985 – British standard
- BS EN 14878:2007 Textiles - Burning behaviour of children's nightwear
- BS EN 13758-2:2007 Textiles – Solar UV protective properties – Classification and marking of apparel
- The Food Imitations (Safety) Regulations 1989
- REACH – Registration Evaluation Authorisation and Restriction of Chemicals EC 1907/2006
Advertising and Labelling.

- Trade Descriptions Act 1968
- The European Directive on Misleading and Comparative Advertising 2006/114/EC
- Consumer Rights Act 2015
- The Trade Marks Act 1994
- European Regulation on Textile fibre names and labelling 1007/11/EU
- The Footwear (Indication of Composition) Labelling Regulations 1995
- BS EN 23758:2005 Textiles - Care labelling code using symbols

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

Keeping up to date with regulations, directives, standards and codes of practice can be an onerous task, but there are plenty of resources available to help you keep updated:

www.tradingstandards.gov.uk
http://www.legislation.gov.uk/
http://berr.gov.uk
http://www.tsoshop.co.uk

Several of the major test houses also produce regular newsletter bulletins to keep you up to date on the latest legislation updates, see the links below.

http://www.bureauveritas.com/wps/wcm/connect/bv_com/Group/Footer/Contact/subscribeform
http://www.intertek.com/sparkles/
http://www.sgs.com/cts_newsletter_subscribe_v2.htm?lobId=5547

It is also strongly recommended you purchase copies of any relevant documents directly from the British Standards Institute.

http://shop.bsigroup.com/
BS EN 14682:2007 Safety of Children's Clothing - Cords and Drawstrings.

- On 17th December 2014, the European Committee for Standardization (CEN) made available CEN/TR 16792:2014 – Recommendations for the Design and Manufacture of Children's Clothing; as a result conflicting 'National Standards' such as BS 7907 should be subsequently withdrawn.
- The General Product Safety Directive 2001/95/EC requires that all products placed on the market are safe. Product safety may be assessed by reference to a number of regulations and standards including industry codes of practice such as European technical reports (TR). This document takes the form of a technical report.
- In the absence of a European standard, BS 7907 was used as a base for this technical report.
- CEN/TR 16792 includes recommendations for design and manufacture of safe children's clothing in relation to mechanical hazards. The mechanical hazards and associated risks include but are not limited to:
  1. Ischemic injuries
  2. Penile zipper entrapment
  3. Injuries from sharp objects
  4. Choking and aspiration
  5. Suffocation
- Recommended values are given for security of attachment of non-textile components (i.e., buttons, press fasteners/popplers) on clothing for babies and infants. In addition, a button tensile strength test is also included within this report.
- National accident statistics also indicated that serious accidents involving cords and drawstrings on children's clothing fall into two groups:
  1. younger children: entrapment of hood cords in playground equipment
  2. older children: entrapment of cords and strings from the waist and hems in moving vehicles
- The aim of this standard is to minimise the risk of accidental entrapment by cords or drawstrings on children's clothing taking into account the child's age, normal behaviour of children for their age and developmental stage. It specifies the requirements for cords and drawstrings for children's clothing, including disguise costumes and skiwear, up to the age of 14 years.
- This standard does not apply to:
  1. shoes, boots and similar footwear
  2. gloves, hats and scarves
  3. neckties designed to be worn with a shirt or blouse
  4. belts and braces

Terms and definitions used in this standard:

**Young Child.**

- Person aged from birth to 7 years (6 years 11 months), which includes all children up to and including 134cms in height.

**Older Children and Young Person.**

- Person aged from aged 7 years up to age 14 years (13 years 11 months), which includes all boys of height greater than 134cms up to 182cms and girl’s height greater than 134cms to 176cms.

**Children's Clothing.**

- All garments intended by design, production route or selling route to be worn by children up to the age of 14 years, including all garments for boys up to the height of 182cms and for girls 176cms.
**Drawstrings.**

- Cord, chain, ribbon string or tape of any textile or non-textile material which passes through a channel, loop(s) or eyelet(s) or similar, to adjust the size of the opening, or part of the garment or to fasten the garment itself.
- Note: For some garments a drawstring may be a loop with a tightening device rather than a single length with two ends that may or may not be tied.

**Functional Cords.**

- Cord, chain, ribbon, string or tape of any textile or non-textile material with or without embellishment, such as toggle, pom-pom, feather or bead, of fixed length which is used, to adjust the size of the opening, or part of the garment or to fasten the garment itself.

**Decorative Cords.**

- Non-functional cord, chain, ribbon, string or tape of any textile or non-textile material with or without embellishment, such as toggle, pom-pom, feather or bead, of fixed length, and not intended to be used to adjust the size of the garment opening or to fasten the garment itself.

**Halter Neck Cords.**

- Functional cord worn round the back of the neck holding the garment (e.g. dress, blouse or bikini) top leaving the shoulder and back bare.

**Sashes.**

- Drawstring, decorative or functional cord of textile material of not less than 30mm in width worn round the waist of a garment and tied in a bow.

** Adjusting Tabs.**

- A small strip of fabric, no less than 20mm in width, intended to adjust the size of the opening on a garment, e.g. at the sleeve or ankle.
General Requirements.

The ends of drawstrings, functional cords and sashes shall not be knotted and shall be secured to prevent fraying, for example by heat sealing or bar tacking. Doubling or folding of the ends is acceptable provided no hazard of entrapment is created.

Toggles are not allowed on drawstrings unless there are no free ends but they are allowed on decorative cords, see diagram

Children’s garments shall not be designed to have drawstrings, decorative cords or functional cords, which emerge from the back of the garment to be tied at the back.

*Note: Sashes are exempt*

Drawstrings are permitted in certain parts of the garment for certain ages but the length of the cords protruding is limited.

Fixed loops which protrude from garment shall be no more than 75mm in circumference
Flat loops which do not protrude from garment shall be no more than 75mm in length

Zip pullers, including any embellishment, shall be no longer than 75mm in length from zip slider and must not hang below edge of garment
The remaining requirements are organised by age group and by body zones.

A: Hood and neck area

B: Chest and waist area

C: Below hip

D: Back
<table>
<thead>
<tr>
<th>Drawstrings</th>
<th>0-7y Hood And Neck Area</th>
<th>7-14y Hood And Neck Area</th>
<th>Waist Area (Internal &amp; External To Garment)</th>
<th>Lower Hems – (Garments Which Hang Below The Crotch)</th>
<th>Back Area</th>
<th>Sleeves</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not allowed</td>
<td>Allowed but no free ends. No protruding loops when hood is laid flat and extended. When at smallest no protruding loop circ more than 15cms See Fig.4</td>
<td>Free ends should not protrude more than: -extended waist 14cm at each end -relaxed waist 28cm at each end. -Drawstrings with no free ends max loop circ of 28cm when waist is relaxed See Fig.5</td>
<td>Should lie flat against garment when tightened or fastened. N.B Where lower edge of garment is below crotch - should not hang below hem. Where at the ankle or must be inside the garment See Fig.8</td>
<td>Not allowed to emerge from the back</td>
<td>Allowed but inside garment. On short sleeve (finish above elbow) max length protruding when hem extended - 0-7yrs 7.5cm. 7-14yr 14cm. See Fig.9</td>
<td></td>
</tr>
</tbody>
</table>

| Functional Cords | Not allowed | Max length of 75mm. No elastic unless shoulder strap or halter neck | Max length of 14cm | Should lie flat against garment when tightened or fastened. N.B Where lower edge of garment is below crotch - should not hang below hem. Where at the ankle or must be inside the garment See Fig.8 | Not allowed to emerge from the back | Allowed but inside garment. On short sleeve (finish above elbow) max length protruding when hem extended - 0-7yrs 7.5cm. 7-14yr 14cm. See Fig.9 |

<p>| Decorative Cords | Not allowed | Max length of 75mm, elastic shall not be used. | Max length of 14cm | Should lie flat against garment when tightened or fastened. N.B Where lower edge of garment is below crotch - should not hang below hem. Where at the ankle or must be inside the garment See Fig.8 | Not allowed to emerge from the back | Allowed but inside garment. On short sleeve (finish above elbow) max length protruding when hem extended - 0-7yrs 7.5cm. 7-14yr 14cm. See Fig.9 |</p>
<table>
<thead>
<tr>
<th>Component</th>
<th>0-7y Hood And Neck Area</th>
<th>7-14y Hood And Neck Area</th>
<th>Waist Area (Internal &amp; External To Garment)</th>
<th>Lower Hems – (Garments Which Hang Below The Crotch)</th>
<th>Back Area</th>
<th>Sleeves</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adjusting Tabs</strong></td>
<td>Max length of 75mm</td>
<td>Max length of 75mm</td>
<td>Max length of 14cm</td>
<td>Max length of 14cm and mustn’t hang below the hem</td>
<td></td>
<td>Allowed</td>
</tr>
<tr>
<td><strong>Shoulder Straps</strong></td>
<td>Must be constructed from a continuous length of fabric. Decorative cords attached to the strap No free ends longer than 75mm. Loop no longer than 75mm circ. See Fig.1</td>
<td>No free ends longer than 14cm. Loop no longer than 75mm circ. See Fig.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Halter neck</strong></td>
<td>No loose long ends, overhead only. See Fig.2</td>
<td>No loose long ends, overhead only. See Fig.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Attached Trims E.g. Bows / Loops</strong></td>
<td>No free ends longer than 75mm. Loop no longer than 75mm circ. See Fig.3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sashes And Tied Belts +3cm Wide</strong></td>
<td></td>
<td>If tied at back - no more than 36cm long (from tie point) and do not hang below hem of garment. If tied at front - no more than 36cm long (from tie point) See Fig 6 &amp; 7</td>
<td></td>
<td></td>
<td>Allowed</td>
<td></td>
</tr>
</tbody>
</table>

Figure 1 – Example of shoulder straps with decorative cords

Figure 2 – Example of a halter neck with no loose ends

Figure 3 – Example of a permissible trim / bow / loop

Figure 4 – Example of drawstring on Hoods

Figure 5 – Example of waist strings

Figure 6 – Permissible sashes and belts at the back

Figure 7 – Example of a permissible tied belt at the front

Figure 8 – Unacceptable strings at lower hems

Figure 9 – Examples of sleeves

Belt width 30 mm
Belt length from where it is to tied 350 mm
European Regulation on Textile Fibre Names and Labelling 1007/11/EU.

- This legislation ensures consumers are given an accurate and consistent indication of fibre content when purchasing textile products. The UK regulations were first passed in 1976; the EU Directive was then issued to eliminate differences in UK and EU interpretation.

- It standardises information by creating basic rules for naming the textile fibres appearing on labels, markings and documents which accompany textile products at various stages of their production, processing and distribution.

- The main requirements of the directive are:
  1. All garments must be labelled at the point of sale with the fibre composition.
  2. Only specific generic fibre names can be used.
  3. The actual composition of the garment must be within +/-3% of declared label for each component.
  4. Where a textile product consists of two or more components, e.g. outer and lining, which have different fibre contents - both components should be indicated.
  5. Pile fabrics – velour, velvet etc. where the pile fibre composition is different from the base, the face must be quoted separately from the back.
  6. Coated fabrics – the coating must be quoted separately from the base e.g. Outer - 100% nylon with a polyurethane coating.
  7. Trademarked™ or registered® names can only be used in conjunction with the permitted generic fibre name e.g. Lycra® Elastane.


- This standard guides consumers, launderers and dry cleaners on the appropriate cleansing treatment for an article. It uses symbols, numbers and basic wording, so that instructions can be understood easily by consumers in all countries.

- The symbols required are:
  1. Washing - symbols are shown at different temperatures, mechanical actions and reduced or normal rinsing and spinning.
  2. Chlorine based bleaching symbols.
  3. Tumble drying at different heat settings.
  4. Iron symbols are shown giving indications of temperature.
  5. Dry cleaning symbols - all solvents are listed along with mechanical action or temperature.

The required order of the symbols is shown below.

See [http://www.care-labelling.co.uk](http://www.care-labelling.co.uk) for more information.
The Food Imitations (Safety) Regulations 1989.

- It is an offence to offer for sale any non-food product or component which has the form, odour, colour, appearance, packaging, labelling, volume or size which is likely to cause people, particularly children, to confuse them with food and put it in their mouth to suck or swallow them.
- An example of a product that could breach this regulation are buttons that look or smell like children’s sweets or pieces of fruit.

BS EN 12935: 2001 Feather And Down – Hygiene And Cleanliness Requirements.

- Feather and down used as a filling material should meet the requirements of this standard to ensure a high level of hygienic and sanitary conditions.
- The testing of feather or down material is completed in up to two stages:
  1. EN1162 – Determination of the oxygen index number
      This indicates the cleanliness of the analysed material and it should be used as a first level of screening, not as a direct indicator of the hygiene state. If the oxygen index number is below or equal to 20 the filling is considered hygienically suitable, as the oxygen level is too low for any harmful bacteria to grow so no further analysis is necessary. If the number is between 20 and 50 the required limits of acceptability of the microbiological state must be met (EN1884). If the number is above 50 the filling is not considered hygienic and has to be reprocessed.
  2. EN 1884 - Feather and Down - Test methods - Determination of microbiological state
      For milled feather only the microbiological state test applies.
      These tests ensure that the feather and down have been suitably processed and washed enough.
      Limited amounts of specified micro-organisms can be considered as indicating ‘non contamination’.
      In any case if the microbiological state is exceeded the filling cannot be considered as hygienic.
      1. Mesophil aerobic bacteria count less than 10 (6) CFU /g
      2. Faecal streptococci count less than 10 (2) CFU /g
      3. Sulphite reducing clostridium count less than 10 (2) CFU /g
      4. Presence of salmonella absent in 20g

This legislation covers products which are categorised as a ‘toy’. The definition being any product or material designed, clearly intended, or in any foreseeable way, bearing in mind the normal behaviour of children, used in play by children of less than 14 years of age. It also covers products which are not specifically sold as a ‘toy’ but may have ‘play value’.

- Some examples of products not designed as ‘toys’ but which retain ‘play value’ so would have to comply with the directive are:
  1) A hot water bottle cover in the shape of an animal
  2) A drawstring bag with a children’s character printed on the front
- Products that are stated as exempt include fashion jewellery for children.
- The main requirements of the legislation are that toys must:
  1. Satisfy safety requirements (termed the ‘essential safety requirements’ ESR)
  2. Bear the CE marking
  3. Bear the required name and address details of the person who takes responsibility for the safety of the toy
  4. Be accompanied by warnings where necessary
  5. Information supporting the declaration that toys satisfy the requirements must be kept for inspection by enforcement authorities
- In order to satisfy the ESR hazard assessments should be undertaken at the design stage to ensure all of the requirements of the legislation are covered. The Toy Directive doesn’t stipulate that testing must be completed, it only requires compliance, but it is difficult to be sure of compliance without testing. House of Fraser, therefore, requires that the final toy should then be tested to the relevant parts of BS EN 71 Safety of Toy Tests to ensure conformity.
- Six parts to BS EN 71 have been published; different parts are relevant to different toys. They deal with mechanical and physical properties, flammability requirements, migration of certain elements (i.e. permitted levels of lead, cadmium, etc.), experimental sets for chemistry and related activities, chemical toys other than experimental sets and a pictogram for age warning labelling. Your testing lab will be able to advise you on which parts are relevant to test to.
- All toys must bear a CE mark. CE marking is not a safety or quality mark aimed at consumers it is a declaration that the product satisfies the ESR of the directive and any other relevant regulations. The CE mark must be visible, easily legible and indelible. The standard provides specific dimensions for the mark, an example is shown below.
BS EN 13758-1&2; 2007 Textiles - Solar UV Protective Properties.

- This standard provides a method for testing fabrics intended to be used in garments that are marketed as having UV protective properties. It also specifies styling and labelling details that are required.
- Part 1 – Test method for apparel fabrics
  1. The UPF (Ultraviolet Protection Factor) of a textile material is measured by determining the ratio of transmitted radiation from a UV lamp.
- Part 2 - Classification and marking of apparel
  1. Specifies that garments complying with the standard must cover at least the upper and lower body completely, sleeves to finish below the elbow and bottoms to finish below the knee.
- In order to pass the standard the UPF value must be larger than 40 and the average UVA transmission should be smaller than 5%.
- If all of the above criteria are met then the garment can be labelled with a permanent label stating:
  1. EN 13758-2 UPF 40+
- Other labels e.g. swing tickets should include:
  1. Pictogram as detailed in the standard
  2. ‘Sun exposure causes skin damage’
  3. ‘Only covered areas are protected’
  4. 'The protection offered by this item may be reduced with use or stretched or wet'
  5. Can be marked with; 'provides UVA and UVB protection from the sun'.
The Footwear (Indication of Composition) Labelling Regulations 1995.

- Footwear offered for sale to consumers must display a composition label relating to component parts, in the form of a pictogram or in a written format, as shown below.

![Diagram of Parts of the Footwear and Materials/Components]

- The label must indicate the material: ‘leather’, ‘coated leather’, ‘textile’ or ‘other materials’, which constitute at least 80% of each of the three component parts: upper, lining and sock; outer sole.

- The definitions of the parts of the footwear are:
  1. Upper - Shoe outer face attached to sole
  2. Lining and Sock - Lining of upper and insole
  3. Outer Sole - Shoe bottom attached to upper

- The definitions of materials and components are:
  1. Leather - A general term for hide or skin with its original fibrous structure more or less intact, tanned to be rot-proof. Leather is also made from hide or skin which has been split into layers
  2. Coated Leather - Leather where the surface coating applied to leather does not exceed one third of the total thickness of the product but is in excess of 0.15mm
  3. Natural textile materials and synthetic or non-woven textile materials - Any material woven, knitted, felted, or otherwise produced from, or in combination with, any natural or manufactured fibre, yarn, or substitute
  4. Other materials - All other materials including plastic, wood, paper etc.

- If stickers are used they must be legible, firmly fixed and accessible.
- Customers must be informed of the meanings of the pictograms, either by information displayed in shops, catalogues or on websites.
Legal Requirements – Children’s Nightwear.

- ‘The Nightwear (Safety) Regulations 1985’ was the first British standard covering nightwear flammability. In 2008 the EU also issued a harmonised standard, ‘BS EN 14878:2007 Textiles – Burning behaviour of children’s nightwear’.
- On the whole, the flammability performance requirements of the UK Regulations are more stringent than those set out in the new European Standard. However, there are some requirements of BS EN 14878 that are a little more onerous or which are different to those prescribed in the UK Regulations. Where parts of the EU standard are less stringent than the UK regulations, the UK regulation will take priority.
- Both regulations are described in detail below, along with a summary of which regulation applies to which garment type.


- All children’s garments that are sold as nightwear or commonly worn as nightwear are affected by these regulations. It is an offence to supply nightwear which does not meet these regulations.
- The regulations cover children’s nightwear - aged over three months and under 13 years’ old, including nightdresses, nightshirts, dressing gowns, and bath robes and other similar garments.
- It excludes cotton terry bathrobes, pyjamas and nightwear for babies under three months. The standard also makes an assumption that nightwear made from synthetic fibres will melt away from the flame rather than burn so, therefore, will meet the flammability performance requirements.
- Nightwear covered by the regulations must adhere to and be tested to British Standard BS 5722: 1984, Flammability Performance of Fabrics and Fabric Assemblies used in Sleepwear and Dressing Gowns. The test outlined in the standard assesses whether the whole garment, including sewing threads, trims and labels, is slow burning. The test requires that:
  1. No specimens sever the 300mm trip thread in less than 25 seconds
  2. No specimens sever the 600mm trip thread in less than 50 seconds
- There are specific garment labelling requirements given, see the ‘Performance and Labelling Summary’ for details.
- The regulations also give details of symbols, indicating the flammability performance, that must be used when advertising nightwear in newspapers, catalogues, websites etc.

The purpose of this legislation was to define a harmonised European procedure for the specification of children's nightwear with regards to their burning behaviour.

This legislation applies to children's nightwear and nightwear fabrics (excluding threads and trimmings). Garments sold as nightwear or intended to be worn as nightwear, including bathrobes, dressing gowns, nightshirts, nightdresses and pyjamas. It applies to garments from birth age to 14 years.

NB: Cotton terry bathrobes and pyjamas were exempt from the UK regulations but are now covered in BS EN 14878:2007.

Flame Retardants.

- BS EN 14878 specifies that any flame retardants used shall be assessed for risk of toxicity and/or eco toxicity and shall not be used unless considered safe by the EU Scientific Committee on Health and Environmental Risks (SCHER). If there is an absence of such approved finishes by SCHER (which is the case at the time of writing), another means of toxicological assessment of the flame retardant, which includes toxicity and eco-toxicity, could be adopted, for example an Oeko-Tex certification.
- BS EN 14878 does not specify a minimum performance requirement to assess durability of flame retardants, only that they must be durable “for the expected life time of the garment” according to "normal washing procedures to which the garment could reasonably be expected to be subjected".
- At a minimum, garments with these finishes should be durable to 12 repeat washes according to BS5651:1978 Specification for cleansing and wetting procedures for use in the assessment of the flammability of textile fabric and fabric assemblies, and meet the flammability performance requirements of BS EN 14878 or the UK Regulations as appropriate.

Test Method.

- The test method measures the time of flame spread and surface flash:
  1. Class A - No surface flash. 520mm (3rd marker) is not severed in 15 seconds or less.
  2. Class B - No surface flash. 520mm (3rd marker) is not severed in 10 seconds or less.
  3. Class C - Babies nightwear - Not tested.

Design Limitations.

If fabrics do not pass Class A they must meet certain design / measurement limitations to decrease the risk of flammability as below.

- Pyjama tops:
  1. Lower hem circumference must not be bigger than the hip size it is intended to fit plus 20%.
  2. Hem should not finish more than 10cm below the crotch.
  3. Cuffs - where the sleeve finishes below the elbow the cuff should not be bigger than 40cm in circumference. No point in the sleeve should be more than 50cm in circumference.

- Pyjama trousers:
  1. Hem should not be wider than the knee.
  2. Under BS EN 14878, labelling is optional but if taken, the text to be used is prescribed, see the ‘Performance and Labelling Summary’ for details.

For further clarification on the differences between the two nightwear standards the department for Business Enterprise & Regulatory Reform (BERR) (formerly known as DTI) issued a very useful advisory note for retailers which can be found at:

http://www.bis.gov.uk/files/file48151.pdf
Nightwear Performance and Labelling Summary.

As the performance and labelling requirements are different for different garment types, as dictated by the two different nightwear standards, see the tables below which summarise the requirements.

<table>
<thead>
<tr>
<th>Pyjamas</th>
<th>Category Of Intended Wearer</th>
<th>UK Performance Requirements</th>
<th>Labelling Text</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Birth up to (6 months)</td>
<td></td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td>height 68cm</td>
<td>None</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td>Over 68cm (6 months) and up</td>
<td>Meet BS EN 14878 EITHER</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td>to height:</td>
<td>Class A</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td>Girls 176cm (14 years)</td>
<td>When tested to BS EN 1103</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td>Boys 182cm (14 years)</td>
<td>• no surface flash flame</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 520mm trip thread severed</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>in not less than 15s</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• no design limitations</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OR</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Class B</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>When tested to BS EN 1103</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• no surface flash flame</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 520mm trip thread severed</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>in not less than 10s</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• with design limitations see</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BS EN 14878</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
</tbody>
</table>
## Bathrobes Made Of Cotton Terry Towelling Only.

<table>
<thead>
<tr>
<th>Category Of Intended Wearer</th>
<th>UK Performance Requirements</th>
<th>Labelling Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth up to 3 months</td>
<td>None</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
<tr>
<td>Over 3 months and up to 6 months</td>
<td>None</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
</tbody>
</table>
| Over 68cm (6 months) and up to height  
Girls 176cm (14 years)  
Boys 182cm (14 years) | Meet BS EN 14878  
Class A  
When tested to BS EN 1103  
• no surface flash flame  
• 520mm trip thread severed in not less than 15s | KEEP AWAY FROM FIRE |

## Nightdresses, Dressing Gowns  
Bathrobes (Not Cotton Terry Towelling) And Similar Garments

<table>
<thead>
<tr>
<th>Category Of Intended Wearer</th>
<th>UK Performance Requirements</th>
<th>Labelling Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth up to 3 months</td>
<td>None</td>
<td>KEEP AWAY FROM FIRE</td>
</tr>
</tbody>
</table>
| Over 3 months and up to height 68cm (6 months) | Meet UK regulations, BS 5722:  
when tested to BS 5438  
• 300mm trip thread severed in not less than 25s  
and  
• 600mm trip thread severed in not less than 50s | KEEP AWAY FROM FIRE  
LOW FLAMMABILITY TO BS 5722 |
| Over 68cm (6 months) and up to height  
Girls 176cm (14 years)  
Boys 182cm (14 years) | Meet UK regulations, BS 5722:  
when tested to BS 5438  
• 300mm trip thread severed in not less than 25s  
and  
• 600mm trip thread severed in not less than 50s | KEEP AWAY FROM FIRE  
LOW FLAMMABILITY TO BS 5722 |
Specific labelling guidelines are given in the UK regulations which apply to nightdresses and non-cotton terry towelling bathrobes – however, it is good practice to use these guidelines for all nightwear. They state that:

- Any nightdresses treated with flame retardants must also be labelled:
  1. **DO NOT WASH AT MORE THAN 50°C. CHECK SUITABILITY OF WASHING AGENT** (in black letters). The words must be in medium letters of 6 point in upper case.
  2. Labels showing flammability performance and washing instructions must be permanent and securely sewn into the garment.
- The words relating to flammability performance may appear in a variety of positions providing that the information is not obscured by any other label or part of the garment. They may appear on:
  1. A separate label on the inside of the neck of the garment; or
  2. Any label giving size details of the garment, in which case the wording must appear immediately below that information; or
  3. A label immediately beside any other permanent label giving size details of the garment.
- If both flammability performance information and washing instructions are required and are to appear on the same label the washing instruction warning must appear immediately below the flammability performance information.
- The words must be in durable print and must appear on a label of sufficient colour contrast to enable them to be clearly seen. Please note:
  1. If a loop label is used it is recommended that the flammability performance information should be given on the front of the label.
  2. For pyjamas, it is recommended that the flammability performance information and any washing instruction warning should be given at least on the jacket of the garment.

The Garment Sealing Process is in place to ensure consistency of approach between the supplier and the House of Fraser buying, design and technical teams.

By providing transparent styling, make and fit guidelines, House of Fraser aims to reduce critical path lead times and the volume & costs associated with sampling.

The following pages define the three levels of the Sealing Process sample stage and detail the House of Fraser requirements for each stage of the Sealing Process.

The three stages of the Sealing Process and Sealing requirements are outlined below.

Sealing Process Requirement's.

- Fit Samples to be submitted in required size (Refer to Chapter 4 for Sample Size Requirements)
- Sample should be measured accurately, checked and fitted prior to submission to House of Fraser.
- Actual garment measurements and discrepancies to be recorded on the House of Fraser Technical Pack Spec Sheet. It is the responsibility of the Supplier to ensure that all measurement points are recorded on the Spec Sheet.
- Additional comments to be recorded on this sheet too.
- Attach a hard copy to the fit sample and email a soft copy to the relevant buying teams.
- House of Fraser Sampling Swing Ticket to be attached to sample, fully completed and dated by Supplier.
- Fit samples must be delivered to the buying team no later than 24 hours prior to the fit session.
The House of Fraser Sealing Process Flow Chart

Blue Seal.
Can be made up in substitute fabric & trims, but in correct quality
Sample fitted and work book updated, comments sent to factory
Base Test reports to be submitted at this stage

Blue Seal Approved.
Proceed to Silver Seal

Blue Seal Rejected.
Re-submit Blue Seal

Silver Seal.
Made up in bulk fabric & trims,
Sample fitted and work book updated, comments sent to factory

Silver Seal Approved.
Proceed to production once test reports & care label layout has been approved

Silver Seal Rejected.
Re-submit Silver Seal

Gold Seals.
Submitted from BULK of production

Gold Seal Approved.
Authorised to ship
The House of Fraser Sealing Process operates in three stages.

Blue Seal.

- Blue seal is the initial fit sample
- Blue Seals can be made up in substitute fabric and trims, but must be in the correct base quality. Please highlight on the House of Fraser Sampling Swing Ticket.
- If the Blue Seal sample requires major amendments it will be rejected and a further Re-Sub Blue Seal will be requested.
- When the product is approved with no changes or amendments, it can be approved as Blue Seal and a Silver Seal is requested.
- Base Test Report to be sent in at this stage.
Silver Seal (Pre- Production Sample).

- Silver Seal (Pre- Production Sample) samples are only required if the initial sample is not approved for production.
- Silver Seals (Pre- Production Sample) must be made in the approved bulk fabric & trims, and made to the correct spec measurement requirements.
- When the Silver Seal (Pre- Production Sample) is approved, this means that production can start.
- Approved production specs will be sent at this stage.
- If the Silver Seal (Pre- Production Sample) is not approved, a Re-sub Silver Seal will be required. Production cannot start until the Silver Seal (Pre- Production Sample) is approved.
- Bulk Test reports must be submitted once bulk fabric is in and approval must be given before production can proceed.

Gold Seal.

- Gold Seal samples must be selected at random from bulk production.
- Submit x 2 samples in sample sizes in each colourway for approval.
- All Gold Seal samples must have complete packaging, labelling (including wash care labels) & ticketing.
- Permission to ship will only be issued when both the Gold Seals and Test Reports have been approved.

Repeat Orders and Continuity Styles.

- The Gold seal procedure (detailed above) applies to all repeat and continuity lines, unless otherwise agreed with the House of Fraser Technologist.

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.
- This does not apply to press samples.
## 4. Sampling Size Requirement’s.

<table>
<thead>
<tr>
<th>Sample Type</th>
<th>Little Dickens &amp; Jones</th>
<th>Howick Junior</th>
<th>Baby Linea</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Seal x 1</td>
<td>Size 3-4 years</td>
<td>Size 3-4 years</td>
<td>0-3Months 62cm 14.5lbs</td>
</tr>
<tr>
<td>Silver Seal x2</td>
<td>Size 3-4 years &amp; 9-10 years</td>
<td>Size 3-4 years &amp; 9-10 years</td>
<td>0-3Months 62cm 14.5lbs</td>
</tr>
<tr>
<td>Gold Seal x 2</td>
<td>Size 3-4 years</td>
<td>Size 3-4 years</td>
<td>0-3Months 62cm 14.5lbs</td>
</tr>
</tbody>
</table>
5. Manufacturing Standards.

Garment Design, Materials and Construction Considerations.

Fabric Considerations.

- Fabrics with integral holes, e.g. crochet, should not be used in positions on the garment that would cause entrapment of fingers or other body parts.
- Mesh linings with large holes can cause injuries especially in swimwear if parts of the genitals are trapped in the mesh and expand. Hole sizes should be less than 1.5cm and the handle of the fabric should be soft.
- Pile fabrics should be carefully considered in terms of pile length, pile retention, position in the garment and age of the wearer, particularly for garments for children under 12 months.
- Jacquard fabric with float stitches of longer than 10mm should not be used in the hand or foot area of garments for children under 12 months.

Filling Materials.

- Should not contain hard or sharp objects (particular care should be taken with feathers as quills can prevent a hazard).
- Should be inaccessible and secure.
- Ensure the seams that encapsulate the filling material are strong enough not to fail in wear.

Sewing Thread.

- Do not use monofilament thread. Thread used to sew on components should not break at unduly low loads.
- No loose threads or uncut floats longer than 1cm in the hand and foot area of garments up to 1 year.

Attached Component Considerations.

- Lockstitch 301 should be used to attach all stitched components.
- Hand stitch or chain stitch are not recommended for any garments for children under 36 months. When they are used they must be carefully controlled.
- The recommended removal force for attached components is either 50N for components under 6mm, or 70N for those over 6mm.

Buttons.

- Shouldn’t have sharp edges and should pass BS4162:1983 mechanical test.
- Care should be taken if multi component buttons are used as these can disassemble to produce potentially hazardous small parts.
- Buttons should not bear any resemblance to food.
- Do not add an spare buttons to any childrens wear product
Fabric Embellishments, Including Bows and Labels.

- Ends should be heat sealed or laser cut and the ends of any embellishments should conform to BS EN 14682:2014

Rubber Or Soft Plastic Embellishments, Including Labels, Badges and Tabs (If used on clothing for children under 36 months).

- Stitch density should be considered to ensure needle holes don’t cause the embellishment to detach.
- Attachments shouldn’t be degraded by heat or by washing detergents.

Pom Poms and Tassels.

- Not to be used on garments for children under 3 years.

Sequins, Beads and Other Similar Components.

- Must be attached by lockstitch on garments for children under 36 months. (Not by hand or chain stitch (Adda) machine)
- A minimum of two stitches should be used to hold each sequin flat.
- When hand stitching, stitching should be locked off after every 10th stitch.

Diamantes and Heat Fused Components.

- The attachment security can be affected by: textured fabric surfaces, highly extensible fabrics, certain fabric finishes, e.g. stain repellency and application on uneven surfaces, e.g. embroideries, prints, pocket bags
- It is essential that processes are in place to ensure the consistency of application.

Press Fasteners And Similarly Applied Components.

- Post type fasteners should not be used on knitted fabrics - prong type are required (see Metal Components section for further detail)
- Fasteners should not be applied over seams or uneven fabric thicknesses.
- Correct size of fasteners must be used to correspond with the compressed fabric thickness.
- Use fabric reinforcement if necessary.
- Press fastener data sheets should be obtained and used at pre-production and production stage. (See Metal Components section for further detail)

Magnets.

- Should not be used on children’s garments.

Elastication.

- Should be appropriate without introducing a risk to the wearer.
- Relaxed and extended measurements are essential for the manufacturer.
- Can cause restriction in blood flow if too tight. Should be designed with regards to BS 7231-2. Body measurements.

Touch and Close Fasteners (Velcro).

- Soft qualities should be used for garments for children aged 12 months and under.
- The hook component should be directed away from the child’s body where possible.
- Recommended that pieces should be die cut with rounded corners to minimise scratching.
Zips.

- Should conform to BS 3084:2006. Ultra-light zips should not be used in garments for children under 36 months.
- Please refer to the Accredited Zip Supplier list, you may only use these zips.
- Zips that come into close contact with the skin should be plastic. Top stops and teeth should be free from sharp edges.
- Zip guards are recommended particularly around the face and neck.
- Preferable that functional zips are not used on boys garments under 5 years.
- All boys’ garments with a zip fly should have a zip guard of 2cm wide. Plastic zips are preferred.

Cords, Strings, Ribbons and Bows.

- Should conform to BS EN 14682:2014 Safety of children's clothing - Cords and drawstrings

Neckties.

- Conventional neckties are not suitable for children under 5 years old. Touch and close fastener or clips should be used to attach around the neck.

Garments with Integral Feet.

- Consider enhancing the slip resistance by using rubber printed fabric.

Hoods.

- Sleepwear for babies under 12 months should not have hoods because of overheating.
- Garments for babies under 12 months should not have hoods made of impermeable material because of the risk of suffocation.
- Consider the restriction in vision that the hood may cause in garments for older children.
- All garments should also comply with BS EN 14682:2014 Safety of children's clothing - Cords and drawstrings

Embroideries and Appliqués.

- Embroidery or appliqué stitching can rub the skin during wear; please use fusible interlining on the inside of the garment.
- OTB (over the back) Backing is required to cover embroidery on the inside of the garment to prevent skin irritation. Cut rounded consistent shaped OTB backing, never cut corners. The House of Fraser approved supplier is Vilene and reference PD 9123, PD 9233, PD 9333 fusible OTB knitted interlinings for normal garment wash, and for a high wash garment please use Vilene reference AP 08 or AP 09. Please use black for dark colour and white for lighter colours.
- Stitch lengths on embroideries should not be long enough to form loops. No floats on the front or back in excess of 10mm long.

Stone Washing.

- Stone washing is not recommended for garments for children under 36 months.
- If used on garments for older children physical measures should be taken to remove any stones and residue.
Manufacturing Considerations.

Sharp Objects.

- Eliminate the use of pins, staples and other sharp objects in the manufacturing processes. Replace with labels or clamps.

Hand and Machine Sewing Needles.

- All manufacturers should have a documented needle control system so that garments are not contaminated with needles or needle fragments.

Knitting Machine Needles, Including Linking Points and Tagging Guns.

- All manufacturers should have a documented needle control system so that garments are not contaminated with needles or needle fragments.

Metal Detection (Including Needle Detection).

- All manufacturers should have a documented and controlled metal detection procedure which is additional to a needle control system. Please refer to Chapter 6 for House of Fraser Metal Contamination Policy.

Machine Applied Fasteners.

- All manufacturers should provide clear instructions to operators on the procedure in place to control the consistency and security of attachment.

Application Of Glued and Heat Fused Components.

- All manufacturers should provide clear instructions to operators on the procedure in place to control the consistency and security of attachment.

Elasticated Garments.

- Where elastics are used control procedures must be in place to ensure relaxed and stretched measurements are achieved.

Inspection.

- Inspection personnel should inspect for foreign objects. Garments with feet should be turned inside out.
- Rejected garments clearly marked and separated.

Documentation and Traceability.

- Manufacturers should document all procedures relating to product safety. Records should allow batch traceability.
Children's Wear Manufacturing Guidelines.

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

Garment Design and Construction.

- All garments must be compliant to BS 7907: 2007 - Code of Practice for the Design and Manufacture of Children's Clothing to Promote Mechanical Safety.
- All garments must be compliant to BS EN 14682:2014 Safety of Children's Clothing - Cords and Drawstrings.
- All nightwear must be compliant with The Nightwear (Safety) Regulations 1985 or BS EN 14878:2007 Textiles - Burning Behaviour of Children's Nightwear as applicable.
- All garments must have a minimum neck stretch of 56cm for age 0-24 months and 58cm for age 2 and upwards.
- Stonewashing is unacceptable for age 0-36 months.
- All back neck yokes must be doubled so no overlocking is visible on the hanger.
- Back neck seams to be either bound in self-fabric, French seamed or have a back neck buggy. No raw edges or seams to be visible.
- All jersey and stretch garments to be constructed using 4 thread overlock on the seams and cover stitch on the hems unless otherwise advised.
- All jersey and knit garments must be taped with clear/transparent at the shoulder seams.
- Elastane must be added to the set up course of all knitted garments to ensure sufficient stretch and recovery.
- Jacket / coat fronts, collars and facings must be block fused.
- Rise seams of trousers to be double stitched to strengthen.
- All jetted and welt pockets are to be stitched closed in the centre using a wide stitch leaving a gap at the top and the bottom to show that the pocket can be opened.
- All back vents must be X tacked to hold in place.

Fabrics.

- Fabrics with integral holes, e.g. crochet, should not be used in positions on the garment that would cause entrapment of fingers or other body parts.
- Mesh linings with large holes can cause injuries, especially in swimwear. Hole sizes should be less than 1.5cm and the handle of the fabric should be soft.
- Jacquard fabrics must not have any floats longer than 1cm.
- Pile fabrics with pile longer than 1.5cm are not suitable for ages 0-12 months.
- Excessive pile loss is not acceptable.
- Any faux fur used should be brushed or combed through to eliminate any loose pile and prevent fibre migration.
- All fabric must be free of formaldehyde and comply with the relevant sections of The House of Fraser Restricted Substances Policy.
- All children’s garments must be machine washable, preferably on a 30° cycle. Any other care instructions must be discussed with the House of Fraser product technologist prior to starting production.
Stitching.

- Core spun thread must be used.
- Monofilament thread must not be used.
- 100% polyester thread must be used on products with low-flammability requirements, e.g. children’s nightwear.
- Thread colour to match unless otherwise specified.
- All thread ends are to be securely finished and trimmed, loose ends or loops are not acceptable.
- Float stitches on the reverse side of knitwear, hosiery and gloves must be a maximum length of 1.5cm.
- Seams to have 10 -12 stitches per inch, unless otherwise specified.
- Top stitching to have 8-10 stitches per inch, unless otherwise specified.

Seams and Hems.

- No raw edges, unless otherwise specified.
- Hem and cuff turnings to be a minimum of 3cm, unless otherwise specified.
- Linings to finish 3cm maximum shorter than outer shell at hem.

Embellishments.

- Ribbon and ties edges must not unravel. Ends must be turned and stitched neatly or heat sealed.
- Ends of cords or ties must not have a rigid fixed end or a knot.
- Pom poms cannot be used on garments intended for children aged 0-36 months.
- Sequins and beads must not be attached by hand or chain stitch.
- Machine attached sequins must have a minimum of 2 stitches to hold the sequin flat. For age 0-36 month’s sequins and beads must withstand a pull test force of 50 Newton’s.
- Diamanté’s and heat fused decorations must not be attached to uneven surfaces, i.e. textured fabrics, pile fabrics or extendable fabrics. Consistency and security of application must be monitored throughout the production process.
- Embroidery and appliqués must be backed or lined with a fusible interlining to avoid rubbing against the skin. OTB (over the back) Backing is required to cover embroidery on the inside of the garment to prevent skin irritation. Cut rounded consistent shape OTB backing, never cut corners. The House of Fraser approved supplier is Vilene and reference PD 9123, PD 9233, PD 9333 fusible OTB knitted interlinings for normal garment wash, and for a high wash garment please use Vilene reference AP 08 or AP 09. Please use black for dark colour and white for lighter colours.
- Embroidery float stitches should not exceed 1cm in length for children aged 0-36 months.
- All trims/embellishments must be compatible with the base fabric’s care instructions.
Metal Press Fasteners and Studs.

- All metal components must be nickel free and ferrous free.
- Magnets must not be used.
- Metal fasteners must be selected correctly taking into consideration fabric types and component position.
- Metal components must be securely attached using the following guidelines:
  - Must not be attached to a single layer of material, components should always be attached through two layers of fabric with an additional layer of interlining.
  - Must be positioned on an even foundation, they must not be positioned over seams, stitching or bindings.
- Must not be removed and repositioned.
- The security of the attached metal components must be checked.
- Under no circumstances should components be attached by using hand tools. Machinery used to attach the metal components must conform to the following guidelines:
  - Machinery and dies must be recommended by, or approved by, the component manufacturer.
  - Foot operated machines must have a ratchet mechanism and compensators.
  - Machinery must be semi, or fully automated.
  - All metal components must be consistently attached and application must be monitored throughout production.
- Depending on the product there are two ways of monitoring the consistency of application, either pull tests or data sheets, your product technologist will advise you on which is relevant to your product.

Pull Tests.

- Standard pull tests are to be conducted on all children’s clothing as part of the final inspection procedure. Ten items are to be tested each day and results should be documented. A system must be in place for batch identification in case of failure. The results must be documented and available for House of Fraser reference upon request.

Data Sheets.

- These are technical documents usually used for safety critical products, e.g. poppers on babywear. The sheets give the manufacturer precise measurements against which to accurately measure the attachment of the component. Before production the component manufacturer will complete a data sheet which provides you with information on:
  1) The recommended fastener type and corresponding machine dies that are to be used.
  2) Minimum and maximum allowable fabric thickness for each component.
  3) The actual compressed fabric thickness for the fabric being used.
  4) The “basic pinch” – or depth – of the component.
  5) The machine +/- tolerance.
  6) The final “machine pinch setting” or depth of the applied component along with an acceptable tolerance.
- Using a digital calliper the manufacturer can then monitor the “machine pinch setting” as part of their daily production processes. If at any stage the measurements fall outside the allowable tolerance then the components will not be safely attached and corrective action will have to be taken. A system must be in place for batch identification in case of failure. The results must be documented and available for House of Fraser reference upon request.
- An example of a completed data sheet can be seen on the next page.
<table>
<thead>
<tr>
<th>POSITION ON GARMENT</th>
<th>FASTENER TYPE</th>
<th>COMRESSED FABRIC THICKNESS</th>
<th>BASIC PINCH</th>
<th>MACHINE PINCH SETTING</th>
<th>GARMENT MAKER FIRST BULK</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEG RIB</td>
<td>PRONG/ SOCKET</td>
<td>0.32mm</td>
<td>2.20mm</td>
<td>2.52mm</td>
<td></td>
</tr>
<tr>
<td>LEG RIB</td>
<td>PRONG/ DUOSTUD</td>
<td>0.32mm</td>
<td>2.20mm</td>
<td>2.52mm</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RECOMMENDED FABRIC THICKNESS</th>
<th>PRESS FASTENER TYPE</th>
<th>MINIMUM</th>
<th>MAXIMUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>15L PRONG - SOCKET</td>
<td>0.25mm</td>
<td>0.70mm</td>
<td></td>
</tr>
<tr>
<td>15L PRONG - DUOSTUD</td>
<td>0.25mm</td>
<td>0.70mm</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>CODE</th>
<th>DIE NUMBER</th>
<th>DESCRIPTION</th>
<th>CODE</th>
<th>DIE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRONG</td>
<td>379399</td>
<td>671420</td>
<td>SOCKET</td>
<td>379302</td>
<td>671438</td>
</tr>
<tr>
<td>STUD</td>
<td>379222</td>
<td>671438</td>
<td>PRONG</td>
<td>379399</td>
<td>671420</td>
</tr>
<tr>
<td>TACK BUTTON</td>
<td></td>
<td></td>
<td>TACK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EYELET</td>
<td></td>
<td></td>
<td>WASHER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RIVET</td>
<td></td>
<td></td>
<td>BURR</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**COMMENTS**

**SIGNATURES**

PRESS FASTENER SUPPLIER: 27/10/2005

CONTINUING PRODUCTION TO BE MONITORED BY STATISTICAL PROCESS CONTROL

<table>
<thead>
<tr>
<th>FASTENER TYPE</th>
<th>CONTROL LINES</th>
<th>FASTENER TYPE</th>
<th>CONTROL LINES</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRONG - SOCKET</td>
<td>2.58mm, 2.46mm</td>
<td>PRONG - DUOSTUD</td>
<td>2.58mm, 2.46mm</td>
</tr>
</tbody>
</table>
Popper Types.

The only approved suppliers for House of Fraser children's wear & baby wear are YKK and Prym.

**Prong ring / Grip fix press fastener.**
Sits flush with the fabric. Ideal for stretch and knitted fabrics

<table>
<thead>
<tr>
<th>Prong ring</th>
<th>Cap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Socket</td>
<td>Socket</td>
</tr>
<tr>
<td>Stud</td>
<td>Stud / prong ring</td>
</tr>
<tr>
<td>Prong ring</td>
<td>Socket</td>
</tr>
</tbody>
</table>

**Capped prong ring fastener**
Caps and functional parts can be dyed to match.

- Cap
- Socket

**S-Spring fastener**
Cap appears raised above the fabric
Ideal for heavyweight woven fabrics
Not acceptable on knitted fabrics.

<table>
<thead>
<tr>
<th>Cap</th>
<th>Socket</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stud</td>
<td></td>
</tr>
<tr>
<td>Post</td>
<td></td>
</tr>
</tbody>
</table>

**Ring spring fastener**
Less bulky than the ‘S’ spring when attached but the male post & stud sections can have sharp edges, so not acceptable for children’s clothing.

<table>
<thead>
<tr>
<th>Cap</th>
<th>Socket</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stud</td>
<td></td>
</tr>
<tr>
<td>Post</td>
<td></td>
</tr>
</tbody>
</table>
Jeans tack buttons.

The single post type (the first three shown below) are not acceptable on knitted fabrics.
Buttons.

- All buttons must be either two or four hole, to minimize any choking hazard. Shank buttons are not acceptable.
- Buttons must not break under force.
- Natural / shell buttons are not permitted.
- Two piece or multi component buttons are not permitted for ages 0–36 months and their use for older age groups must be agreed by your product technologist.
- Buttons not should tear the fabric when they are pulled. Functional buttons must be attached through a minimum of two layers of fabric, if this isn’t possible reinforce the area of attachment with a small circular cut out of fusible.
- Buttons must be attached by a lockstitch machine with a minimum of ten stitches. Chain stitched buttons are not acceptable.
- Hand stitching of buttons is only allowed with agreement from your product technologist in cases where machine stitching isn’t possible. This must be strictly controlled to ensure security, consistency and safety.
- Thread used to attach buttons must be sufficiently strong and withstand the pull test as specified in BS 7907: 2007
- Buttons should not resemble food in order to comply with The Food Imitations (Safety) Regulations 1989.

Zips.

- Zips must conform to BS3084:2006 Slide fasteners (Zips) Specification and be made of non-toxic elements as stipulated in BS EN 71 Safety of Toys Tests.
- Zips must be ferrous free to ensure that they can be metal detected.
- Zips must be nickel free.
- Zips must have plastic top and bottom stops, metal claw stops are unacceptable.
- Metal zips should not be used on garments for 0-36 months.
- Zips must have an inner fabric zip guard, especially if they are positioned around the face or neck area.
- Zip flies aren’t acceptable for boy’s trousers up to the age of 5 years, a mock fly should be used instead.
- Zip flies in boy’s trousers for 5 years and above must have a zip guard at least 2cm wide secured with a stitching line along the bottom of the guard.
- Where possible all zips must be bagged out.
- All dress and skirt zips, for garments aged 3 years and above, are to have a hook and eye at the top opening. Zip must finish 0.4cm below the top edge to allow for hook and eye.

Other fastenings.

- Spring-loaded toggles are not acceptable; instead a rubber toggle and bead should be used.
- Toggles must not be used on drawstrings with free ends unless it is a non-functional decorative cord.
- All cords and drawstrings must comply with BS EN 14682: 2014 Safety of Children’s Clothing – Cords and Drawstrings on Children’s Clothing – Specifications. See the legal requirements section for full details.
- When using touch and close fastenings the risk of injury needs to be minimised by placing the loop side where contact with a hand is most likely and the scratchy hook side where less contact is likely.
- All touch and close fastenings must be attached with a lockstitch machine and all thread ends should be secured.
- The corners of touch and close fastening must be dye cut rounded corners, to eliminate any sharp points.
- Buckles with moving parts i.e. two or more pieces must not be used on products under 36 months.
6. Metal Contamination Policy.

All suppliers are liable for the prevention and detection of metal contamination in all product supplied to House of Fraser and should control and exhibit the effective prevention of metal contamination in all product. All factories (including sub-contractors, raw material & trim suppliers and laundries) must comply with the House of Fraser Metal Contamination Policy. The House of Fraser Metal Contamination Policy outlines the minimum requirements and best practice required to demonstrate compliance.

There are 2 essential elements: Prevention and Detection.

Prevention.

Due Diligence.

- Consideration of the House of Fraser Metal Contamination Policy should be included in the risk assessment of all product at the product development stage:
  1) Beading before machine sewing
  2) Machine embroidering
  3) Sub-contracting
  4) Hand sewing.
  5) Are the selected needles appropriate for this operation?

Trim Control.

- Use of non-ferrous metal components is mandatory for all babywear and childrens wear product
- Ensure that all goods coming into the factory are free of contamination.

House Keeping.

- Factory must maintain and demonstrate good practice in general house keeping
- Factory to demonstrate a No staple policy
- Scissors, knives and clippers to be attached securely to the workstation or machine.
- The following must be held securely and counted out at the beginning and end of each shift by a responsible person. (note this has to be accounted for across all areas of the factory/sub-contractors and is not limited to the sewing floor):
  1) Pins
  2) Threads wires for overlock machines
  3) Scissors, knives and clippers not able to be securely attached to the machine or workstation.
  4) Drill hole spikes
  5) Notch punchers
  6) Tweezers
  7) Any other sharp objects that may cause injury or compromise product safety.
Needle Controls.

- To be implemented in all areas of production and includes the following:
  1) In-house production (sample room, embroidery rooms)
  2) Sub-contracted production processors (embroidery and beading)
- The term needle includes the following:
  1) Sewing needles – machine and hand sew needles (should only be used in baby and childrens wear in the exception)
  2) Knitting needles
  3) Kimball gun needles (not used on House of Fraser product)
  4) Pins – the use of pins must be limited and by exception only. No pins on the sewing/finishing and packing lines
  5) Any other similar sharp object that may be used in the production environment.
- Note that Kimball, hand sew needles and pins must all be subject to the same controls as machine needles.
- Basics to prevention:
  1) The facility should have a comprehensive management procedure of needle storage and replacement of broken or used needles
  2) Strict accounting of all needles delivered to the factory
  3) Records to be maintained throughout the whole of the production process.
  4) Broken needle replacement records should be kept for a 5 years in the relevant files for auditing purposes.

Needle Stock Management.

Needle Storage.

- All needles not in use to be stored in a clearly marked, locked storage facility with restricted access.
- Stock of needles must be stores in permanently locked facility and controlled and should only be issued by the designated member of staff.
- All old needles to be stored in a locked separated container away from new needles, and should be accounted for and carefully disposed of, off the premises.

Replacement of Needles.

- Needles must be replaced on a “one for one” basis – a new needles will only be issued upon receipt of all the pieces of the old or broken needle.
- A designated member of staff to be appointed to conduct needle replacement - this should be either a line supervisor or mechanic.
- Replacement supplies of new needles must be obtained on the return of the used needles to the designated member of staff who manages the issuing of needles.
- A “Broken Needle Replacement Record” sheet must be maintained for all types of needles used.

Needles on the Factory Floor.

- Needles must be removed from machines that are not in use of the sewing floor.
- Operators must not have replacement needles in their possession.
- The designated needle line supervisor or mechanic must over-see compliance with procedures and carry our random checks to ensure that the procedures are followed and maintained.

Records of Needles.

- Needle stock management records must be maintained
- Broken needle records. All new needles must be recorded on a Needle Stock Record Sheet.
- Copies of records must be held on the relevant style files/production files.
Broken Needle Controls.

Needle Breakage Prevention.

- Needles in machines in constant use should be changed every day to prevent needle breakage and to avoid needle damage.
- Every time there is a change in the base of the fabric on the production line, a change of needles should be carried out on all machines involved.
- A daily routine check of the machines should be carried out by the mechanic, and any problems concerning damage of needles must be recorded and changed by the mechanic.
- Any broken or damaged needle must always be replaced with a new needle and not a used needle.

Needle Replacement Management.

- When a needle breaks, stop the line, and the operator must find all the broken pieces of the needle.
- The needle may only be replaced once all fragments have been found.
- If any parts of the needle are not found, then those bundles of work being worked on, must be isolated and moved to a separate location.
- If all the needle pieces are found, only then may the bundle be returned to the line.
- If all pieces of the broke needle are not found, then all pieces are to be destroyed.

Broken Needle Records.

- All broken needle pieces must be attached to a Broken Needle Replacement Record sheet.
- Once the Broken Needle Replacement Record sheet is full, the designated person must return it to the appointed member of staff responsible for issuing needles.

Metal Detection.

Metal Detection Properties.

- Metal detection must be used as a process to control metal contamination – it is only the final check in the whole process.
- Metal detectors work on the principle of a balanced magnetic field. Movement within this field will disturb the coil balance resulting in a detection signal.

Specifications of Metal Detectors.

- The metal detector must reject only ferrous metals, for example needle fragments, staples and non-compatible components.
- All systems must be to detect the 1.2mm diameter ferrous test sample.
- The sample must be detected anywhere within the aperture at the supplied belt speed.
- The conveyor belt must stop and an audible alarm must sound if metal is detected.
- Once metal is detected the system must be reset via a key operator switch.
- Any fault within the system should cause the belt to stop and the fault light to light up.
- Metal detectors must be password or pin protected and should include a test warning system.
- The metal detector must be suitable for the use alongside all types of machinery associated with the textile industry.
Where to Position the Metal Detector?

- Metal detectors should be installed in compliance with the manufactures guidelines.
- The metal detector must be positioned where finished garments can be packed, without further risk of contamination. The “Hole in the Wall” set up is recommended.

Metal Detection Procedures.

- Metal detection must be implemented with the production process and used in conjunction with the broke needle procedure.
- Designated staff should be fully trained by the metal detection manufactures personnel prior to operating the machinery. Only authorised personnel should operate the metal detector.
- Machines must be checked with the Calibration Test Card (1.2mm ferrous sphere test card) provided, at the least every 2 hours during operation, and at the start and end of every shift.
- The Calibration Test Card (1.2mm ferrous sphere test card) must be available at all times and should be issued by the manufacture.
- Every garment for Babywear and Childrens wear must be passed through the metal detector after final inspection and packaging and before being packed into cartons.

Calibration of Metal Detector.

- The metal detector must be checked on start up every day, using the Calibration Test Card (1.2mm ferrous sphere test card). The test should be carried out every 2 hours and results should be recorded on Metal Detection Calibration Records and should be signed by a supervisor.
- A 9 point check should be carried out to ensure that the metal detector is operating effectively. This check involves placing the Calibration Test Card (1.2mm ferrous sphere test card) at 3 levels within the height of the aperture (low, centre and high) and 3 positions across the aperture (left, centre and right sides).
- If the metal detector fails to recognise the Calibration Test Card (1.2mm ferrous sphere test card) at any stage, the metal detector will need to be re-calibrated.
- If a test fails, the metal detector must be re-calibrated and all garments processed since the previous test be scanned again.

What Should You Do In Case Of Metal Being Detected In A Garment?

- Upon detection of metal, all garments on the conveyor belt must be removed and placed in a labelled “Rejection” bin or later investigation.
- The metal detector must be re-calibrated before garments are re-checked.
- Any rejected items must be removed and inspected, if the contamination is located and removed, the garment must be scanned again before it is packed into cartons.
- If the contamination is not found, the garment must be isolated and destroyed.
- Records must be kept and maintained as part of the production file.
7. Quality Control Inspections.

Quality Control Inspection Requirements.

House of Fraser requires that all deliveries are inspected prior to despatch to ensure that the delivery meets House of Fraser’s standards.

- These pre-shipment inspections, or AQL (Acceptable Quality Level) inspections, should be carried out in a consistent way, on each colour within an order, when at least 80% of the delivery is complete and packed.
- All AQL inspections must be documented and be made available to House of Fraser on request.
- AQL inspections should be carried out by Suppliers using a statistical sampling plan, which states how many samples should be inspected according to the size of the delivery and how many minor or major faults are allowed.
- House of Fraser’s requires an AQL Level II with 2.5 for Majors and 4.0 for minor defects.

The table below outlines how many samples are required by order size, and the maximum allowance for major and minor defects. Critical, major and minor defects are outlined below. Note that House of Fraser does not accept any Critical defects.

<table>
<thead>
<tr>
<th>Order size</th>
<th>Sample size Normal sampling</th>
<th>Maximum major defects</th>
<th>Maximum minor defects</th>
</tr>
</thead>
<tbody>
<tr>
<td>151-280</td>
<td>32</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>281-500</td>
<td>50</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>501-1200</td>
<td>80</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>1201-3200</td>
<td>125</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>3201-10000</td>
<td>200</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>10001-35000</td>
<td>315</td>
<td>14</td>
<td>21</td>
</tr>
</tbody>
</table>

Guidelines for Determining Critical, Major & Minor Defects.

Critical Defects.

- A critical defect could put the customer at risk of injury, either through faulty components or foreign body contamination.
- A critical defect places House of Fraser at risk legally i.e. misleading, misinformation or any other detail which contravenes legal requirements.
- If one (1) occurrence of critical defect is observed during the inspection, the entire lot will be rejected.
- A 100% inspection will be carried-out by the garments factory QA Staff to remove the defective product/s

Major Defects.

- A major defect is likely to disappoint the customer and may discourage purchase or can cause the customer to return the product.
- A major defect will cause operational difficulties i.e. incorrect styles, incorrect quantity etc.
- A major defect will distinct the product significantly from the sealed sample.

Minor Defects.

- A minor defect is when small imperfections which will not be noticed by the majority of customers.
- A minor defect is a deviation from the required standard, but one that is unlikely to affect the usability of the product.
- A minor defect will usually be seen by the inspector, but may be overlooked by the customer.
## Seams and Stitching Defects

<table>
<thead>
<tr>
<th>REF</th>
<th>DEFECT</th>
<th>CRITICAL</th>
<th>MAJOR</th>
<th>MINOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>S1</td>
<td>Any seam open or broken</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S2</td>
<td>Any seams twisted, puckered, spiralled or containing pleats</td>
<td>A</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conspicuous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slight</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S3</td>
<td>Any garment part caught in seams or other unrelated garment parts</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S4</td>
<td>Any raw or uncovered seams, edges, cuffs, hem</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S5</td>
<td>Any seams not securely finished off</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S6</td>
<td>Any needle damage</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S7</td>
<td>Any contrast stitching irregular, uneven, mismatched :</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td></td>
<td>Conspicuous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slight</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Any joins in topstitching</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S8</td>
<td>Any excessively loose tensions or stitch counts other than specified</td>
<td>Depends</td>
<td>Depends</td>
<td></td>
</tr>
<tr>
<td></td>
<td>on sealed sample</td>
<td>on severity</td>
<td>on severity</td>
<td></td>
</tr>
<tr>
<td>S9</td>
<td>Any roping cuffs, hems, edges or openings :</td>
<td>A</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conspicuous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slight</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S10</td>
<td>Any weakness in seams and joins</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S11</td>
<td>Any dropped or missing stitches for knitted garments</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S12</td>
<td>Any stepping of seams</td>
<td>Depends</td>
<td>Depends</td>
<td></td>
</tr>
<tr>
<td></td>
<td>on severity</td>
<td>on severity</td>
<td>on severity</td>
<td></td>
</tr>
<tr>
<td>S13</td>
<td>Any wavy or uneven hems</td>
<td>Depends</td>
<td>Depends</td>
<td></td>
</tr>
<tr>
<td></td>
<td>on severity</td>
<td>on severity</td>
<td>on severity</td>
<td></td>
</tr>
<tr>
<td>S14</td>
<td>Any broken or badly attached elastic</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S15</td>
<td>Any broken stitches</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S16</td>
<td>Any plackets – untidy, uneven or not central</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S17</td>
<td>Any incorrectly placed, uneven or insecure darts</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S18</td>
<td>Any badly fitting linings</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S19</td>
<td>Any stitches showing through hems not agreed on sealer</td>
<td>Depends</td>
<td>Depends</td>
<td></td>
</tr>
<tr>
<td></td>
<td>on severity</td>
<td>on severity</td>
<td>on severity</td>
<td></td>
</tr>
<tr>
<td>S20</td>
<td>Any broken needles, needles, pins, safety pins, staples or</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>sharp object found anywhere on any garment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S21</td>
<td>Poorly inserted zip</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Pressing Defects.

<table>
<thead>
<tr>
<th>REF</th>
<th>FAULT</th>
<th>CRITICAL</th>
<th>MAJOR</th>
<th>MINOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Any burn or scorch marks</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>P2</td>
<td>Any glazing or pressure marks on the surface :</td>
<td></td>
<td>A</td>
<td>B</td>
</tr>
<tr>
<td></td>
<td>Conspicuous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slight</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>P3</td>
<td>Press marks from clips / hangers/ other :</td>
<td></td>
<td>A</td>
<td>B</td>
</tr>
<tr>
<td></td>
<td>Conspicuous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slight</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>P4</td>
<td>Any un pressed or poorly pressed seams</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>P5</td>
<td>Any absence of pressing from a specified area :</td>
<td></td>
<td>A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conspicuous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slight</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>P6</td>
<td>Any creases</td>
<td></td>
<td>Depends on severity</td>
<td>Depends on severity</td>
</tr>
<tr>
<td>P7</td>
<td>Any crease due to transit</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Measurements.

<table>
<thead>
<tr>
<th>REF</th>
<th>FAULT</th>
<th>CRITICAL</th>
<th>MAJOR</th>
<th>MINOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1</td>
<td>Any circumference measurements not to size spec</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M2</td>
<td>Any variation in length from size spec</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M3</td>
<td>Any neck stretch under spec</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M4</td>
<td>Any styling measurements not to spec</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M5</td>
<td>Measurements - Other</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Presentation and Appearance Defects.

<table>
<thead>
<tr>
<th>REF</th>
<th>FAULT</th>
<th>CRITICAL</th>
<th>MAJOR</th>
<th>MINOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA1</td>
<td>Any spots or staining on garment</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PA2</td>
<td>Any loose threads or overlock ends not removed from garment Outside Inside</td>
<td>A</td>
<td>B</td>
<td>B</td>
</tr>
<tr>
<td>PA3</td>
<td>Any sharp or tarnished edges on buckles, belts, zips, studs, poppers</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PA4</td>
<td>Any loose belt loops</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PA5</td>
<td>Any ‘bubbling’ due to delamination of fusible</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PA6</td>
<td>Any stepping</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PA7</td>
<td>Any incorrect or mismatched style features e.g. pockets Depends on severity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PA8</td>
<td>Any missing trim or accessory</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PA9</td>
<td>Any other variation from specification Depends on severity</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Fabric Defects.

<table>
<thead>
<tr>
<th>REF</th>
<th>FAULT</th>
<th>CRITICAL</th>
<th>MAJOR</th>
<th>MINOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>Any holes, obvious weakness or flaw that could develop into a hole</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F2</td>
<td>Any cuts, tears or surface repairs made during production, packaging or transit</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F3</td>
<td>Any pulled, looped yarns or threads</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F4</td>
<td>Any barre fabric, dye spots, misprints, smudges or faulty printing that are noticeable and seriously detract from the appearance of the fabric</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F5</td>
<td>Any mismatching of stripes, checks not previously agreed or not as sealing sample</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F6</td>
<td>Any bowing of the fabric outside of agreed standards</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F7</td>
<td>Any shading of parts within a garment or garment to garment not previously approved</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F8</td>
<td>Any pilling on surface, fuzzing of fabrics</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F9</td>
<td>Any yellowing of fabric, trims or components due to packaging</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F10</td>
<td>Any foreign or contaminated fibres Depends on severity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F11</td>
<td>Any variation of handle or finish from standard or not as previously agreed Depends on severity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F12</td>
<td>Seam Slippage</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>F13</td>
<td>Colour incorrect to standard</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Component Defects.

<table>
<thead>
<tr>
<th>REF</th>
<th>FAULT</th>
<th>CRITICAL</th>
<th>MAJOR</th>
<th>MINOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1</td>
<td>Incorrect component - Button – to sealing specification</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C2</td>
<td>Incorrect component – Thread – to sealing specification</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C3</td>
<td>Incorrect component – Lining – to sealing specification</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C4</td>
<td>Incorrect component - Fusing – to sealing specification</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C5</td>
<td>Incorrect component – Shoulder Pads – to sealing specification</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C6</td>
<td>Incorrect component - Zip - to sealing specification</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C7</td>
<td>Incorrect component - Metals - to sealing specification</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C8</td>
<td>Incorrect component - Other - to sealing specification</td>
<td></td>
<td></td>
<td>Depends on severity</td>
</tr>
<tr>
<td>C9</td>
<td>Faulty or insecure component. Trims to be functional **</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>C10</td>
<td>Fabric incorrect quality</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

** all garments with buttons, zippers, poppers or any other form of fastening must be checked for opening and closing, to ensure the fastening is functional and will not detach from the garment

Labelling and Packaging Defects.

<table>
<thead>
<tr>
<th>REF</th>
<th>FAULT</th>
<th>CRITICAL</th>
<th>MAJOR</th>
<th>MINOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>LP1</td>
<td>Incorrect sew in label type/position</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LP2</td>
<td>Incorrect Kimball type/position</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LP3</td>
<td>Information on price Kimball incorrect</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>LP4</td>
<td>Incorrect information on care label</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>LP5</td>
<td>Damaged packaging</td>
<td>Depends on severity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. Packaging.

Deliveries into House of Fraser

The purpose of this section of the manual is to make Suppliers aware of the standards and procedures that must be followed to make a compliant delivery to House of Fraser’s National Distribution Centre (‘NDC’) including packaging requirements.

All Goods for House of Fraser are delivered to the NDC in Wellingborough:
House of Fraser
Park Farm Industrial Estate
Shaw Close
Wellingborough
NN8 6BN

Suppliers of imported goods bought on FOB terms must also refer to Section 8 Import Procedures in this manual.
Suppliers making Cross Dock deliveries must also refer to the Cross Dock Information Pack available on www.hofsuppliers.co.uk/info/pdf/xdock_information_pack.pdf.

It is important that Suppliers read and understand this section of the manual to avoid delivery delays and non-compliance charges.

If you have any queries regarding this section of the manual please contact the Supplier Compliance Team:

NDC COMPLIANCE TEAM
Direct number 0844 800 3777
NDC-compliance@hof.co.uk