

HOUSE OF FRASER

Quality Assurance

Menswear 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. Menswear Sampling Requirements

SAMPLE TYPE	LINEA / LINEA FORMAL	HOWICK	KENNETH COLE
BLUE SEAL/INITIAL FIT <i>must be made in base or bulk fabric</i>	Tops: size med 40" chest Shirts: 15.5" collar Trousers and Jeans: 34" Waist	Tops: size med 40" chest Shirts: 15.5" collar Trousers and Jeans: 34" Waist	Tops: size med 40" chest Shirts: 15.5" collar Trousers: 34" Waist
SILVER SEAL <i>must be made in bulk fabric</i> <i>Approval of SILVER SEAL gives go ahead to start production</i>	Tops: size med 40" chest Shirts: 15.5" collar Trousers and Jeans: 34" Waist	Tops: size med 40" chest Shirts: 15.5" collar Trousers and Jeans: 34" Waist	Tops: size med 40" chest Shirts: 15.5" collar Trousers: 34" Waist
GOLD SEAL <i>to be taken from production, complete with labelling and hangers</i> <i>Approval of GOLD SEAL gives go ahead for delivery</i>	Tops: size med 40" chest Shirts: 15.5" collar Trousers: 34" Waist	Tops: size med 40" chest Shirts: 15.5" collar Trousers: 34" Waist	Tops: size med 40" chest Shirts: 15.5" collar Trousers: 34" Waist

Additional samples may need to be re submitted.

Submitting incorrect sizes and samples that measure out of tolerance, may lead to the samples not being fitted.

2.1 Payment of Samples

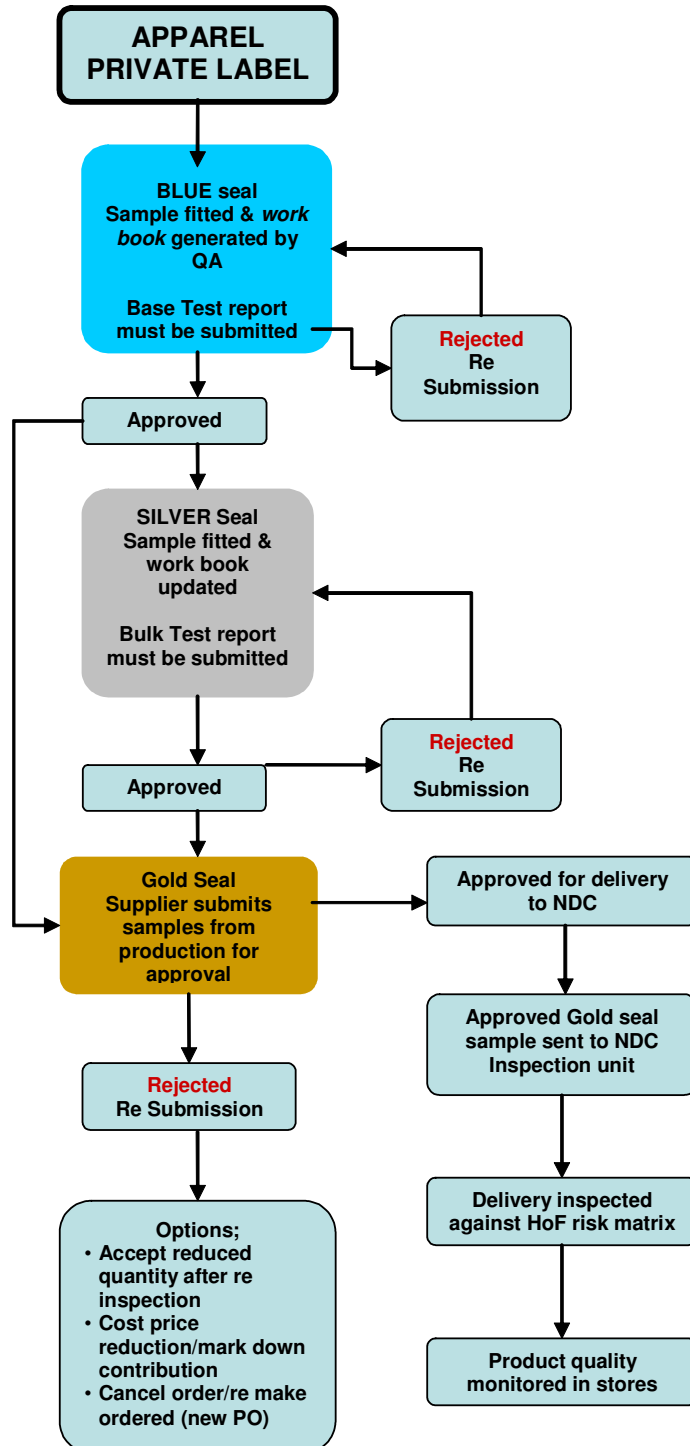
The supplier should not invoice House of Fraser for any samples or carriage costs. The sampling procedures constitute part of the terms of the supply of goods. House of Fraser undertakes to keep sampling to a minimum. This does not apply to press samples.

2.2 Repeat orders and continuity

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

3. Sealing Process

3.1 Sealing – 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

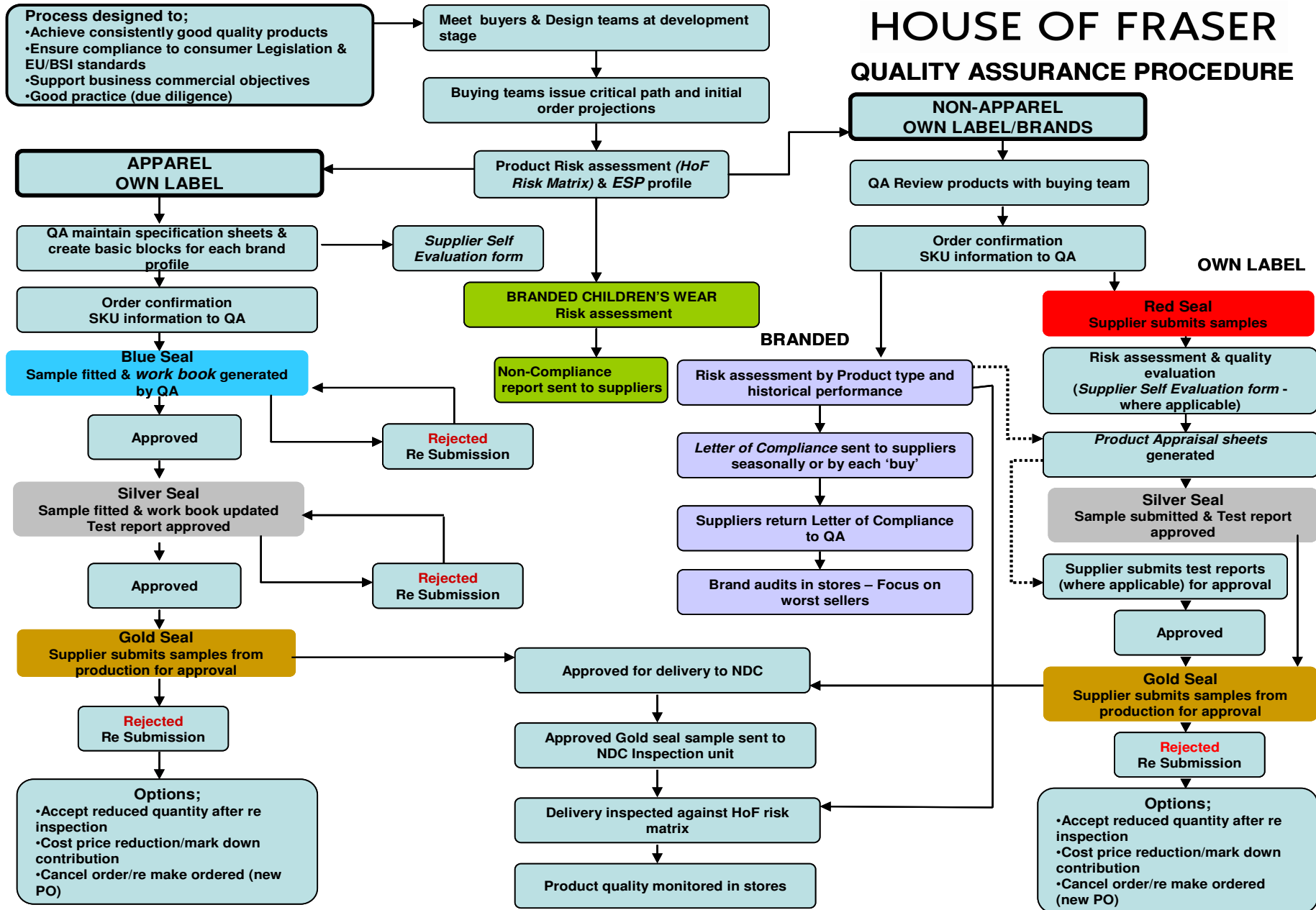
SILVER SEAL

- 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 HoF QA Process



4. QA Documents – Guidelines for Use

APPAREL & ACCESSORIES

4.1 Example: Fabric Test Submission Form

FABRIC TEST REPORT SUBMISSION FORM			DATE
Supplier	Fabric Reference number	All details to be completed	
Department	Fabric Description		
Season	Garment Description		
	H.O.F reference		
PLEASE ENSURE A SEPARATE SHEET IS COMPLETED FOR ALL RELEVANT COPONENANTS			
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%	
Dimentional 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 rubbing: <i>colours only</i>		CC 4	
BSENISO105X12:1995		SC 4	
Abrasion: <i>wovens only</i>		DRY 4	
BSENISO1988		WET 3-4	
Resistance to tearing: <i>knit weav</i>		1000 lev 4	
BSENISO12945-1:1999 <i>left knits & lace - spun</i>			
<i>polyester, acrylic, brushed cotton & blends</i>		1000 res 4	
Spirality: <i>knitted only</i>		5%	
In house method C - see House of Fraser Testing Manual			
Colour fastness to perspiration: <i>silk, synthetic fibres, wool & blends</i>		cc 4	
BSENISO105E04:1996		s 4	
Appearance after wash: <i>for washable garments with more than 1 component - e.g. ornament, 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:		
*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. *Test piece Failures must be submitted to House of Fraser for commercial assessment *All queries to be discussed with the department Technologist			

Relevant tests will be highlighted


Test report results and comments to be added

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				

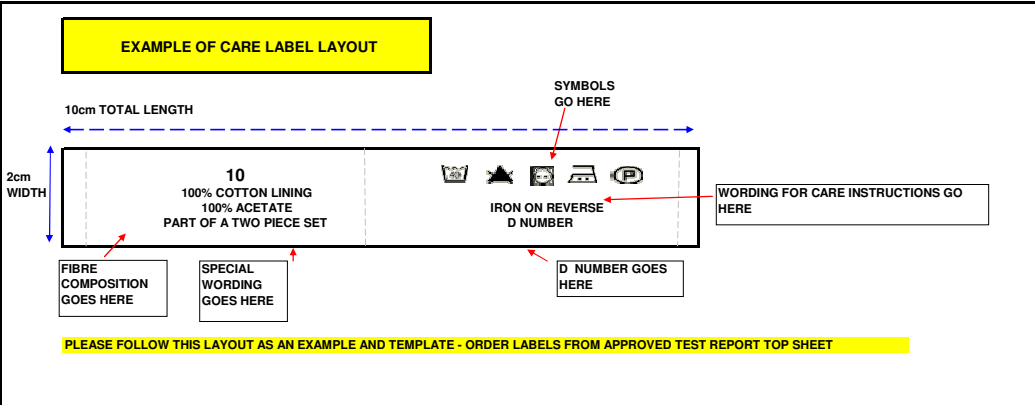
ADDITIONAL WORDING ONLY - copy and paste as required
DO NOT DUPLICATE SYMBOLS AND WORDING

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



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

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

BRIEFS											
Season				Description							
Department				Fabric							
Style Ref				Supplier							
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	0	0			
O	BACK NECK WIDTH (SEAM TO SEAM)					-2	0	2			
P	FRONT NECK DROP (FROM HPS)					-1.2	0	1.2			
Q	BACK NECK DROP (FROM HPS)					0	0	0			
	LENGTH (FROM HPS TO HEM)						0				
R	<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 (LONG LE					-1.5	0	1.5			
	INSIDE LEG					0	0	0			
	OUTSIDE LEG					-2	0	2			
	<i>specific to briefs</i>										
	WAIST					-8	0	8			
	LEG OPENING										
	SIDE DEPTH										
	GUSSET WIDTH										
	FRONT COVERAGE - MID LEG										
IT IS THE SUPPLIERS RESPONSIBILITY TO COMPLETE AND RETURN BY E MAIL THE PRODUCTION SPEC. ON APPROVAL OF SILVER SEAL											

Specification sheets are garment and departmental specific

HOUSE OF FRASER SIZE SPECIFICATION SHEET
NIGHTWEAR/LOUNGEWEAR/BRIEFS

All details must be completed

Initial sample or block measurements must be entered

SAMPLE

Fully graded specification sheet for production

All subsequent sample measurements must be recorded

4.4 Example: Comment Sheet

FIT COMMENT SHEET						
LADIESWEAR				DATE		
SAMPLE FITTED		BLUE	SILVER	OTHER		
Description						
Fabric						
Supplier						
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		
SAMPLE						
Sarah		Design		BLUE SAMPLE	SILVER SAMPLE	
Buying				GOLD SAMPLE	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;"> All details to be completed </div>	Description					
	Fabric					
	Supplier					
	Model					
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>						
<div style="border: 1px solid black; padding: 5px;"> Additional instructions will be highlighted </div>						
<div style="border: 1px solid black; padding: 5px;"> All fit, make and general comments will be added </div>						
			<div style="border: 1px solid black; padding: 5px;"> Next sample stage will be highlighted </div>			
Q.A		Design		BLUE SAMPLE		
Buying				SILVER SAMPLE		
				GOLD SAMPLE		
				FABRIC TEST REPORT		
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:	
GOLD SEAL SAMPLE CHECK LIST					
	Linea	Therapy	Platinum		
Supplier:			Size range:		
Description:			Colour/s:	Pack:	
Article number:		Order number:		Date into NDC UK:	
Buying Departments Approval			Garment Technologists Approval		
Styling			Make up		
Accessories			Presentation		
Colour			Test report		
Main brand label			Fibre composition		
Care label			Care label instructions/information		
Kimball			Sizing		
Swing ticket			K/FF label (where applicable)		
Promotional swing ticket			Score button		
Special information booklet			Conformance of regulations		
Packaging					
Hanger		Hanger-Branded			
Comments:			Comments:		
Approved/Rejected by:		Date:		Approved by:	
NOTE TO SUPPLIERS: ENSURE BOTH SIDES ARE SIGNED TO VALIDATE APPROVAL					

SAMPLE



All sections to be completed by Buyer & Technologist

5. Manufacturing Standards

5.1 General Manufacturing Guidelines – MENS

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),
- Where possible all fabrics are to be machine washable at a low temperature and must be tested accordingly.

5.1.2 Stitching

- Core spun thread must be used,
- Monofilament thread must not be used,
- Thread to colour match unless otherwise specified,
- Puckering of stitching and seams is not acceptable,
- All thread ends to be securely finished and trimmed, loose ends are not acceptable,
- 30's cotton top stitching to be knot tied at ends and re-inserted into seam. Back tacking unraveling is not acceptable.

5.1.3 Seams and Hems

- No raw edges, unless otherwise specified,
- Seam depth – minimum 1.0cm,
- Hem and cuff turnings to be a minimum of 2.5cm .

5.1.4 Components and Embroidery

- All components must comply with the Nickel Directive,
- All trims to be tested for 'appearance after washing or dry cleaning' and to be compatible with the base fabric care instructions,
- All metal wear on denims and casual garments, such as rivets and shank buttons to be securely attached.

5.1.5 Fastenings

- One of each size spare button used is to be included in a button bag attached to the swing ticket or on shirts attached to the care label,
- Jigger buttons to be dyed to match or transparent if requested,
- All zips to be of a high enough quality and from an approved supplier.

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 Suits (Jackets)

- All cuff button holes to be keyhole button holes with dense buttonhole stitching, not long zig zag stitching,
- All outside pockets to be stitched closed with a wide stitch and a 1cm opening at each end,
- All vents on jackets to have a stay stitch loosely hand tacked in a figure of ‘X’,
- All buttons on jackets and outerwear openings to be whip stitched (with stem),
- All pressing to be monitored to ensure the fabric surface is not over pressed, resulting in impression marks and glazing,
- Care label to be placed on the pocket bag of the inner chest pocket LHS AW (Left Hand Side As Worn),
- Spare buttons for suits to be kept in a small Ziploc bag and placed inside the inner chest pocket LHS AW,
- Jackets must be delivered hung on a suit hanger with extra tissue for added support to the shoulders.

5.2.2 Suits (Trousers)

- Back pockets to be stitched closed with a wide stitch and a 1.cm gap at each end,
- All pressing to be monitored to ensure the fabric surface is not over pressed, resulting in impression marks and glazing,
- Care label to be placed inside the waistband facing on the LSAW 15cm from front opening,
- Spare buttons for trousers to be kept in a small Ziploc bag and placed inside the back pocket,
- All smart trousers to have kick back tape sewn into the inside back panel of the hem only and must not be visible from the outside,
- Inside rise seam must be covered with a diamond shape fork guard or saddle,
- Back rise seams to be chain stitched,
- Zip facing on the inside to be finished with bias tape on the outside edge,
- All waistbands to be block fused,
- Inside edge of waistband to be bound in contrast or lining fabric and bias cut to prevent twisting.

5.2.3 Shirts

- All shirts to have card collar supports, but formal shirts to have the inner and outer collar support as well as the standard packaging with one cuff on display in the front of the packaging,
- All shirts to have spare buttons placed on the care label in the space provided and are to be sewn through one layer of the folded care label, not both and spare buttons must not obscure any information on the care label,

- All back yokes to be double layered, to ensure that no seam edges are exposed, unless otherwise specified,
- Wash care labels to be 10cm up from hem LHS AW,
- Pressing must be monitored to ensure that there are no impression marks from the collar support and/or buttons etc, also to avoid glazing,
- All formal shirts with a double cuff to be supplied with plain plastic stays in the cuff button holes, not cufflinks.

5.2.4 Jerseys and Knitwear

- Back neck seam to be covered with a neck tape of half moon in accordance to the design spec,
- All overlocked shoulder seams to have tape added for support, unless twin needled or taped,
- 30's cotton top stitching to be knot tied at ends and re-inserted into seam. Back tacking unravels – not acceptable,
- ALL white coloured garments to be delivered with shoulder covers / ½ shrouds, in addition to normal packaging,
- On jersey wear there should be no exposed over locking visible on the inside of cuffs or collars, unless it is a ribbed cuff/collar on polos for example, this is not acceptable,
- All jersey and stretch garments to be constructed using 4 thread machine on seams and cover stitch machine on hems unless otherwise advised,
- One line of elasticated or shearing thread to be inserted in the hem and cuff edges to help in stretch recovery.

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 Testing 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

7.1 Legal Requirements

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

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

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

7.2 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

8. Labelling Requirements

8.1 Linea Labelling Manual

linea



8.1.1 Brand Label

Position:

Shirts/Tops/Knitwear - To be sewn into the centre back of garment.

Jackets - **Below** chest pocket right side as worn/ Left cuff

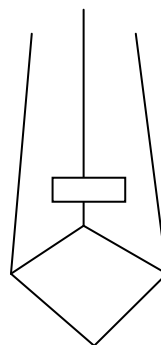


If attaching onto a facing, stitch either side of the label as below



Trousers – Back pocket bag left side as worn

Ties – On reverse of tie



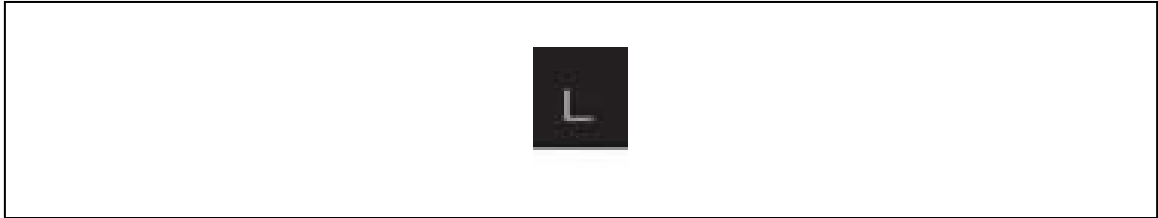
SUPPLIER: CALMON

REFERENCE:

DIMENSIONS:

8.1.2 Size Labels

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



SUPPLIER:
REFERENCE:
SIZES:
DIMENSIONS:

8.1.3 Trouser Overider

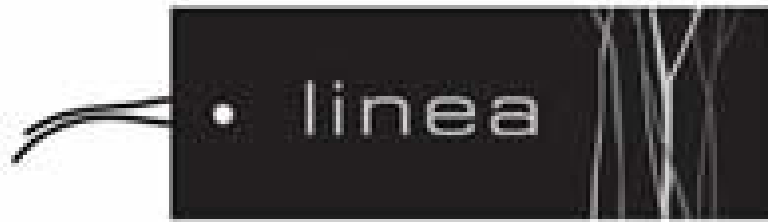
Position: Back waist right side as worn



SUPPLIER:
REFERENCE: KCNY-WJT04-HF
DIMENSIONS: 100MM x 95MM

8.1.4 Swing Ticket

Position: To be safety pinned into the main woven Linea brand label.



SUPPLIER:
REFERENCE:
DIMENSIONS:

8.1.5 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: ITEM CODE 1

8.1.6 Care Label

Dimension: 80mmx40mm folded

Tops and shirts: 8cm up from bottom hem left side as worn
Trousers: 10cm down from front opening left side as worn
Coat/jacket: 10cm up from bottom hem left side as worn

INFORMATION ON CARE LABEL

TOP

LOWER

FABRIC COMPOSITION
WASH CARE SYMBOLS

WASH CARE INSTRUCTIONS
AND SUPPLIER AND
ARTICLE NUMBER



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

Quality: woven polyester tape with satin finish
Dimensions: total length (inc. seam Allowance) 10cm x total width 4cm folded in the middle

8.1.7 Lead Times

CALMONS

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.

8.1.8 Contacts

Nilorn UK

H.H Calmon & Co Ltd
1 Prakwood Street
Keighley
West Yorkshire
BD21 4QR

Tel: 01535 211 211
Fax: 01535 973519

Contact: Alison Pain - Alison.Pain@uk.nilorn.com

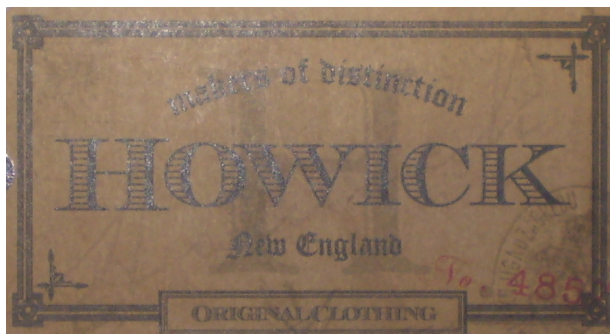
AVERY DENNISON

Unit 1
Thomas Rd
Woodburn Green
HP10 OPE

Tel: 01628 859500
Fax: 01628 859608

Contact: Louise Lawrence louise.lawrence@eu.averydennison.com

8.2 Howick Labelling Manual

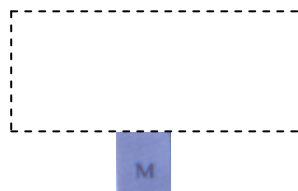


8.2.1 Brand Label

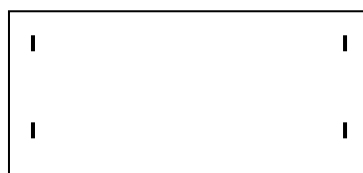
POSITION: To be sewn into the centre back of garment on shirts, knitwear and jerseys.



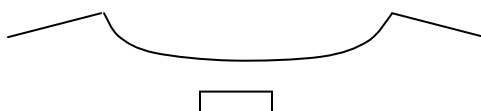
With size tab attached to the base of label as shown



If attaching knitwear stitch or tack the four corners as below close to the edge



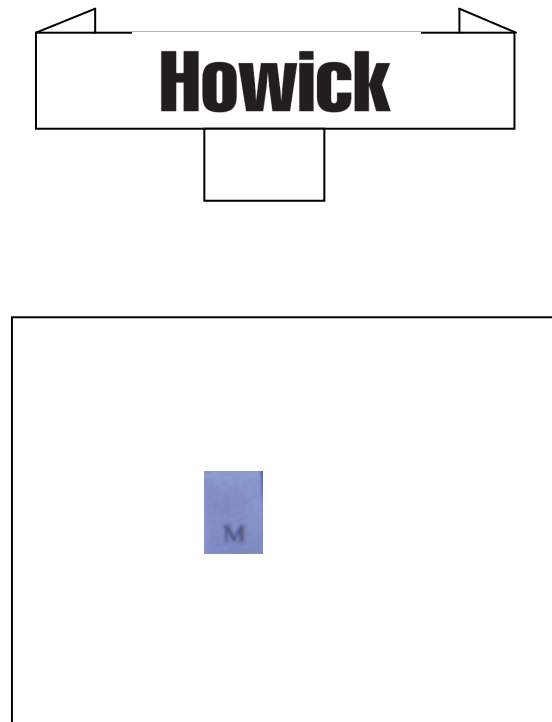
Please ensure that back neck label is attached at 1.5cm below the collar seam or neck trim seam
As shown below



SUPPLIER: NILORN
REFERENCE: HOW 08
DIMENSIONS: 60mm X 20mm

8.2.2 Size Labels

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



SUPPLIER: NILORN
REFERENCE: HOW 08 100
SIZES: S, M, L, XL, XXL
DIMENSIONS: 10mm X 17mm

8.2.3 Swing Ticket

Position: To be tied to the main woven HOWICK brand label or size tab, or on outer wear looped through a buttonhole of zip puller



SUPPLIER: NILORN
REFERENCE: HOW 08 200
DIMENSIONS: 97mm X 50mm

8.2.4 Price Ticket

Position: To be stuck onto the reverse of the HOWICK swing ticket- as below. Any promotional swingers are to be kimballled onto the branded swinger.

PLEASE ENSURE BARCODE ADHESIVE IS STUCK ON STRAIGHT



SUPPLIER: AVERY DENNISON
REFERENCE: ITEM CODE 2, FRASER LARGE BARCODE SELF ADHESIVE
DIMENSIONS: 35MM X 40MM

8.2.5 Care Label

Dimension: 80mmx40mm folded

Tops and shirts:

8cm up from bottom hem left side as worn

Trousers:

10cm down from front opening left side as worn

Coat/jacket:

10cm up from bottom hem left side as worn

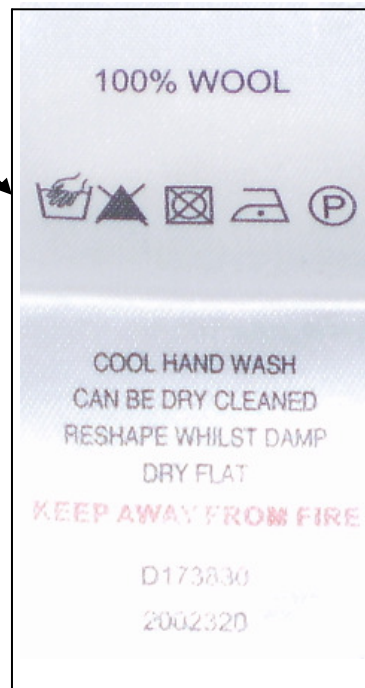
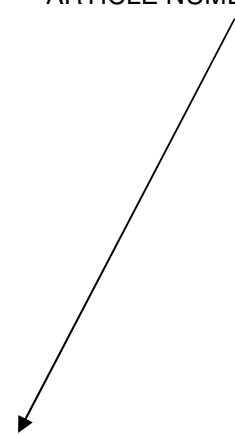
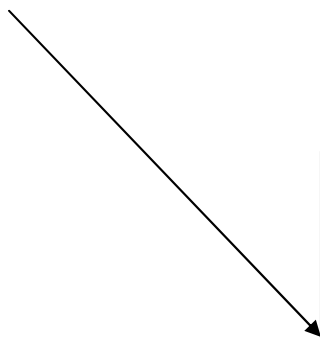
INFORMATION ON CARE LABEL

TOP

LOWER

FABRIC COMPOSITION
WASH CARE SYMBOLS

WASH CARE INSTRUCTIONS
AND SUPPLIER AND
ARTICLE NUMBER



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

Quality: woven polyester tape with satin finish

Dimensions: total length (inc. seam Allowance) 10cm x total width 4cm folded in the middle

8.2.6 Lead Times

CALMONS

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.

8.2.7 Contacts

Nilorn UK

H.H Calmon & Co Ltd
1 Prakwood Street
Keighley
West Yorkshire
BD21 4QR

Tel: 01535 211 211
Fax: 01535 973519

Contact: Alison Pain - Alison.Pain@uk.nilorn.com

AVERY DENNISON

Unit 1
Thomas Rd
Woodburn Green
HP10 OPE

Tel: 01628 859500
Fax: 01628 859608

Contact: Louise Lawrence louise.lawrence@eu.averydennison.com

8.3 Criminal Labelling Manual

↑criminal

8.3.1 Brand Label

Position: To be sewn into the centre back of garment.



If attaching onto a facing, stitch either side of the label as below



Please ensure that back neck label is attached at 1.5cm below the collar seam or neck trim seam
As shown below



SUPPLIER:
REFERENCE:
DIMENSIONS:

8.3.2 Size Labels

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



SUPPLIER:
REFERENCE:
SIZES:
DIMENSIONS:



SUPPLIER:
REFERENCE:
SIZES
DIMENSIONS:

8.3.3 Swing Ticket

Position: To be safety pinned into the main woven Criminal brand label.



SUPPLIER:
REFERENCE:
DIMENSIONS:

8.3.4 Price Tickets

Position: To be stuck onto the reverse of the Criminal swing ticket. 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**

8.3.5 Care Label

Dimension: 80mmx40mm folded

Tops and shirts:	8cm up from bottom hem left side as worn
Trousers:	10cm down from front opening left side as worn
Coat/jacket:	10cm up from bottom hem left side as worn

INFORMATION ON CARE LABEL

TOP

LOWER

FABRIC COMPOSTION
WASH CARE SYMBOLS

WASH CARE INSTRUCTIONS
AND SUPPLIER AND
ARTICLE NUMBER



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

Quality: woven polyester tape with satin finish

Dimensions: total length (inc. seam Allowance) 10cm x total width 4cm folded in the middle

8.3.6 Lead Times

CALMONS

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.

8.3.7 Contacts

Nilorn UK

H.H Calmon & Co Ltd
1 Prakwood Street
Keighley
West Yorkshire
BD21 4QR

Tel: 01535 211 211

Fax: 01535 973519

Contact: Alison Pain - Alison.Pain@uk.nilorn.com

AVERY DENNISON

Unit 1
Thomas Rd
Woodburn Green
HP10 OPE

Tel: 01628 859500

Fax: 01628 859608

Contact: Louise Lawrence louise.lawrence@eu.averydennison.com

8.4 Kenneth Cole Labelling Manual

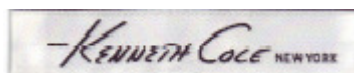
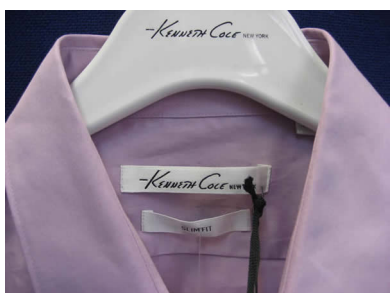
-KENNETH COLE NEW YORK

8.4.1 Brand Label

Position:

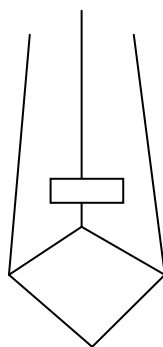
Shirts/Knitwear/Tops - To be sewn into the centre back of garment below collar seam.

Jackets – Below chest pocket right side as worn/ Left cuff

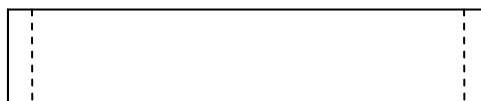


Trousers – Back pocket bag left side as worn

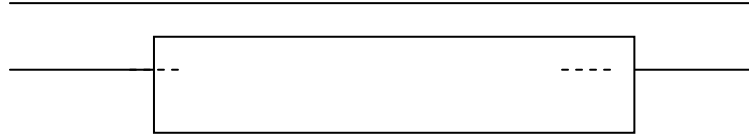
Ties – On reverse of tie



If attaching onto a facing, stitch either side of the label as below



If attaching to binding or knitwear stitch or tack the top two corners as below



SUPPLIER:
REFERENCE: KCNY WSML01
DIMENSIONS: 62mm x10mm

8.4.2 Size Labels

Position: Size labels to affixed underneath brand label



SUPPLIER:
REFERENCE: KCNYWS-HF-SZ
DIMENSIONS: 12MM X 17MM

8.4.3 Trouser Overider

Position: Back waist right side as worn



SUPPLIER:
REFERENCE: KCNY-WJT04-HF
DIMENSIONS: 100MM x 95MM

8.4.4 Swing Ticket

Position: To be safety pinned into the main woven Kenneth Cole brand label.



SUPPLIER:
REFERENCE: KCNY-WHT01(S&B)
DIMENSIONS: 4.25"X1.125"

8.4.5 Price Tickets

Position: To be stuck onto the reverse of the Kenneth Cole 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



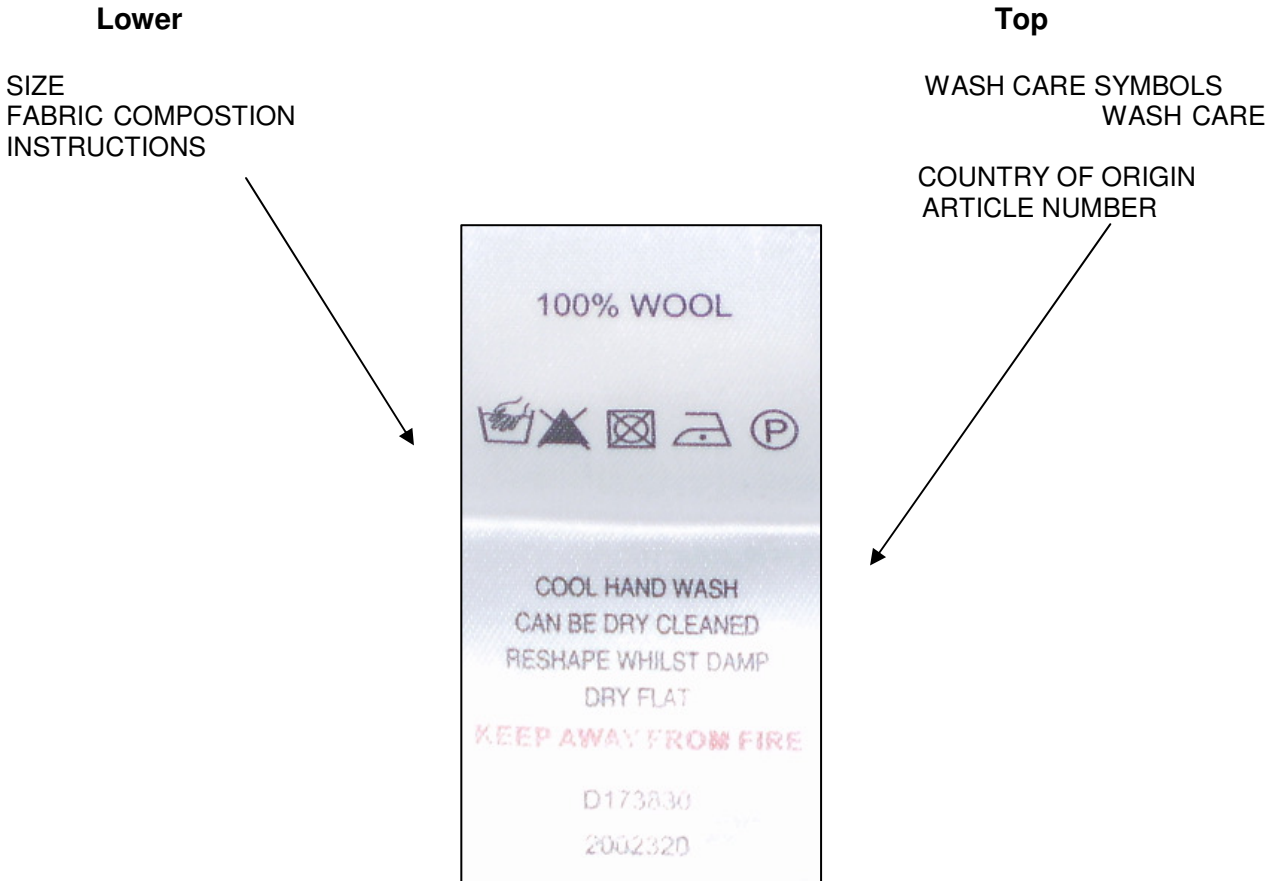
SUPPLIER: AVERY DENNISON
REFERENCE: ITEM CODE 2, FRASER LARGE BARCODE SELF ADHESIVE
DIMENSIONS: 35MM X 40MM

8.4.6 Care Label

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

Tops and shirts: 8cm up from bottom hem left side as worn
Trousers: 10cm down from front opening left side as worn
Coat/jacket: 10cm up from bottom hem left side as worn

INFORMATION ON CARE LABEL



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

Quality: woven polyester tape with satin finish
Dimensions: total length (inc. seam Allowance) 10cm x total width 3cm folded in the middle

8.4.7 Lead Times

CALMONS

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.

8.4.8 Contacts

CALMONS

H.H Calmon & Co Ltd
1 Prakwood Street
Keighley
West Yorkshire
BD21 4QR

Tel: 01535 211 211
Fax: 01535 973519

Contact: Sarah Page sarah.page@calmon.nilorn.com
Dawn Beck dawn.beck@calmon.nilorn.com

AVERY DENNISON

Unit 1
Thomas Rd
Woodburn Green
HP10 OPE

Tel: 01628 859500
Fax: 01628 859608

Contact: Louise Lawrence louise.lawrence@eu.averydennison.com

9. NDC Inspections & 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. Supplier Evaluation and Policies

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 Ethical Sourcing Policy (Branded Supplier Programme)

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

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

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

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

All Brands and Concessionaires are required to sign the attached Brand & Concessionaire Form as a declaration of your commitment to Ethical Sourcing. Signed forms should be returned by 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 Yes , go to section A . If No , go to section B	Yes	No

Section A

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

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

Section B

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

10.4 Supplier Self Evaluation

HOUSE OF FRASER

SUPPLIER SELF EVALUATION - PRIVATE LABEL

A separate Supplier Self Evaluation form to be completed for each unit **

Your organisation is a: Factory Supplier or Agent

Products bought by HoF _____

GUIDANCE NOTES

Supplier or Agent

- i) By means of a flow chart, illustrate your relationship with your suppliers
- ii) Provide the address and contact details of your trading office

Home workers**

If your supply chain includes home workers, you are not required to complete a self assessment for each unit. You are only required to confirm the existence of home workers in Part II

PART I - CAPABILITIES

1 **Supplier Name and Physical Address**

Factory name _____
 Contact _____
 Factory address _____
 Country _____
 Years established _____ Length of relationship with manufacturer _____

2 **Premises**

Are the premises? (circle) Owned Leased Rented

When was the building constructed? _____

Is the overall maintenance of the factory acceptable? YES/NO

Is the factory vertical? YES/NO If YES describe set up _____

Is there a dormitory on site? YES/NO Is there a canteen or food preparation area on site? YES/NO

3 **Product Category - Indicate % of products manufactured**

Soft Lines

Towels/bathrobes	%	Bean bags/Floor cushions	%	Curtains inc shower curtains	%	Bed linen inc bed spreads	%
Throws/Blankets	%	Quilts/Duvets	%	Pillows	%	Cushions	%
Kitchen textiles	%	Other (specify)			%		%

Hard Lines

Cookware	%	Dining	%	Christmas	%	Electrical	%
Home ware	%	Bath ware	%	Toys	%	Furniture	%
Glassware	%	Candles	%	Lighting	%	Floor coverings	%
Other (specify)			%		%		%

Apparel - Woven

Children's Wear	%		
Womenswear	%		
Menswear	%		

Apparel - Knits

Children's Wear	%		
Womenswear	%		
Menswear	%		

4 **Existing Customers**

Name	Country	Product types	Approximate % manufactured

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	Components
	How are components stored and controlled? _____
	Are deliveries inspected on receipt? YES/NO
	Is documentation maintained? YES/NO
12a	Production Unit (Sewn textiles & leather goods only)
	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	Production Unit (Non textiles)
	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	Final Inspection
	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	Packing
	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

PART II Social Compliance		
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 YES submit a copy with this evaluation		(Submit)
If NO 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 YES , 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 YES , 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

PART III Environmental		
POLICIES & PROCEDURES		
Does your company have an Environmental Policy in place?		YES/NO
If YES please submit a copy of this policy	_____	
If NO 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 YES please provide details	_____	
Is your environmental management system audited?		YES/NO
If YES 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 YES 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
WASTE		
Has your company identified the type of waste produced on site?		YES/NO
If YES 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 YES please give details	_____	
Does your site generate hazardous waste?		YES/NO
If YES please give details	_____	

WATER	
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
ENERGY	
Do you monitor and measure energy consumption?	YES/NO
Do you have an energy minimization policy?	YES/NO
If YES please give details	_____
Do you use renewable energy in any of your processes?	YES/NO
If YES 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 YES please give details	_____
Do you evaluate the life cycle of your products with regard to their eventual disposal?	YES/NO
If YES please give details	_____
POLLUTION	
Are there any pollution risks involved in any processes during production?	YES/NO
If YES please give details	_____
Are there effective controls for those risks?	YES/NO
If YES please give details	_____
Do you have a policy for the efficient use of raw materials?	YES/NO
If YES please give details	_____
OTHER	
Do you have an animal testing policy?	YES/NO
If YES please give details	_____
Do you have a restricted chemical policy?	YES/NO
If YES please give details	_____
Do you have a timber sourcing policy?	YES/NO
If YES please give details	_____

Evaluator:	Position Held:	Date:
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PART III HoF Internal Use	
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

Model - Steve

20.01.08

Height	<i>6 Feet</i>
Chest	<i>40" - 102cm</i>
Waist	<i>34" - 86cm</i>
High Hip	<i>35.5" - 90cm</i>
Low Hip	<i>38" - 95cm</i>
Inside leg	<i>32" - 81.5cm</i>
Outside Leg	<i>40" - 101cm</i>
Arm Length Outside	<i>24" - 61cm</i>
Arm Length Inside	<i>18" - 45cm</i>
Bicep	<i>12.5" - 32cm</i>
Elbow	<i>10.5" - 27cm</i>
Wrist	<i>7" - 18cm</i>
Neck	<i>15.5" - 40cm</i>
Neck to Shoulder	<i>6" - 15cm</i>

