

Our 6-step Quality Assurance Procedure:

This governs all of our orders.

Step 1: Factory Compliance

After inspection and a price and capabilities assessment, as detailed in our Supplier Evaluation Process, we grade our suppliers on our order management system and go through our robust Factory Compliance process, which varies according to their location (high or low risk Maplecroft definition). For high risk, we have procedures in place for independent auditing (BSCI or SMETA/Sedex audits). We are members of Sedex and signatories to the UN Global Compact Initiative.

Step 2: Product Compliance

When we are interested in receiving prices and further information regarding a particular product, well before placing an order, we focus on the product compliance. The product compliance testing varies according to the exact

item in question, its intended use and the country where the items will be delivered and used. We conduct product testing using Intertek and we will also ensure we have product samples in place for our own in-house testing and for client approval.

Step 3: Branding Compliance

We produce visual layouts and check artwork before it is sent to our factories. For all orders being branded we will always provide a proof for approval by the relevant client contact person before we proceed with production. We will not proceed with production without a client-approved proof.

Step 4: Quality Inspection

After manufacture but before dispatch from the factory, we carry out a detailed quality inspection to AQL level II for all but the smallest of orders. If a problem is discovered, we carry out a full inspection of the consignment and, depending on the extent of the problem, either the factory is instructed to repair or re-make or for very serious problems we would cancel the order and place it elsewhere.

Step 5: Quality Check

Orders are delivered into one of our warehouses for in-house quality inspection before they are dispatched to the client. On occasion, for small and/or very urgent orders or where we are working with local established and trusted manufacturers or suppliers with reliable quality systems in place, we will deliver directly to the client. This helps save time and transport costs.

Step 6: Quality Issues

Issues or problems are logged immediately. The subsequent process varies according to the seriousness. Minor issues are dealt with at a local level by the Account Manager and the goods will be collected and inspected by one of our warehouses. They will be repaired, replaced or refunded depending on client's requirements and the extent of the problem. Major issues are escalated and followed up with detailed ongoing monitoring and analysis during and after the issue is resolved.

