Standard Operating Procedure for laboratory testing

QUA-P002 EN V4
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<th>VERSION</th>
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<th>PAGES</th>
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<td>24/03/2015</td>
<td>02</td>
<td>Addition of Test guidelines for L.C.S and Contact list for AHKBO orders</td>
<td>Annex 1 &amp; P2</td>
<td>François PEZERIL &amp; Mike YEUNG</td>
</tr>
<tr>
<td>07/05/2015</td>
<td>03</td>
<td>Mailing list amendment</td>
<td>Annex 1</td>
<td>Mike YEUNG</td>
</tr>
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<td>06/06/2016</td>
<td>04</td>
<td>Mailing list amendment Exemptions relative to « repeat order » styles</td>
<td>P2 &amp; Annex 1</td>
<td>Francois PEZERIL &amp; Ivy QIN</td>
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<td>Addition of Miele wash machine spin speed guideline</td>
<td>P6</td>
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<td>Addition of Supplier Testing KPI chart</td>
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OBJECTIVE

SUBJECT
The purpose of this procedure is to detail the flow and to describe the role played by the different actors (LA HALLE, third-party service provider, AHKBO and suppliers) in the case of testing.

The rules written in this document are used as referent to the various actors.

Each service provider commits to accept and respect the requirements mentioned in this document.

Moreover, the French offices and the notified European laboratories of national or international groups accept to take the responsibility of the controls performed by their subsidiaries, particularly regarding the tests done according to the European standards and regulations.

APPLICABILITY
Enforcement date: At document reception.

This procedure is applicable to every third company mandated by LA HALLE to start one test program.

CONTACT LIST
Contacts in charge of testing:

- Suppliers managed by Andre Hong Kong Buying Office (AHKBO):

  Key managers are the following ones:
  
  Thomas BONNET (North Asia Quality Manager)
  Email: thomas.bonnet@vivarte.com
  
  Tarish Malhotra (Indian Sub-Continent Quality Manager)
  Email: tarish.malhotra@vivarte.com
  
  Ivy QIN (Chemical Engineer)
  Email: ivy.qin@vivarte.com
  
  ** In case of FAILED results concerning chemical tests, please keep informed Mr PEZERIL and to include him in copy of each email (report sending).

  Please follow the contact list in annex 1 to disseminate test reports of AHKBO orders

- Suppliers not managed by AHKBO:

  To: Kelvin JALCE (LA HALLE Quality Technician)
  Email: k.jalce@lahalle.fr
  
  Cc: François PEZERIL (LA HALLE Quality Director)
  Email: f.pezeril@lahalle.fr
INTRODUCTION

In its business of importing textile, accessories and childcare products, LA HALLE aims to ensure not only that the products comply with European standards and regulations, but also that the product quality meets LA HALLE’s own requirements.

LA HALLE relies on service providers, who are selected for:

- Their recognized technical expertise.
- Their ability to provide a technical and regulation intelligence in order to help us to anticipate regulatory evolutions.
- Their ability to identify and validate technical solutions to implement on LA HALLE products in case of non-conformity problems.
- Their ability to provide the adapted services and to advise about its nature and its relevance.

Moreover, the French offices and the accredited European laboratories of national or international groups accept to take the responsibility of the controls performed by their subsidiaries, particularly regarding the tests done according to the European standards and regulations.

LA HALLE service provider commits to accept and respect the requirements mentioned in this document.
I. PROCESS OF THE CONFORMITY TESTS

The conformity tests are performed after the selection and before launching the mass production. One testing program must be done per style, only on one color (not on a mix of several colors) and only on the first order (not on repeat orders).

**Diagram: PROCESS OF THE CONFORMITY TESTS**

- **LH** sends to Laboratory Customer Service (LCS), the necessary information relative to the future testings.
- **At reception, LCS confirms LH** that they have well received the test program file.
- **Suppliers** send to necessary samples for testing.
- **AHKBO Quality Analysts (QA)** receive and check the sample conformity. Once approved, they send the samples to the LCS.
- **At reception and based on the LH testing program,** the LCS sends one detailed testing quotation to the respective supplier for approval.
- **The appointed laboratory runs tests** according to the LH test protocol files (document QUA-F1XX EN available on http://quality.la-halle.fr/).
- **Test results** are conform?
  - **YES**
    - The LCS sends the test report to LH or AHKBO in function of the circuit above
  - **NO**
    - The LCS sends the test report to AHKBO or LH. If necessary, LH asks its supplier to send revised samples to the laboratory to new conformity tests (cost at supplier charge).

**Remark:** Extra testing must be requested if results of safety tests are failed.

**D**: Day of sending / **TLD**: Test Launching Day / **LH**: LA HALLE / **AHKBO**: Andre Hong Kong Buying Offices
II. RESPONSABILITIES

1) LA HALLE and its industrial partners responsibilities

According to the General Product Safety Directive (GSPD - 2001/95/EC) and French consumer code, LA HALLE shall be obliged to place only safe products on the market.

A product shall be deemed safe, when it conforms to the specific rules of national law of the Member State in whose territory the product is marketed. These laws lay down the health and safety requirements which the product must satisfy in order to be marketed.

LA HALLE services are responsible for:

- Defining the applicable rules for the quality controls;
- Updating the documents in effect describing the quality rules applicable to the concerned items (appointed laboratory list, testing operational procedure, testing protocol files...);
- Receiving the tests reports of suppliers not managed by AHKBO from the laboratory and treating them;
- In case of non-conformity, analysing the problem in order to evaluate the technical correction and giving instructions to the supplier (and the laboratory) about the required solutions;

Every season, LA HALLE defines one testing program (Reference identification with a detail of mandated third service providers) based on the orders placed and sends it to AHKBO (Andre Hong Kong Buying Office) for instructions. The test program is posted on http://quality.la-halle.fr/ into the section ACCREDITED PROVIDERS / TESTS.

AHKBO services are responsible for:

- Approving the testing program sent by LA HALLE, based on defined rules and on supplier data
- Sending the necessary elements to the laboratory for launching the test program (PPS samples with identification cards completed and Testing Application Form);
- Receiving the tests reports of suppliers managed by them from the laboratory and treating them;
- In case of non-conformity, analysing the problem in order to evaluate the technical correction and giving instructions to the supplier (and the laboratory) about the required solutions;

Suppliers or Partners (not managed by AHKBO) are responsible for:

- Sending the necessary elements to the laboratory for launching the test program (PPS samples with identification card completed and Testing Application Form);
- In case of non-conformity, analysing the problem in order to find and to suggest the correct technical correction and applying it before any production starting;
All suppliers (managed by AHKBO or not) must respect instructions provided into the testing plan published by LA HALLE, in particular, the following topics:

- The laboratory selected by LA HALLE
- Testing frequency defined:
  - **New style**: One testing program must be done per style, **only on one color** (not on a mix of several colors) and **only on the first order** (not on repeat orders).
  - **“Repeat order” style**: Some styles are totally renewed from one collection to the next. We exempt these styles from testing if they respect certain conditions (please see remarks below). “Repeat orders” styles will be tested annually (1 testing program for 2 collections).

Test protocols carried out for evaluating item conformity be exactly the same as described into LA HALLE quality chart (documents QUA-F1XX EN available on [http://quality.la-halle.fr/](http://quality.la-halle.fr/) into the section WORKS FILES / PRODUCTION).

**Remarks: Definition of “repeat order” styles**

Please find here the list of necessary conditions which must be satisfied in order to classify a style as “repeat orders”

- Style which is manufactured by the same supplier/factory (same supplier code into LA HALLE database)
- Style which has the same style name (same model/style number into LA HALLE information system)
- Style which has the same reference list (no new additional reference number in comparison with previous reference number list or different reference numbers)
- Style which uses the same raw materials, constitutive elements (main fabrics, trimmings,...)

**2) Reference elements sending**

To run requested tests, the service provider must receive from LA HALLE partners finished products (PPS) and all elements (e.g. mock up, bulk fabric panels,...) necessary for realizing test programs.

The sampling (required for each test protocol) is well defined into a document available on [http://quality.la-halle.fr/](http://quality.la-halle.fr/) into the section ACCREDITED SUPPLIER / PRODUCTION.

More, PPS (Pre-Production Samples) from LA HALLE suppliers shall always be sent to the appointed laboratory for testing by AHKBO Quality Analysts or by their services directly.

Samples shall be clearly identified. **All samples must be labelled with the following identification card (dully completed) and with the care label (composition labelling and wash care instructions)**
More in order to make clearly the difference between LA HALLE partners / applicants and the final payer, the document “LA HALLE testing application form” must be completed and attached to products.

This application form (document QUA-DOC 001 EN) is available on [http://quality.la-halle.fr/](http://quality.la-halle.fr/) into the section ACCREDITED PROVIDERS / TESTS

In case of **Re-testing**, LA HALLE partners have to send a completed RE-testing application form to the laboratory which contains at least:

- Description of the product
- Details of test(s) to perform
- **Test report number of previous analyses**
- Sampling sizes
- If necessary, specific points to check (= important remarks)

This 2nd application form (document QUA-DOC 002 EN) is also available on [http://quality.la-halle.fr/](http://quality.la-halle.fr/) into the section ACCREDITED PROVIDERS / TESTS

In the 3 days following the sending of testing elements (sample size), a confirmation of their reception must be sent to AHKBO QA or to LA HALLE suppliers by the LCS (in function of the supplier category).

If the third company has its own tracking system, the confirmation must appear in this system.
III. LABORATORY SERVICE’S

1) Expected services

Laboratory checks that the samples comply fully with European directives, regulations and with the national regulations of the various countries where LA HALLE items are distributed and marketed.

Laboratory checks all compulsory markings printed on the item (especially composition labelling), its packaging and the eventually instructions manual.

Laboratory helps LA HALLE and its partners to evaluate the “criticality” of the failure and inform LA HALLE about modification possibilities according to standard requirements in effect.

Laboratory assists LA HALLE or partner staff to analyse the testing report provided and to make understandable any non-conformity identified (inherent risks, suggestion of technical solution)

Laboratory helps LA HALLE suppliers to understand the standard failure point(s)

Laboratory helps LA HALLE suppliers to anticipate the effects of the technical suggestion

Others included services:
- Updating of the technical and regulatory intelligence to help LA HALLE to anticipate the future evolutions which must impact our product development and our control procedure.
- Possibility of technical meetings in your laboratories for analysing the non-conformity identified during conformity tests and for determining the possible technical solutions.
- Possibility of quality meetings in your laboratories for helping LA HALLE suppliers and partners to well manage tests done and the regulation in effect.
- Assistance to LA HALLE in analyzing the reports provided and making understandable any non-compliance revealed, including inherent risks and possible technical solutions.

2) Order reception

At reception of the PPS sample, the LCS must determine which test protocol has to be followed by the laboratory according to the product family of received items from the list available on the following website: http://quality.la-halle.fr/ into the section WORKS FILES / PRODUCTION

The LCS has to send a quotation to the involved LA HALLE supplier by email and provide one provisional date for the test report issue.

In case of re-testing, the LCS must cross-check with concerned peoples (AHKBO, LH or suppliers) previous failed report number in order to do the correct specific tests.

If there is any item missing or inconsistent information among TRF/PPS identification card/wash care label, LCS must contact Ivy/Thomas/local staff (ahkbo orders) or supplier (direct orders) for clarification

It is mandatory to provide quotation to supplier after receiving test sample

No testing can be launched if the quotation has not been approved by the supplier.
3) Test procedure

Once the quotation confirmation received, the appointed laboratory runs tests according to the protocols QUA-F1XX EN (LA HALLE test program).

Based on this document and other instructions provided into the quality specification books (documents QUA-P1XX available in the section WORKS FILES / GENERAL REQUIREMENTS / Step 02 REGULATION IN EFFECT), the appointed laboratory manager and technicians can conclude on the product conformity for each test (LA HALLE requirements defined).

For example: The laboratory validates the conformity of the composition labelling, based on fibre content test results but in integrating also specific instructions established into quality specification books.

The appointed laboratory has to send to LA HALLE or AHKBO (concerned supplier in copy) under 24 hours after the last test realisation.

The laboratory technician has to take representative pictures of the sampling size received before to start tests.

4) Testing report

The test reports have to be sent systematically to involved peoples (email addresses listed in page 2).

In the object of the mail must be included the following information:

- Mention “Conformity test” or “RE-Conformity test” (in case of re-testing)
- Global result of the test protocols: “PASS” or “FAILED”
- Reference Number
- Supplier name
- Style name

For example: Conformity test / PASS / 2217000028 / ZHEJIANG ORIENT / KOO3 HENRIK

In the title of the file sent must be included the following information:

- Mention “TEST” or “RE-TEST” (in case of re-testing)
- Global result of the test protocols: “PASS” or “FAILED”
- Style name
- Supplier name

For example: RETEST-PASS-KOO3 HENRIK-ZHEJIANGORIENT.pdf

In the front pages of the LA HALLE testing report, the following information has to be compulsorily written by the inspector:

- Supplier name
- Style name
- Reference number(s)
- Product description
- Collection
OPERATIONAL PROCEDURE

- Season
- Date & place of the laboratory
- Overall conclusion
- Pictures of samples received

Remarks:
- **Order number of the tested product must not mentioned into test reports**
- In case of non-conformity problem identified during the test program, one annex has to be attached to the very same testing report. The laboratory has to insert pictures of each eventual problem or product part concerned by the non-conformity problem (pictures inserted in annex of the test report).
  
  *For example:* If traction resistance test is failed, a picture of the detached/insecure element is requested. If the colorfastness to washing test is failed, a picture of the testing card is requested.

Each kind of identified defect must be illustrated by pictures into the definitive report. The pictures taken have to be easily readable.

In case of non-conformity problem concerning one color issue (azo dyes problem,...) once corrective treatment done, the supplier must send revised pieces of the concerned style with all other colors (references) to valid their conformities.

5) **Re-testing**

A re-testing can be performed only if LA HALLE or AHKBO has sent a specific request to the supplier.

The re-testing fees will be systematically at LA HALLE supplier’s charge.

The supplier will send directly the requested elements (application form and testing samples) to the appointed laboratory.

Before the test launching, the laboratory consumer service has to provide one quotation to the supplier and obtain his confirmation.

Re-testing have to be necessarily conducted by the same laboratory and according to the regular procedure described above.

During the re-testing, the laboratory must proceed only the tests notified as not conform during the first program. Re-testing report has to be clearly identified with the use of the letter “RE” before the report number.
6) Storage of testing samples
The laboratory has to keep in its stores all samples received and used for the test realisation (reference sample and tested ones) during one period of 6 months after the report edition.

7) LA HALLE supplier invoicing and Activity report.
Invoicing of testing services provided must be done only if one quotation has been approved beforehand by the supplier (before starting any test program).

The service providers has to send to LA HALLE a half-year activity report showing the total services provided and turnover done for all invoicing centres (all appointed laboratories).

8) Supplier testing KPI chart
The laboratory has to provide supplier testing KPI chart for each collection (161,162, etc.) with correct format.

Use separate excel file, named “SUPPLIER TESTING KPI CHART” and dated on May 6, 2016.

This form can be downloaded from the website: http://quality.la-halle.fr/ into the section ACCREDITED PROVIDERS / TESTS

Below points need to be respected strictly when preparing the chart.

- Both supplier name and supplier code must be provided simultaneously.
- Supplier type must be correctly indicated as “AHKBO Supplier” or “Direct Supplier”
- “Pass”, “Fail” or “N/A” must be correctly indicated under each test item, not number of test.
- Combine all platform in one sheet
### ANNEX 1: CONTACT LIST FOR AHKBO ORDERS

#### La Halle order report distribution list

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<th>All channel (pass and fail report)</th>
<th>Fail chemical test</th>
</tr>
</thead>
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<td>All platforms</td>
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<td>To: <a href="mailto:k.jalce@lahalle.fr">k.jalce@lahalle.fr</a>, Cc: <a href="mailto:f.pezeril@lahalle.fr">f.pezeril@lahalle.fr</a></td>
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<td>Dongguan &amp; Hong Kong</td>
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<td>Bangladesh</td>
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ANNEX 2: TEST GUIDELINES FOR LABORATORY CUSTOMER SERVICE (L.C.S.)

Basic rule of this SOP is the following one 1 style, 1 testing program, 1 price (except items with safety standards [such as EN71 for toys, EN 14878 for nightwear], hair accessories and jewelry items)

Test protocol

Compulsory testing – Azo test (only 1 test of 3 colors in mix).

The LCS must test garments following an order of priority:

1. Parts in direct and prolonged skin contact
2. Main fabric
3. Fabric with bigger size

Tests per garment (fibre content, appearance after wash, dimensional stability, skewing, etc)

Tests generally conduct 1 test per garment, so test all without any issue.

Tests per fabric (fabric weight, colorfastness to washing, color fastness to perspiration, etc)

At maximum the laboratory do 2 tests per items.

The LCS must test garments following an order of priority: Main shell fabric & Main lining

Tests under conditions: Laboratory tests all parts following comments in the test protocol.

Additional testing (baby): Laboratory tests all parts following comments in the test protocol.

Remarks:

If test result of mix tests (such as Azo) exceed the relevant limit, individual test will be performed automatically and charge additionally.

Label on the garment is not required to be tested no matter whether it is direct skin contact or not.

If test result of Nickel spot test is positive, Nickel Release test will be performed automatically and charge additionally.

If wash care instructions provided by the supplier included only dry clean, please note that same requirements as usual wash/wet clean. Test method use commercial dry clean.

For jacket with accessories (eg. Belt), belt does not require testing since it is in different testing protocol.
Set items

1. For set socks/ brief/ bras/ body/ bras-brief with same product family no matter similar or different fabric
   a. All the pieces composing the reference must be sent to laboratory
   b. Laboratory will choose one color and will test only one. Exception: azo will be performed on a mix of 3 colors.
      i. Scenario 1: More than 3 items are sold in pack with individual color on each article. Azo dyes test will be done on 3 colors randomly (3 different colors tested)
      ii. Scenario 2: More than 3 items are sold in pack with 4 colors on each sock – Only one sock will be selected and tested. Only one Azo dyes test will be done on 3 colors in mix.

2. For set composed by two different items (top + bottoms or Trousers + Tee-Shirt)
   a. All the pieces composing the reference must be sent to laboratory
   b. One testing program will be done on sets composed of 2 different items.
      Laboratory chooses the complicate style for test

Remarks: Please note that one exception must be duly followed for sets composed of items which are covered by specific safety standards (EN 71 for toys, EN 14878 for nightwear)

One set composed of hat and romper (inflammability test required):
   - Test romper since safety standard involved.
One set composed of one romper (inflammability test required) and one plush toy (EN71 test required):
   - Both test programs must and will be done by the laboratory.

Children nightwear items (inflammability test required) with top and bottom:
   - If top and bottom use same fabric, 1 testing program. Laboratory chooses the complicate style for test.
   - If top and bottom use different fabric, 1 testing program + additional inflammability test with additional charge

Toys products

EN71-3 tests all necessary components according to EN71-3 requirement with additional charge.

Hair accessory/Jewelry items

There is no package price for hair accessory and jewelry items. Please test all necessary components according to hair accessory and jewelry protocol.
Miele wash machine spin speed guidelines for the following performance tests:

- Dimensional stability to washing test
- Skewing test
- Appearance after washing test

<table>
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<th>Care Label</th>
<th>Fiber Content</th>
<th>Spin Speed (rpm)</th>
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<tbody>
<tr>
<td>Whatever the washing symbol</td>
<td>Contain wool or other animal fibers</td>
<td>400</td>
</tr>
<tr>
<td></td>
<td>Whatever the textile material</td>
<td>400</td>
</tr>
<tr>
<td>Whatever the washing symbol</td>
<td>Contain silk</td>
<td>600</td>
</tr>
<tr>
<td>(Delicate wash)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Whatever the textile material</td>
<td>600</td>
</tr>
<tr>
<td>(Gentle wash or easy care)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whatever the washing symbol</td>
<td>Whatever the textile material</td>
<td>900</td>
</tr>
<tr>
<td>with</td>
<td></td>
<td></td>
</tr>
<tr>
<td>or (minimum ironing)</td>
<td>Whatever the textile material</td>
<td>900</td>
</tr>
<tr>
<td>(Normal wash)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>or</td>
<td>Whatever the textile material</td>
<td>1300</td>
</tr>
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