

SECTION 6**HOMEWARE QUALITY ASSURANCE**

<u>SECTION</u>	<u>SECTION TITLE</u>
6.1	PRODUCT SAMPLING AND INITIAL SAMPLE PROCESS
6.1.1	Introduction to the Initial Sample Process
6.1.2	Number of Initial Samples Required
6.1.3	Initial Sample Further Information
6.1.4	Timescales
6.1.5	Matalan Contacts
6.1.6	Initial Sample Process (Matalan Approval / Rejection)
6.1.7	Next Step
6.2	RED SEAL SAMPLE PROCESS
6.2.1	Introduction to the Red Seal Sample Process
6.2.2	Number of Red Seal Samples Required
6.2.3	Red Seal Sample Documentation
6.2.4	Red Seal Sample Further Information
6.2.5	Timescales
6.2.6	Matalan Contacts
6.2.7	Red Seal Sample Process (Matalan Approval / Rejection)
6.2.8	Supplier's Red Seal Sample Copy
6.2.9	Next Step – Commencement of Bulk Production
6.2.10	Red Seal Sample Documentation – Templates and Guideline Information
6.2.11	Red Seal Sample Further Information – Templates and Guideline Information
6.2.12	Initial Sample and Red Seal Sample Process – Flow Chart
6.3	GOLD SEAL SAMPLE PROCESS
6.3.1	Introduction to the Gold Seal Sample Process
6.3.2	When Gold Seal Approval is Required
6.3.3	Number of Gold Seal Samples Required
6.3.4	Gold Seal Sample Documentation
6.3.5	Gold Seal Sample Further Information

6.3.6	Timescales
6.3.7	Matalan Contacts
6.3.8	Gold Seal Sample Process (Matalan Approval / Rejection)
6.3.9	Delivery of Product
6.3.10	Gold Seal Sample Documentation – Templates and Guideline Information
6.3.11	Gold Seal Sample Further Information – Templates and Guideline Information
6.3.12	Gold Seal Sample Process – Flow Chart
6.4	LUGGAGE SAMPLING PROCESS
6.4.1	Introduction to the Luggage Product Sample Process
6.4.2	Initial Sample
6.4.3	Number of Initial/Red Seal Samples Required
6.4.4	Initial/Red Seal Sample Standard
6.4.5	Initial/Red Seal Sample Documentation
6.4.6	Initial/Red Seal Sample Further Information
6.4.7	Timescales
6.4.8	Matalan Contacts
6.4.9	Supplier's Initial/Red Seal Sample Process (Matalan Approval/Rejection)
6.4.10	Supplier's Initial/Red Seal Sample Copy
6.4.11	Next Step – Commencement of Bulk Production
6.4.12	Gold Seal Sample Process
6.4.13	Luggage Product Specific Testing
6.4.14	Matalan Checks
6.4.15	Testing Requirements – Performance, Travel, Work Bags
6.5	CARE LABELS
6.5.1	Care Label Contents
6.5.2	Care Label Approval
6.5.3	Components
6.5.4	Position of Care Labels
6.6	TESTING
6.6.1	Homeware Testing
6.6.2	Textile assessment specification

6.6.3	Safety Requirements
6.6.4	Promotional Testing
6.6.5	Matalan Checks
6.7	PRODUCT LABELLING
6.7.1	Label Content
6.7.2	Instructions
6.8	DIRECTIVES AND LEGISLATION
6.8.1	Directives
6.8.2	Additional Requirements (as applicable)
6.8.3	Hazardous Substances
6.8.4	Broken Needle and Sharp Objects Policy
6.9	FACTORY INSPECTION PROCEDURES
6.9.1	Recommended Procedures
6.9.2	Process Control
6.10	SUPPLIER NON-COMPLIANCE CONTRIBUTIONS

6.1 PRODUCT SAMPLING AND INITIAL SAMPLE PROCESS

All Matalan Products must go through the Product Sampling Process.

The Homeware Quality Assurance section individually details the procedures and standard which Suppliers must comply with, regarding the following:

- Initial Sample Process
- Red Seal Sample Process
- Gold Seal Sample Process
- Testing
- Labelling
- Directives and Legislation

6.1.1 INTRODUCTION TO THE INITIAL SAMPLE PROCESS

The Initial Sample is the first sample of a new Product that the Supplier provides to Matalan.

The main purpose of the Initial Sample is for Matalan assessment and to establish the correct style, detail and appearance of the Product.

Subject to a successful review by the Buyer the Initial Sample submitted by the Supplier will be considered for inclusion in the department's range and may require extensive re-working.

As the Initial Sample may be for design approval, it must therefore be provided (where applicable and if available) in the materials that will be used in Bulk Production.

6.1.2 NUMBER OF INITIAL SAMPLES REQUIRED

The following table lists the standard number of samples required for each Buying department for the Initial Sample process:

<u>Department</u>	<u>No. of Samples and Details</u>
Homeware	1 sample of each Product

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

6.1.3 INITIAL SAMPLE FURTHER INFORMATION

The following table lists all of the further requirements for each Buying department for the Initial Sample process. The Supplier must enclose any further information, which is required by Matalan and listed in the table below, with the Initial Sample.

<u>Department</u>	<u>Further Information</u>
Homeware	<ul style="list-style-type: none"> ▪ A reference label must be attached to the Initial Sample which includes the date and a Product reference code

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

It is essential that the Supplier accurately completes and submits all of the required Initial Sample Further Information at the confirmed time to ensure the Initial Sample Process is completed without any delays and the Product process can progress to Bulk Production as soon as possible.

The Supplier should note that failure to provide all of the required Initial Sample Further Information will result in a request for the information to be faxed, and may delay the Initial Sample evaluation.

6.1.4 TIMESCALES

It is essential that the Supplier provides the following to Matalan as quickly as possible to allow for as much time as possible prior to the Red Seal process:

- The Initial Sample; and

- Any further requirements requested and listed under Initial Sample Further Information

The relevant Matalan Buyer will confirm to the Supplier the required date that the Initial Sample and Initial Sample Further Information must be received by Matalan.

The following table lists the timescales required for each Buying department to complete the evaluation and provide feedback to the Supplier for the Initial Sample process.

<u>Department</u>	<u>Timescales</u>
<u>Homeware</u>	As confirmed by the Buyer on receipt of the Initial Sample

The Supplier must therefore always allow for a sufficient time period to cover the following events within the Initial Sample Process:

- Postage time; and
- Matalan evaluation and feedback time for the Initial Sample Process

The Supplier should note that in the event that the Initial Sample is rejected and there is a requirement for the Supplier to re-submit, the Supplier must ensure that the revisions are received by the Buyer as soon as possible and as specifically confirmed by the Buyer.

6.1.5 MATALAN CONTACTS

The Supplier should only deal directly with the relevant Matalan Buyer and/or Technical Services Technologist at all times, unless otherwise requested by the Matalan Buyer.

6.1.6 INITIAL SAMPLE PROCESS (MATALAN APPROVAL / REJECTION)

The following information details the Initial Sample Process and the different stages which the Supplier must follow – please refer to the Initial Sample Process Flow Chart in section 6.2.12.

- The Supplier will send the Initial Sample and Initial Sample Further Information to the Buyer.
- The Buyer and Technical Services Technologist will complete a full review of the Initial Sample and Initial Sample Further Information.
- The Buyer will provide feedback and any required actions to the Supplier after the full review of the Initial Sample, Initial Sample Documentation and Initial Sample Further Information confirming how the Supplier should proceed based on the following 2 options:
 - Matalan Approval – Where Matalan find that the quality and standard of the Initial Sample is acceptable and Matalan have selected the Product within the range, the Buyer will confirm approval for the Supplier to proceed to the Red Seal Sample Process stage.
 - Matalan Rejection – Where Matalan find that the quality and standard of the Initial Sample is not acceptable and Matalan have selected the Product within the range, the Buyer will confirm the reasons on why approval cannot be provided and the requirement(s) and action(s) the Supplier must resolve to allow Matalan Approval to be provided. Please note that Matalan's feedback and actions may include comments for the Supplier to make considerable alterations or styling changes.

Where Matalan Approval is not provided and Matalan have selected to include the Product within the range, the Supplier will re-start the Initial Sample Process (at point 1) and provide a further Initial Sample and/or the Initial Sample Further Information to the Buyer. The Supplier must follow the Initial Sample Process until Matalan approval is provided.

6.1.7 NEXT STEP

The Supplier should proceed to the Red Seal Sample Process only when the Matalan Buyer has confirmed Initial Sample Approval.

6.2 RED SEAL SAMPLE PROCESS

6.2.1 INTRODUCTION TO THE RED SEAL SAMPLE PROCESS

The Red Seal Sample must exactly resemble, in all aspects, the Product specification which will be produced in the Bulk Production. The Red Seal Sample must realistically represent the quality and standard which can and will be achieved and produced in the Bulk Production, including fit (where applicable), construction, colour and materials.

6.2.2 NUMBER OF RED SEAL SAMPLES REQUIRED

The following table lists the standard number of samples required for each Buying department for the Red Seal Sample process.

<u>Department</u>	<u>No. of Samples and Details</u>
<u>Homeware</u>	2 samples of each Product

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

6.2.3 RED SEAL SAMPLE DOCUMENTATION

The following table lists all of the documentation required for each Buying department for the Red Seal Sample process. The Supplier must fully and correctly complete and enclose the Red Seal Sample Documentation with the Red Seal Sample.

<u>Department</u>	<u>Documentation</u>
<u>Homeware</u>	<ul style="list-style-type: none"> ▪ Red Seal Sample Submission Form ▪ Product Specification Form

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

Matalan has provided the following information in section 6.2.10 with respect to the Red Seal Sample Documentation:

- A copy of each of the above standard documents; and
- Guideline and completion information on the content of each of the standard documents

It is essential that the Supplier accurately completes and submits all of the required Red Seal Sample Documentation at the confirmed time to ensure the Red Seal Sample Process is completed without any delays and the Product process can progress to Bulk Production as soon as possible.

6.2.4 RED SEAL SAMPLE FURTHER INFORMATION

The following table lists all of the further requirements for each Buying department for the Red Seal Sample process. The Supplier must enclose any further information, which is required by Matalan and listed in the table below, with the Red Seal Sample.

<u>Department</u>	<u>Further Information</u>
<u>Homeware</u>	<ul style="list-style-type: none"> ▪ The Supplier must provide Sample Reference Tickets for each Product range ▪ The Supplier must provide all proposed care instructions and warnings for each Product range ▪ The Technical Services Technologist may confirm the required test certificates that the Supplier must provide during the Gold Seal Process ▪ The Buyer will provide all relevant Label and Display Card Artwork to the Supplier, and the Supplier will then prepare their own printers

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

It is essential that the Supplier accurately completes and submits any further information required at the confirmed time to ensure the Red Seal Sample Process is completed without any delays and the Product process can progress to Bulk Production as soon as possible.

The Supplier should note that failure to provide all of the required Red Seal Sample Further information will result in a request for the information to be faxed, and may delay the Red Seal Sample evaluation.

6.2.5 TIMESCALES

It is essential that the Supplier provides the following to Matalan as quickly as possible to allow for as much time as possible prior to the commencement of the Bulk Production:

- The Red Seal Sample;
- The Red Seal Sample Documentation; and
- Any further requirements requested and listed under Red Seal Sample Further Information

The relevant Matalan Buyer will confirm to the Supplier the required date that the Red Seal Sample must be received by Matalan.

The Supplier must therefore always allow for a sufficient time period to cover the following events during the Red Seal Sample Process:

1. Postage time; and
2. Matalan evaluation and feedback time for the Red Seal Sample Process

The following table lists the timescales required for each Buying department to complete the evaluation and provide feedback to the Supplier for the Red Seal Sample process.

<u>Department</u>	<u>Timescales</u>
Homeware	12 Working Days

The Supplier should note that in the event that the Red Seal Sample, Red Seal Sample Documentation and/or Red Seal Sample Further Information is rejected and there is a requirement for the Supplier to re-submit, the Supplier must ensure that the revisions are received by the Buyer as soon as possible and as specifically confirmed by the Buyer.

6.2.6 MATALAN CONTACTS

The Supplier should only deal directly with the relevant Matalan Buyer and/or Technical Services Technologist at all times, unless otherwise requested by the Matalan Buyer.

6.2.7 RED SEAL SAMPLE PROCESS (MATALAN APPROVAL / REJECTION)

The following information details the Red Seal Sample Process and the different stages which the Supplier must follow – please refer to the Red Seal Sample Process Flow Chart in section 6.2.12.

1. The Supplier will send the Red Seal Sample, Red Seal Sample Documentation and Red Seal Sample Further Information to the Buyer.
2. The Buyer and Technical Services Technologist will complete a full review of the Red Seal Sample, Red Seal Sample Documentation and Red Seal Sample Further Information.
3. The Buyer will provide feedback and any required actions to the Supplier after the full review of the Red Seal Sample, Red Seal Sample Documentation and Red Seal Sample Further Information confirming how the Supplier should proceed based on the following 2 options:
 - 3.1 **Matalan Approval** – Where Matalan find that the quality and standard of the Red Seal Sample, the Red Seal Documentation and Red Seal Sample Further Information is acceptable, the Buyer will confirm approval for the Supplier to proceed to the commencement of Bulk Production. Matalan's confirmation of Red Seal Approval will be transferred to the WEB PDM system and e-mailed to the Supplier in the form of a PDF file.
 - 3.2 **Matalan Rejection** – Where Matalan find that the quality and standard of the Red Seal Sample, Red Seal Sample Documentation and Red Seal Sample Further Information is not acceptable, the Buyer will confirm the reasons on why approval cannot be provided and the requirement(s) and action(s) the Supplier must resolve to allow Matalan Approval to be provided. Please note that Matalan's feedback and actions may include comments for the Supplier to make considerable alterations or styling changes. Matalan's comments on the Red Seal Samples will be transferred to the WEB PDM system and the document will be e-mailed to the Supplier in the form of a PDF file. The Supplier must install ADOBE ACROBAT to allow this file to be read – the download location of the ADOBE ACROBAT program is listed in the Frequently Asked Questions (FAQs) section of the Matalan B2B website.

Where Matalan Approval is not provided, the Supplier will re-start the Red Seal Sample Process (at point 1) and provide a further Red Seal Sample, Red Seal Sample Documentation and/or Red Seal Sample Further Information to the Buyer. The Supplier will follow the Red Seal Sample Process until Matalan Approval is provided.

6.2.8 SUPPLIER'S RED SEAL SAMPLE COPY

The Supplier must keep an identical copy of each Red Seal Sample in the Supplier's factory for reference purposes. It is essential that the Supplier retains a copy of each Red Seal Sample provided to Matalan. Matalan will not return any Red Seal Samples to the Supplier.

6.2.9 NEXT STEP – COMMENCEMENT OF BULK PRODUCTION

The Supplier can commence to Bulk Production of a Product once Red Seal Approval has been provided by the Buyer.

The Supplier should note that the Buyer will only provide Red Seal Approval on acceptance on all of the following:

- Red Seal Sample
- Red Seal Sample Documentation
- Red Seal Sample Further Information

6.2.10 RED SEAL SAMPLE DOCUMENTATION – TEMPLATES AND GUIDELINE INFORMATION

TEMPLATE – RED SEAL SAMPLE SUBMISSION FORM

MATALAN		<u>RED SEAL SAMPLE SUBMISSION FORM</u>		
Buyer Received Date: (FOR INTERNAL MATALAN USE	Buyer Sealed Date: (FOR INTERNAL MATALAN USE ONLY)	Tech Received Date: (FOR INTERNAL MATALAN USE ONLY)		
Buying Style Ref:	Product Description:	Supplier Contact:		
Line number(s):	Buyer:	Factory:		
Order number(s):	Country of Origin:	Ex Factory Date:		
	Season:	Delivery Date into Matalan:		
Total Order Quantity:	Supplier / Agent:	1st Red Seal	2nd Red Seal	3rd Red Seal
Date Supplier Sent:		Supplier No:		
<u>Report Number, Completion Date & Laboratory / Issuer</u> - Please list all tests, Standards and Directives complied with or to be tested to: 				
<u>Supplier Comments:</u> 				
<u>Email contact details:</u> 				
<u>Matalan Comments and required action:</u> (FOR INTERNAL MATALAN USE ONLY) 				
This Product has been Red Seal ACCEPTED / REJECTED <u>Matalan Signatures</u> Buyer: _____ Date: _____ Technolgist: _____ Date: _____				

GUIDELINE INFORMATION – RED SEAL SAMPLE SUBMISSION FORM

The Supplier should fully complete the Red Seal Sample Submission Form and ensure that it is included with each Red Seal Sample submission that is sent to Matalan. Once completed, the Supplier must sign and send the Red Seal Sample Submission Form for the attention of the relevant Technical Services Technologist.

The Buyer and Technical Services Technologist will appraise the Red Seal Sample and all of the Red Seal Sample Documentation and Red Seal Sample Further Information.

Failure to send a correctly completed Red Seal Sample Submission Form will result in the Red Seal Samples being held until the documents are received. The Supplier must ensure that all of the fields are completed.

The Red Seal Sample Submission Form requires the following information:

<u>Field Name</u>	<u>Field Description</u>
▪ Buyer Received Date:	<u>This field is for Matalan Internal Use Only.</u>
▪ Buyer Sealed Date:	<u>This field is for Matalan Internal Use Only.</u>
▪ Tech Received Date:	<u>This field is for Matalan Internal Use Only.</u>
▪ Buying Style Ref:	The style reference number that identifies the Product.
▪ Line Number(s):	The specific Matalan line number that applies to the Product submitted to Matalan.
▪ Order Number(s):	The list of Matalan Purchase Order numbers that apply to this Product.
▪ Total Order Quantity:	The total quantity of the Product which has been ordered by Matalan.
▪ Date Supplier Sent:	The date when the Supplier sent the sample to Matalan.
▪ Product Description:	A brief description of the Product.
▪ Buyer:	The name of the Matalan Buyer responsible for the Product.
▪ Country of Origin:	The country in which the Product is manufactured.
▪ Season:	The buying season the Product is intended for.
▪ Supplier / Agent:	The Supplier's (or Agent's) full company name.
▪ Supplier No:	The Supplier's unique Matalan number.
▪ Supplier Contact:	The Supplier's contact responsible for the sample must print their name before sending the sample to Matalan.
▪ Factory:	The Supplier's full factory name in which the Product is manufactured.
▪ Ex Factory Date:	The date that the Bulk Production is scheduled to leave the Supplier's factory.
▪ Delivery Date into Matalan:	The date that the first Bulk Production will be received by Matalan.
▪ 1 st Red Seal Sample ▪ 2 nd Red Seal Sample ▪ 3 rd Red Seal Sample	The Supplier must tick the appropriate box to indicate the status of the Red Seal Sample (e.g. if the sample is a 1st, 2nd or 3rd Red Seal Sample).
▪ Report Number, Completion Date & Laboratory / Issuer:	The details of all the test reports already held and the other tests to be completed and submitted to Matalan during the Gold Seal Process.
▪ Supplier Comments:	The Supplier must detail any further information about the sample. The Supplier must confirm and highlight any important points about the Red Seal Sample.
▪ Matalan Comments and required action:	<u>This field is for Matalan Internal Use Only.</u>

TEMPLATE – PRODUCT SPECIFICATION FORM

MATALAN		<u>PRODUCT SPECIFICATION FORM</u>	
Buyer Style Ref:			
Supplier / Agent:		Supplier No:	
Country of Origin:		Factory:	
Line Number(s):			
Product Description:			
Colours:			
Product Dimensions / Capacity:			
Materials (including size):		Weight / Gauge:	
Dyes / Glazes:		Finish:	
Performance Testing:			
Labelling / Care Instructions:			
Safety / Legal Warnings:			
Packaging:			
Hob Type:	Gas:	Electric:	Halogen:
Dishwasher Safe:	Microwave Safe:	Freezer Safe:	Oven Safe:
Additional Comments:			

GUIDELINE INFORMATION – PRODUCT SPECIFICATION FORM

The Supplier should fully complete the Product Specification Form and ensure that it is included with each Red Seal Sample submission that is sent to Matalan. Once completed, the Supplier must sign and send the Product Specification Form for the attention of the relevant Technical Services Technologist.

The Buyer and Technical Services Technologist will appraise the Red Seal Sample and all of the Red Seal Sample Documentation and Red Seal Sample Further Information.

Failure to send a correctly completed Product Specification Form will result in the Red Seal Samples being held until the documents are received. The Supplier must ensure that all of the fields are completed.

The Product Specification Form requires the following information:

<u>Field Name</u>	<u>Field Description</u>
▪ Buying Style Ref:	The style reference number that identifies the Product.
▪ Supplier / Agent:	The Supplier's (or Agent's) full company name.
▪ Supplier No:	The Supplier's unique Matalan number.
▪ Country of Origin:	The country in which the Product is manufactured.
▪ Factory:	The Supplier's full factory name in which the Product is manufactured.
▪ Line Number(s):	The list of all of the Matalan line numbers that apply to this Product range and relate to the order(s) for the delivery.
▪ Product Description:	A brief description of the Product.
▪ Colours:	The colours of the Product.
▪ Product Dimensions / Capacity:	The size details of the Product.
▪ Materials:	A list of all of the materials used in for the Product, including the details of the type of the material.
▪ Weight / Gauge:	The specification of materials (if applicable) used in the Product (e.g. ABS, PVC, Pu, and not just plastic).
▪ Dyes / Glazes:	The type(s) of dyes and/or glazes used in the Product (if applicable).
▪ Finish:	The type of finish used in the Product (if applicable).
▪ Performance Testing:	The full list of tests to be undertaken on the Product.
▪ Labelling / Care Instructions:	The full details on all labelling and instructions on the Product and packaging. If necessary, the Supplier can provide the details on a separate sheet.
▪ Safety / Legal Warnings:	The list of any safety and/or legal warnings required to be on the Product.
▪ Packaging:	The type and method of packaging to be used for the Product (e.g. each unit in polythene bag, 24 in outer Carton, bubble wrapped).
▪ Hob Type:	Indication with a tick in the box provided which Hob Type the Product is suitable for: ➤ Gas; Electric; and/or Halogen
▪ Dishwasher Safe:	Confirmation (if applicable) if the Product is dishwasher safe or not.
▪ Microwave Safe:	Confirmation (if applicable) if the Product is microwave safe or not.
▪ Freezer Safe:	Confirmation (if applicable) if the Product is freezer safe or not.
▪ Oven Safe:	Confirmation (if applicable) if the Product is oven safe or not.
▪ Additional Comments:	The Supplier must detail any further information about the sample. The Supplier must confirm and highlight any important points about the Red Seal Sample.

6.2.11 RED SEAL SAMPLE FURTHER INFORMATION – TEMPLATES AND GUIDELINE INFORMATION

TEMPLATE – RED SEAL SAMPLE REFERENCE TICKET

Date:
MATALAN
RED SEAL SAMPLE
<u>Please Complete:</u>
SUPPLIER:
FACTORY:
PRODUCT LINE CODE:
SEASON:
SUPPLIER CONTACT (PRINTED NAME):
SUPPLIER CONTACT (SIGNATURE):
DATE SENT:
MATALAN CONTACT (PRINTED NAME):
MATALAN CONTACT (SIGNATURE):
DATE SEALED:

GUIDELINE INFORMATION – RED SEAL SAMPLE REFERENCE TICKET

The Supplier should fully complete the Red Seal Sample Reference Ticket and ensure that it is included with each Red Seal Sample submission that is sent to Matalan. Once completed, the Supplier must sign and send the Red Seal Sample Reference Ticket for the attention of the relevant Technical Services Technologist.

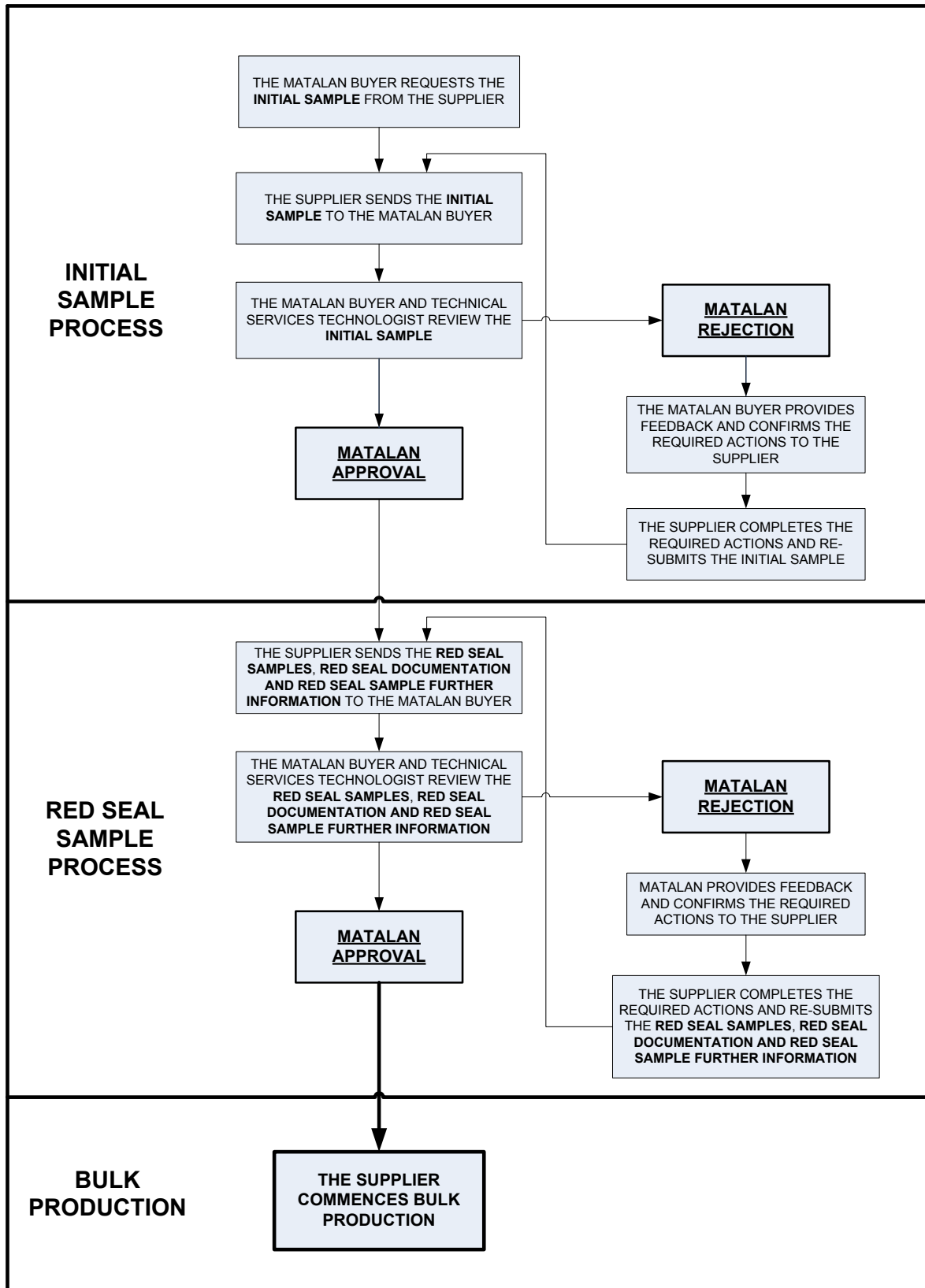
The Buyer and Technical Services Technologist will then appraise Red Seal Sample and all of the Red Seal Sample Further Information (including the Red Seal Sample Reference Ticket).

Failure to send a correctly completed Red Seal Sample Reference Ticket may result in the Red Seal Sample being held until the Red Seal Sample Reference Ticket is received.

The Red Seal Sample Reference Ticket must have a red coloured background and requires the following information to be completed:

<u>Field Name</u>	<u>Field Description</u>
▪ Supplier:	The Supplier's full company name.
▪ Factory:	The Supplier's full factory name in which the Product is manufactured.
▪ Product Line Code:	The list of all of the Matalan Product Line Codes that apply to this Product range and relate to the order(s) for the delivery.
▪ Season:	The buying season the Product is intended for.
▪ Supplier Contact (Printed Name):	The Supplier's contact responsible for the sample must print their name on the Red Seal Sample Reference Ticket before sending to Matalan.
▪ Supplier Contact (Signature):	The Supplier's contact responsible for the sample must sign their name on the Red Seal Sample Reference Ticket before sending to Matalan.
▪ Date Sent:	Confirmation of the date the Supplier sends the Red Seal Sample to Matalan.
▪ Matalan Contact (Printed Name):	<u>Matalan Internal Use Only</u>
▪ Matalan Contact (Signature):	<u>Matalan Internal Use Only</u>
▪ Date Sealed:	<u>Matalan Internal Use Only</u>

6.2.12 INITIAL SAMPLE AND RED SEAL SAMPLE PROCESS – FLOW CHART



6.3 GOLD SEAL SAMPLE PROCESS

6.3.1 INTRODUCTION TO THE GOLD SEAL SAMPLE PROCESS

The purpose of the Gold Seal Sample process is to ensure that the Bulk Production is to the same standard set at the Red Seal Sample stage, and prior to the Bulk Production delivery leaving the Supplier's factory.

The Gold Seal Samples must always be taken from the first Bulk Production run and must never have been produced in a sample room. The Gold Seal Samples must include all of the colours of a Product which is in Bulk Production and are the same size as was approved during the Red Seal Process. The Supplier must send the Gold Seal Samples to the Buyer for Matalan Approval immediately after all Bulk Production processes have been completed.

To avoid delay, the Supplier should not wait until the whole Bulk Production order is complete before sending the Gold Seal Samples to the Buyer.

6.3.2 WHEN GOLD SEAL APPROVAL IS REQUIRED

Gold Seal Approval is required under the following conditions:

1. When a Product is the first order of a new style;
2. When the Product is an existing style but there are additional new colours – Gold Seal Approval will be required for every new colour (the Buyer will approve against the lab dip, colour swatch and pantone reference and the Technical Services Technologist will approve the test report);
3. When the Product is an existing style but a change has been made to either; the quality of the raw materials, the method of manufacturing and/or the manufacturing location;
4. When there are changes to the source of the packaging;
5. When Matalan has specifically requested further Gold Seal Samples due to quality problems on previous deliveries; and/or
6. Where the date of the previous Gold Seal Approval provided by Matalan is more than 6 months old for textile Products and 12 months old for non-textile Products.

Suppliers should note that Matalan reserves the right to request Gold Seal Samples at any point during the manufacturing process of any Product.

6.3.3 NUMBER OF GOLD SEAL SAMPLES REQUIRED

The following table lists the standard number of samples required for each Buying department for the Gold Seal Sample process.

<u>Department</u>	<u>No. of Samples and Details</u>
Homeware	2 fully packaged samples (minimum) of every size and every colour of each Product

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the full specific requirements to the Supplier, in the event that the above is not sufficient.

6.3.4 GOLD SEAL SAMPLE DOCUMENTATION

The following table lists all of the documentation required for each Buying department for the Gold Seal Sample process. The Supplier must fully and correctly complete and enclose the Gold Seal Sample Documentation with the Gold Seal Sample.

<u>Department</u>	<u>Documentation</u>
Homeware	<ul style="list-style-type: none"> ▪ Gold Seal Sample Submission Form

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

Matalan has provided the following information in section 6.3.10 with respect to the Gold Seal Sample Documentation:

- A copy of each of the above standard documents; and
- Guideline and completion information on the content of each of the standard documents

It is essential that the Supplier accurately completes and submits the Gold Seal Sample Documentation at the confirmed time to ensure the Gold Seal Sample Process is completed without any delays and the Product delivery can commence as per the critical path dates.

The Supplier should note that failure to provide all of the required Gold Seal Sample Documentation, information and/or packing and display material examples will result in Gold Seal Rejection.

6.3.5 GOLD SEAL SAMPLE FURTHER INFORMATION

The following table lists all of the further requirements for each Buying department for the Gold Seal Sample process. The Supplier must enclose any further information, which is required by Matalan and listed in the table below, with the Gold Seal Sample.

<u>Department</u>	<u>Further Information</u>
<u>Homeware</u>	<ul style="list-style-type: none"> ▪ The Supplier must provide Sample Reference Tickets for each Product. ▪ The Supplier must provide all of the required and relevant Test Certification and Performance Test for each Product. ▪ In order to achieve a smooth transition through the distribution centre, the Supplier must provide one type of each Bar-coded ticket/self adhesive labels/roundel prior to shipment explained in section 10.5.1 ▪ These tickets/labels/roundels should be attached to the forms from Section 10.5.2 and sent to the local Braiform Office found in Section 10.2 ▪ Braiform will check that the Barcode scans in accordance with the Matalan system. ▪ Should there be any errors with the order; Braiform will notify the Supplier within 72 hours. In this instance new labels must be obtained. The Supplier will ONLY be notified if there is a problem with the scanning. ▪ The order cannot be shipped until this procedure is complete.

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

It is essential that the Supplier accurately completes and submits the Gold Seal Sample Further Requirements at the confirmed time to ensure the Gold Seal Sample Process is completed without any delays and the Product delivery can commence as per the critical path dates.

The Supplier should note that failure to provide all of the Gold Seal Sample Further Requirements during the Gold Seal Sample Process will result in a request for the information to be faxed, and may delay Matalan's Gold Seal Sample evaluation.

6.3.6 TIMESCALES

It is essential that the Supplier provides the following to Matalan as quickly as possible to allow for as much time as possible prior to the Bulk Production leaving the Supplier's factory:

- Gold Seal Sample;
- Gold Seal Sample Documentation; and
- Any further requirements listed under Gold Seal Sample Further Information

The relevant Matalan Buyer will confirm to the Supplier the required date that the Gold Seal Sample must be received by Matalan.

The Supplier must therefore always allow for a sufficient time period to cover the following events during the Gold Seal Sample Process:

1. Postage time of Gold Seal Sample, Gold Seal Sample Documentation and Gold Seal Sample Further Information; and
2. Matalan evaluation and feedback time for the Gold Seal Sample Process (as confirmed in the table above)

The following table lists the timescales required for Matalan to complete the evaluation and provide feedback to the Supplier for the Gold Seal Sample process.

<u>Department</u>	<u>Timescales</u>
<u>Homeware</u>	12 Working Days

The Supplier should note that where the Gold Seal Sample and/or Gold Seal Sample Documentation is rejected and there is a requirement for the Gold Seal Sample, Gold Seal Sample Documentation and Gold Seal Sample Further Information to be re-submitted to the Buyer, the Supplier must ensure that the revised Gold Seal Sample is received by the Buyer as soon as possible and as specifically confirmed by the Buyer.

6.3.7 MATALAN CONTACTS

The Supplier should only deal directly with the relevant Matalan Buyer and/or Technical Services Technologist at all times, unless otherwise requested by the Matalan Buyer.

6.3.8 GOLD SEAL SAMPLE PROCESS (MATALAN APPROVAL / REJECTION)

The following information details the Gold Seal Sample Process and the different stages which the Supplier must follow – please refer to the Gold Seal Sample Process Flow Chart in section 6.3.12.

1. As soon as Products from the Bulk Production run are complete, the Supplier will select the required number of first Products from the Bulk Production (Gold Seal Samples) which are a true representation of the Product standard which the Supplier intends to deliver to Matalan.
2. Prior to sending the Gold Seal Samples to Matalan, the Supplier must ensure that all of the previous comments and required actions raised during the Initial Sample Process and Red Seal Sample Process have been addressed and resolved.

The Supplier must not send Gold Seal Samples until the Product meets Matalan's standard and quality requirements and they are representative of the quality and standard of the overall order.

3. The Supplier will send the required number of Gold Seal Samples to the Buyer.
4. The Buyer and Technical Services Technologist will complete a full review of the Gold Seal Sample, Gold Seal Sample Documentation and Gold Seal Sample Further Information.
5. The Technical Services Technologist will provide feedback and any required actions to the Supplier after the review of the Gold Seal Sample, Gold Seal Sample Documentation and Gold Seal Sample Further Information confirming how the Supplier should proceed based on the following 2 options:
 - 5.1 Matalan Approval – Where Matalan find that the quality and standard of the Gold Seal Sample and the Gold Seal Sample Documentation and Gold Seal Sample Further Information is acceptable, the Buyer will confirm Approval and allow the Supplier to commence the delivery of the Product from the Supplier's factory to Matalan. Matalan's confirmation of Gold Seal Approval will be transferred to the WEB PDM system and e-mailed to the Supplier in the form of a PDF file.
 - 5.2 Matalan Rejection – Where Matalan find that the quality and standard of the Gold Seal Sample, Gold Seal Sample Documentation and Gold Seal Sample Further Information is not acceptable, the Buyer will confirm the reasons on why Approval cannot be provided and the requirements and actions the Supplier must resolve to allow Matalan Approval to be provided. Matalan's comments on the Gold Seal Samples will be transferred to the WEB PDM system and the document will be e-mailed to the Supplier in the form of a PDF file.

Where Matalan Approval is not provided, the Supplier will re-start the Gold Seal Sample Process (at point 1) and provide a further Gold Seal Sample to the Buyer.

It is at Matalan's sole discretion to cancel an order of Product in the event that the Product twice fails the Gold Seal Sample Process.

6.3.9 DELIVERY OF PRODUCT

Suppliers must note that Matalan must provide Gold Seal Sample Approval on all Products prior to the Products leaving the Supplier's factory.

The Supplier will not despatch the Products until Gold Seal Approval has been provided by Matalan. The Supplier will be required to provide a contribution to Matalan (as detailed in section 6.10) where it is found that the Gold Seal Process has not been fully followed and the Supplier has not correctly obtained Gold Seal Approval from the Technical Services Technologist.

6.3.10 GOLD SEAL SAMPLE DOCUMENTATION – TEMPLATES AND GUIDELINE INFORMATION

TEMPLATE – GOLD SEAL SAMPLE SUBMISSION FORM

MATALAN		<u>GOLD SEAL SAMPLE SUBMISSION FORM</u>	
Buyer Received Date: (FOR INTERNAL MATALAN USE)	Buyer Sealed Date: (FOR INTERNAL MATALAN USE ONLY)	Tech Received Date: (FOR INTERNAL MATALAN USE ONLY)	
Buying Style Ref:	Product Description:	Supplier Contact:	
Line number(s):	Buyer:	Factory:	
Order number(s):	Country of Origin:	Ex Factory Date:	
	Season:	Delivery Date into Matalan:	
Total Order Quantity:	Supplier / Agent:	1st Gold Seal	2nd Gold Seal
Date Supplier Sent:	Supplier No:		
Suppliers comments / E-mail contact details:			
Suppliers Reminder checklist - Compare Production Against Red Seal Standard			
LABELLING		MANUFACTURING STANDARDS	
Point of sale, labels & packaging correct?		Method/Standard of construction as red seal comments	
Brand label, care label & box end correct?			
MATERIALS		PRESENTATION	
All materials as approved?			
All trims correct?		Final presentation to standard?	
Test Number, Completion Date & Laboratory / Issuer - Please list all Tests, Standards and Directives complied with.			
Matalan Comments and required action: (FOR INTERNAL MATALAN USE ONLY)			
<p>These garments have been Initial/Red Seal ACCEPTED / REJECTED</p> <p>Remake samples are to be received at Matalan by:</p> <p>Matalan Signatures:</p>			
Matalan Buyer:	Matalan Technologist:	Date Fitted:	

GUIDELINE INFORMATION – GOLD SEAL SAMPLE SUBMISSION FORM

The Supplier should fully complete the Gold Seal Sample Submission Form and ensure that it is included with each Gold Seal Sample submission that is sent to Matalan. Once completed, the Supplier must sign and send the Gold Seal Sample Submission Form for the attention of the relevant Technical Services Technologist.

The Buyer and Technical Services Technologist will appraise the Gold Seal Sample and all of the Gold Seal Sample Documentation and Gold Seal Sample Further Information.

Failure to send a correctly completed Gold Seal Sample Submission Form may result in the Gold Seal Samples being held until the documents are received. The Supplier must ensure that all of the fields are completed.

The Gold Seal Sample Submission Form requires the following information:

Field Name	Field Description
▪ Buyer Received Date:	<u>This field is for Matalan Internal Use Only.</u>
▪ Buyer Sealed Date:	<u>This field is for Matalan Internal Use Only.</u>
▪ Tech Received Date:	<u>This field is for Matalan Internal Use Only.</u>
▪ Buying Style Ref:	The style reference number that identifies the Product.
▪ Line Number(s):	The specific Matalan line number that applies to the Product submitted to Matalan.
▪ Order Number(s):	The list of Matalan Purchase Order numbers that apply to this Product.
▪ Total Order Quantity:	The total quantity of the Product which has been ordered by Matalan.
▪ Date Supplier Sent:	The date when the Supplier sent the sample to Matalan.
▪ Product Description:	A brief description of the Product.
▪ Buyer:	The name of the Matalan Buyer responsible for the Product.
▪ Country of Origin:	The country in which the Product is manufactured.
▪ Season:	The buying season the Product is intended for.
▪ Supplier / Agent:	The Supplier's (or Agent's) full company name.
▪ Supplier No:	The Supplier's unique Matalan number.
▪ Supplier Contact:	The Supplier's contact responsible for the sample must print their name before sending the sample to Matalan.
▪ Factory:	The Supplier's full factory name in which the Product is manufactured.
▪ Ex Factory Date:	The date that the Bulk Production is scheduled to leave the Supplier's factory.
▪ Delivery Date into Matalan:	The date that the first Bulk Production will be received by Matalan.
▪ 1 st Gold Seal Sample ▪ 2 nd Gold Seal Sample	The Supplier must tick the appropriate box to indicate the status of the Gold Seal Sample (e.g. if the sample is a 1 st or 2 nd Gold Seal Sample).
▪ Supplier comments:	Detail any further information about the sample. The Supplier must confirm and highlight any important points about the samples.
▪ Supplier Reminder Checklist:	The Supplier must tick the appropriate boxes to confirm that the standard of the Gold Seal Sample meets the standards approved by Matalan during the Red Seal Process specifically for the following items: <ul style="list-style-type: none"> ➤ Labelling ➤ Manufacturing Standards ➤ Materials ➤ Presentation
▪ Test Number, Completion Date & Laboratory / Issuer:	The list of all test certificates the Supplier has tested the Product to and provided copies of to Matalan.
▪ Matalan Comments:	<u>This field is for Matalan Internal Use Only.</u>

6.3.11 GOLD SEAL SAMPLE FURTHER INFORMATION – TEMPLATES AND GUIDELINE INFORMATION

TEMPLATE – GOLD SEAL SAMPLE REFERENCE TICKET

Date:
<h1>MATALAN</h1> <h2>GOLD SEAL SAMPLE</h2>
<u>Please Complete:</u>
SUPPLIER:
FACTORY:
PRODUCT LINE CODE:
SEASON:
SUPPLIER CONTACT (PRINTED NAME):
SUPPLIER CONTACT (SIGNATURE):
DATE SENT:
MATALAN CONTACT (PRINTED NAME):
MATALAN CONTACT (SIGNATURE):
DATE SEALED:

GUIDELINE INFORMATION – GOLD SEAL SAMPLE REFERENCE TICKET

The Supplier should fully complete the Gold Seal Sample Reference Ticket and ensure that it is included with each Gold Seal Sample submission that is sent to Matalan. Once completed, the Supplier must sign and send the Gold Seal Sample Reference Ticket for the attention of the relevant Technical Services Technologist.

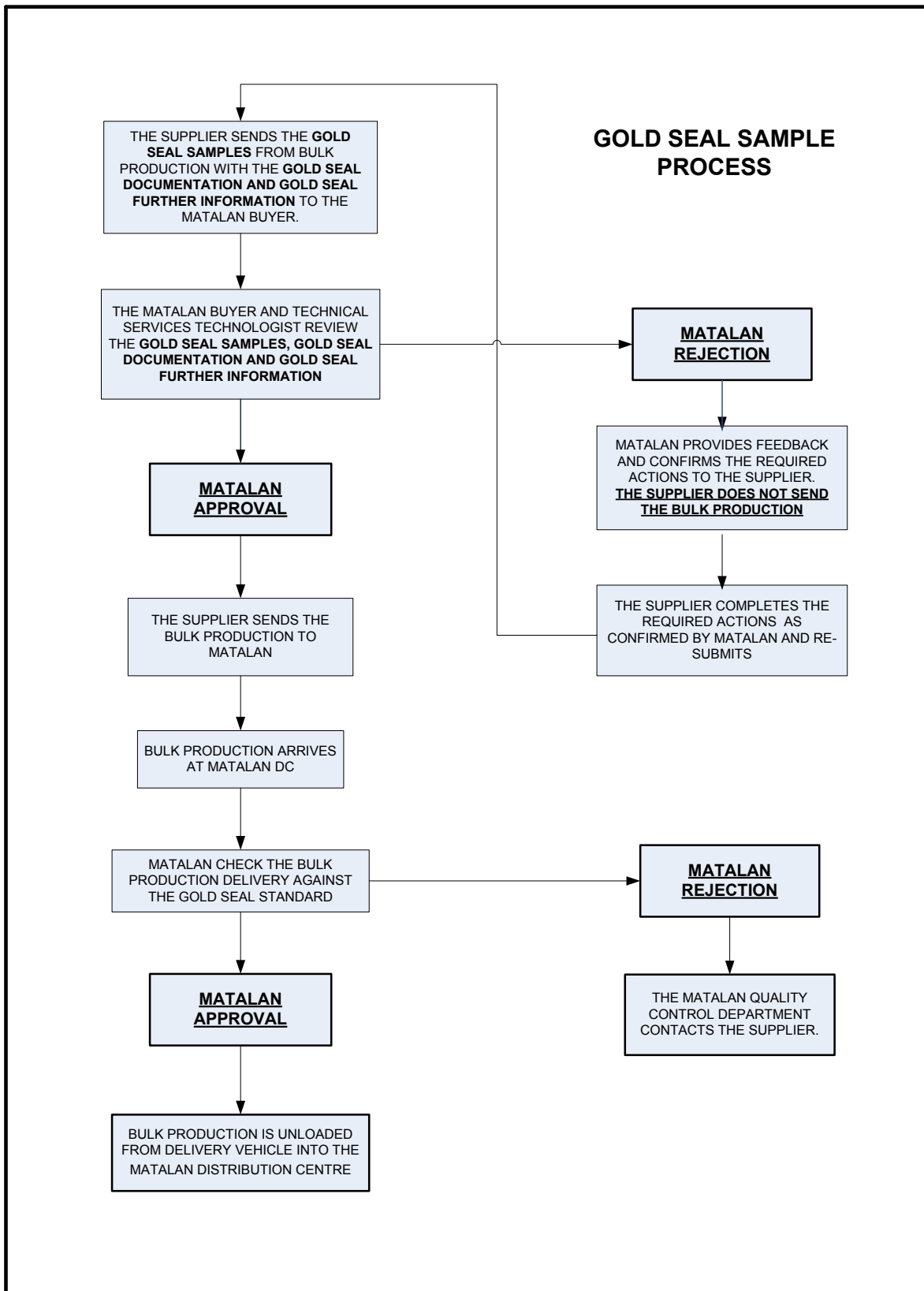
The Buyer and Technical Services Technologist will then appraise Gold Seal Sample and all of the Gold Seal Sample Further Information (including the Gold Seal Sample Reference Ticket).

Failure to send a correctly completed Gold Seal Sample Reference Ticket may result in the Gold Seal Sample being held until the Gold Seal Sample Reference Ticket is received. The Supplier must ensure that all of the fields are completed.

The Gold Seal Sample Reference Ticket must have a gold coloured background and requires the following information to be completed:

<u>Field Name</u>	<u>Field Description</u>
▪ Supplier:	The Supplier's full company name.
▪ Factory:	The Supplier's full factory name in which the Product is manufactured.
▪ Product Line Code:	The list of all of the Matalan Product Line Codes that apply to this Product range and relate to the order(s) for the delivery.
▪ Season:	The buying season the Product is intended for.
▪ Supplier Contact (Printed Name):	The Supplier's contact responsible for the sample must print their name on the Gold Seal Sample Reference Ticket before sending to the Matalan.
▪ Supplier Contact (Signature):	The Supplier's contact responsible for the sample must sign their name on the Gold Seal Sample Reference Ticket before sending to the Matalan.
▪ Date Sent:	Confirmation of the date the Supplier sends the Gold Seal Sample to Matalan.
▪ Matalan Contact (Printed Name):	<u>Matalan Internal Use Only</u>
▪ Matalan Contact (Signature):	<u>Matalan Internal Use Only</u>
▪ Date Sealed:	<u>Matalan Internal Use Only</u>

6.3.12 GOLD SEAL SAMPLE PROCESS – FLOW CHART



6.4 LUGGAGE SAMPLING PROCESS

6.4.1 INTRODUCTION TO THE LUGGAGE PRODUCT SAMPLE PROCESS

Suppliers must note that there are differences to the Sampling and Sealing Process for luggage Products. Suppliers must ensure that the changes detailed in this section 6.4 are followed and correctly incorporated in order for the process to be completed in an efficient manner.

6.4.2 INITIAL SAMPLE

Due to the bulky nature of luggage Products, the Initial Sample received by the Matalan Buyer will serve as both the Initial and Red Seal Sample.

6.4.3 NUMBER OF INITIAL/RED SAMPLES REQUIRED

The following table lists the standard number of samples required for the Luggage Sampling Process:

<u>Department</u>	<u>No. of Samples and Details</u>
<u>Luggage</u>	1 sample of each Product range

The details confirmed in the above table are subject to change and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

6.4.4 INITIAL/RED SAMPLE STANDARD

The Supplier must guarantee that the size, quality and finish of the Initial Sample is representative of the standard achievable in Bulk Production.

6.4.5 INITIAL/RED SEAL SAMPLE DOCUMENTATION

The following table lists all of the documentation required for Matalan for the Initial/Red Seal Sample process. The Supplier must fully and correctly complete and enclose the Initial/Red Seal Sample Documentation with the Initial/Red Seal Sample.

<u>Department</u>	<u>Documentation</u>
<u>Luggage</u>	<ul style="list-style-type: none"> ▪ Red Seal Sample Submission Form ▪ Product Specification Form

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

Matalan has provided the following information in section 6.2.10 with respect to the Initial/Red Seal Sample Documentation:

- A copy of each of the above standard documents; and
- Guideline and completion information on the content of each of the standard documents

It is essential that the Supplier accurately completes and submits all of the required Initial/Red Seal Sample Documentation at the confirmed time to ensure the Red Seal Sample Process is completed without any delays and the Product process can progress to Bulk Production as soon as possible.

6.4.6 INITIAL/RED SEAL SAMPLE FURTHER INFORMATION

The following table lists all of the further requirements for Matalan for the Initial/Red Seal Sample process. The Supplier must enclose any further information, which is required by Matalan and listed in the table below, with the Initial/Red Seal Sample.

<u>Department</u>	<u>Further Information</u>
<u>Luggage</u>	<ul style="list-style-type: none"> ▪ The Supplier must provide Sample Reference Tickets for each Product range ▪ The Supplier must provide all proposed care instructions and warnings for each Product range ▪ The Technical Services Technologist may confirm the required test certificates that the Supplier must provide during the Gold Seal Process ▪ The Buyer will provide all relevant Label and Display Card Artwork to the Supplier, and the Supplier will then prepare their own printers

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the specific requirements to the Supplier, in the event that the above is not sufficient.

It is essential that the Supplier accurately completes and submits any further information required at the confirmed time to ensure the Initial/Red Seal Sample Process is completed without any delays and the Product process can progress to Bulk Production as soon as possible.

The Supplier should note that failure to provide all of the required Initial/Red Seal Sample Further information will result in a request for the information to be faxed, and may delay the Initial/Red Seal Sample evaluation.

6.4.7 TIMESCALES

It is essential that the Supplier provides the following to Matalan as quickly as possible to allow for as much time as possible prior to the commencement of the Bulk Production:

- The Initial/Red Seal Sample;
- The Initial/Red Seal Sample Documentation; and
- Any further requirements requested and listed under Initial/Red Seal Sample Further Information

The relevant Matalan Buyer will confirm to the Supplier the required date that the Initial/Red Seal Sample must be received by Matalan.

The Supplier must therefore always allow for a sufficient time period to cover the following events during the Initial/Red Seal Sample process:

1. Postage time; and
2. Matalan evaluation and feedback time for the Red Seal Sample Process

The following table lists the timescales required for Matalan to complete the evaluation and provide feedback to the Supplier for the Red Seal Sample process.

<u>Department</u>	<u>Timescales</u>
<u>Luggage</u>	12 Working Days

The Supplier should note that in the event that the Initial/Red Seal Sample, Initial/Red Seal Sample Documentation and/or Initial/Red Seal Sample Further Information is rejected and there is a requirement for the Supplier to re-submit, the Supplier must ensure that the revisions are received by the Buyer as soon as possible and as specifically confirmed by the Buyer.

6.4.8 MATALAN CONTACTS

The Supplier should only deal directly with the relevant Matalan Buyer and/or Technical Services Technologist at all times, unless otherwise requested by the Matalan Buyer.

6.4.9 INITIAL/RED SEAL SAMPLE PROCESS (MATALAN APPROVAL / REJECTION)

The following information details the Initial/Red Seal Sample Process and the different stages which the Supplier must follow:

1. The Supplier will send the Initial/Red Seal Sample, Initial/Red Seal Sample Documentation and Initial/Red Seal Sample Further Information to the Buyer.
2. The Buyer and Technical Services Technologist will complete a full review of the Initial/Red Seal Sample, Initial/Red Seal Sample Documentation and Initial/Red Seal Sample Further Information.
3. The Buyer will provide feedback and any required actions to the Supplier after the full review of the Initial/Red Seal Sample, Initial/Red Seal Sample Documentation and Initial/Red Seal Sample Further Information confirming how the Supplier should proceed based on the following 2 options:
 - 3.1 Matalan Approval – Where Matalan find that the quality and standard of the Initial/Red Seal Sample, the Initial/Red Seal Documentation and Initial/Red Seal Sample Further Information is acceptable, the Buyer will confirm approval for the Supplier to proceed to the commencement of Bulk Production. Matalan's confirmation of Initial/Red Seal Approval will be transferred to the WEB PDM system and e-mailed to the Supplier in the form of a PDF file.
 - 3.2 Matalan Rejection – Where Matalan find that the quality and standard of the Initial/Red Seal Sample, Initial/Red Seal Sample Documentation and Initial/Red Seal Sample Further Information is not acceptable, the Buyer will confirm the reasons on why approval cannot be provided and the requirement(s) and action(s) the Supplier must resolve to allow Matalan Approval to be provided. Please note that Matalan's feedback and actions may include comments for the Supplier to make considerable alterations or styling changes. Matalan's comments on the Red Seal Samples will be transferred to the WEB PDM system and the document will be e-mailed to the Supplier in the form of

a PDF file. The Supplier must install ADOBE ACROBAT to allow this file to be read – the download location of the ADOBE ACROBAT program is listed in the Frequently Asked Questions (FAQs) section of the Matalan B2B website.

Where Matalan Approval is not provided, the Supplier will re-start the Initial/Red Seal Sample Process (at point 1) and provide a further Initial/Red Seal Sample, Initial/Red Seal Sample Documentation and/or Initial/Red Seal Sample Further Information to the Buyer. The Supplier will follow the Initial/Red Seal Sample Process until Matalan Approval is provided.

6.4.10 SUPPLIER'S INITIAL/RED SEAL SAMPLE COPY

The Supplier must keep an identical copy of each Initial/Red Seal Sample in the Supplier's factory for reference purposes. It is essential that the Supplier retains a copy of each Initial/Red Seal Sample provided to Matalan. Matalan will not return any Initial/Red Seal Samples to the Supplier.

6.4.11 NEXT STEP – COMMENCEMENT OF BULK PRODUCTION

The Supplier can commence to Bulk Production of a Product once Red Seal Approval has been provided by the Buyer.

The Supplier should note that the Buyer will only provide Red Seal Approval on acceptance on all of the following:

- Initial/Red Seal Sample
- Initial/Red Seal Sample Documentation
- Initial/Red Seal Sample Further Information

6.4.12 GOLD SEAL SAMPLE PROCESS

The Supplier must follow the Gold Seal Sample Process (as detailed in section 6.3) with exception to the number of samples which is confirmed.

For luggage Product, Suppliers must only send the 1 Gold Seal Sample.

<u>Department</u>	<u>No. of Samples and Details</u>
<u>Luggage</u>	1 fully packaged samples of each Product range

The details confirmed in the above table are subject to change for each specific Product and dependent on Matalan's specific requirements. Matalan will confirm the full specific requirements to the Supplier, in the event that the above is not sufficient.

6.4.13 LUGGAGE PRODUCT SPECIFIC TESTING

It is the responsibility of the Supplier to ensure that Luggage Products are constructed in such a way that it is fit for the purpose for which it is designed.

It is the Supplier's responsibility for testing any new construction method or material type.

The Supplier must be aware that it is their responsibility to understand and adhere to all relevant testing, British Standard and legislation, and all subsequent updates and amendments.

The Supplier must confirm to Matalan where any test requirements specified by Matalan in this Supplier Manual (or otherwise) cannot be achieved. It will be at the discretion of Matalan as to whether the factory standard is acceptable or not.

If any of the specified standards in the Supplier Manual are not met by the Supplier and are not disclosed to Matalan prior to the commencement of Bulk Production, then such Bulk Production may be subject to possible rejection by Matalan.

All test results, and copies of the test certificates, must be available for inspection by the Matalan Buyer or Technical Services Technologist.

6.4.14 MATALAN CHECKS

Matalan reserve the right to carry out ad hoc testing to check Products against Matalan's accepted standards.

- The Supplier must note that the Supplier will be required to provide a contribution to Matalan for all tests which fail.

6.4.15 TESTING REQUIREMENTS – PERFORMANCE, TRAVEL, WORK BAGS

<u>CRITERIA</u>	<u>TEST REQUIREMENT</u>
Fabric and components Outer fabric Colour fastness to rubbing	<ul style="list-style-type: none"> ▪ BS EN ISO 105:1995 x 12 ▪ Colour fastness to rubbing. ▪ Dry ; Grade 4 stain ▪ Wet : Grade 4 stain
Colour fastness to rubbing	<ul style="list-style-type: none"> ▪ BS EN ISO 105 : 1996 E01 ▪ Grade 4 change ▪ Grade 4 stain
Abrasion resistance Textiles only	<ul style="list-style-type: none"> ▪ BS EN ISO 105: 1991 12Kpa ▪ Dry: No worse than moderate wear after 12,8000 revs. ▪ Wet: No worse than moderate wear after 6,4000 revs.
Tensile strength	<ul style="list-style-type: none"> ▪ BS 2576: 1986 (1995) ▪ Method of determination of breaking strength and elongation (strip method) of woven fabrics. ▪ Coated fabrics/ expanded PVC: 25kg ? 5cm ▪ Textiles: 12kg/5cm
WIRA shower test	<ul style="list-style-type: none"> ▪ BS 5066: 1974 (1993) ▪ Method of test for the resistance of fabrics to an artificial shower ▪ Less than 30% absorption with NIL penetration
<u>TRIMS</u> Zips	<ul style="list-style-type: none"> ▪ BS 3084: 1992 ▪ Specification for slide fasteners
Metal corrosion resistance	<ul style="list-style-type: none"> ▪ CM 10: 1992 SATRA test method. ▪ Atmospheric sulphid tarnishing and salt water corrosion ▪ No worse than slight tarnishing or corrosion.
<u>LINING</u> Seam strength	<ul style="list-style-type: none"> ▪ BS 5131 Pt5. 13 1980 (1992) ▪ Measurement of the strength of stitched seams in upper and lining materials. 5.5Kgf/cm
Tear strength	<ul style="list-style-type: none"> ▪ BS 3424 Pt4.7C : 1982 ▪ Methods for determination of tear strength. ▪ AV.1.0 Kgf
Colour fastness to rubbing	<ul style="list-style-type: none"> ▪ BS EN ISO 105 : 1995 x 12 ▪ Dry: Grade 4 stain ▪ Wet: Grade 4 stain
Colour fastness to water	<ul style="list-style-type: none"> ▪ BS EN ISO 105 : 1996 E 01 ▪ Grade 4 stain
<u>WHOLE ITEM</u> Handle attachment strength	<ul style="list-style-type: none"> ▪ BS 5131 Pt5. 13: 1980 (1992) ▪ Measurement of the strength of stitched seams in upper and lining materials. 20.0 kgf

- **SUPPLIERS MUST ALSO REFER TO SECTION 6.8 FOR INFORMATION REGARDING HAZARDOUS SUBSTANCES**

6.5 CARE LABELS

The Care Instructions included on the Product Label provides the customer with information on how to care for the Product after purchase.

It is important that the Care Instructions are clear and accurate, and that the function and appearance of the Product remains unchanged after cleaning.

6.5.1 CARE LABEL CONTENTS

Care labels must be printed in Black text on White Polyester Satin Ribbon.

Fire Warnings must be printed in Red text on White Polyester Satin Ribbon– this should be in medium letters of 10 point upper case.

When requested by the Matalan Buyer, the Supplier must print the Care Label with a specific Matalan Brand Logo.

The Care Label will also contain:

- **Product Line Code number:** This number is found on the Purchase Order and must be printed clearly on the Care Label, as illustrated to the Supplier in the art work supplied by the Buyer. This is a 13 digit number;
- **Fabric composition:** This information must be correct and the details must correspond with the approved fabric test specifications. Fabric composition must be validated on all Product by a valid test report;
- **Home Laundering Consultative Council (HLCC) care instructions:** These must be correct for the fabric and end use of the Product. The Care Instructions must be agreed with the Technical Services Technologist and will be approved during the Red Seal Sample Process; and
- **Matalan Retail Ltd WN8 9TB;**
- Any relevant safety and legal warning statements.

The Matalan Buyer will send all relevant artwork for Branding to the Supplier.

6.5.2 CARE LABEL APPROVAL

The Supplier must send recommendations for the Care Label to Matalan after fabric testing and consultation with the fabric and component suppliers.

Care instructions must be discussed with the Matalan Buyer at product costing stage and must be compatible with the Product end use.

6.5.3 COMPONENTS

All trims and component parts of the Product must be compatible with the main fabric and must be tested to the same standard.

Products using different components and trimmings, especially if contrasting in colour, should be tested in finished form to check compatibility. Suppliers must note that failure of a contrast trim for dye fastness or shrinkage will result in Matalan rejection of the Product.

6.5.4 POSITION OF CARE LABELS

All textile Products must carry a Care / Composition Label.

The Matalan Buyer will provide instructions to the Supplier on where the Care Labels must be stitched into the Product or be printed on the Display Packaging when the Purchase Order is issued.

6.6 TESTING

All Products must fully comply with all applicable British and European legal requirements and standards.

6.6.1 HOMEWARE TESTING

It is the Supplier's responsibility to be aware of all current British and European Legal Standard requirements, relating to the type of Product that is being supplied to Matalan in order that the Product fully complies with all relevant British and European Standards.

The Supplier must ensure that the Product is subjected to all tests that will establish its suitability for the proposed end use and its compliance with legislation.

The following testing examples are not inclusive of all the testing requirements which must be undertaken by the Supplier and are provided as a guideline only:

- Saucepans must be tested for use on electric, gas and halogen hobs
- Crockery must be tested for metal release, for food products, to ensure it is Lead and Cadmium safe
- Lighting products must be tested to ensure they pass all legal and safety requirements
- Lampshades must have passed a flammability test

Copies of all of the relevant test certification must be submitted to Matalan with the Gold Seal Sample and Gold Seal Sample Documentation.

- During the Red Seal Process, the Technical Services Technologist may confirm to the Supplier the required test certificates that the Supplier must provide with the Gold Seal Sample.

6.6.2 TEXTILE ASSESSMENT SPECIFICATION

<p>For MATALAN Specification where this TEST is quoted, please use the care label wash cycle (Wascator) with ICE powder and Sodium perborate BSEN ISO 6330. Please quote colour change results with and without fluorescent suppressor. <u>Please see note 1</u></p>			
<p>APPEARANCE ASSESSMENT Test specimen should be compared to an unloaded specimen (garment) and assessed where relevant to the following parameters: The sample should be loaded with a multi fibre strip and results assessed as part of the assessment criteria - see assessment part S below.</p>			
	ASSESSMENT	SATISFACTORY	UNSATISFACTORY
A	Colour change / loss using Grey Scale assessment (BS EN ISO 105 A02) with the suppressor	4 or better	Less than 4
B	Cross staining i.e. colour transfer onto component parts (BS EN ISO 105 A03) with the suppressor	4-5 better	Less than 4 - 5
C	Fraying of fabrics and trims	Not frayed	Frayed
D	Detachment of fastenings and trims	Not detached	Detached
E	Spirality/twisting of seams. Calculate spirality using M02	Less than 5%	More than 5%
F	Grinning/opening of seams. Measure seam opening	4mm or less	More than 4mm
G	Pilling or fuzzing of surface fibres. Assess degree of pilling/fuzzing using BS EN ISO 12945-1 grades	4 or better	Less than 4
H	Pile loss or flattening of pile. Assess using Grey Scale	4 or better	Less than 4
J	Corrosion/Damage to trim(s) (including chipping/scratching of coatings	No corrosion/damage	Some corrosion/damage noted
K	Delamination of fused components	No delamination	Some delamination noted
L	Free running of zip fastening. Assess free running in both directions. Open and close open - ended zip fasteners	Runs freely in both directions	Does not run freely in both directions
M	Differential shrinkage of components/parts. Assess for distorting , wrinkling or twisting of components and/or puckering of seams	No Change(s) observed	Change(s) observed
N	Unravelling/breaks in stitching	No Unravelling/ breaks observed	Unravelling/breaks observed
O	Wadding has moved within casing (outer and lining) and / or migrated through case.	No movement or migration observed	Movement / migration observed
P	Print change / appearance / colour / embellishments etc	No less than 3/4 change	Less than 3/4 change
Q	Pile Fabrics - appearance for loss of pile	No Change(s) observed	Change(s) observed Quote
R	Other change(s) observed	No Change(s) observed	Change(s) observed Quote
S	Multi fibre strip to be added to wash, assess after both single washing and the full three washes. Assess using the grey scale	4 or better	Less than 4
T	Stability. Please note any changes in shrinkage or growth.	Woven -3% / +2% Knitted -5% / +3% Flat dry -8% / +3% tumble dry	Outside % guide lines
<p>Due to assessment being completed with IEC Detergent, any shade change noted after wash should be checked through a fluorescent suppressor to confirm if change is due to Optical Brightening Agents -OBA's - or a Dyestuff The report should state any change 1) With the Suppressor. 2) Without the suppressor. Results should be stated after the first wash, then after the third wash.</p>			

6.6.3 Safety requirements

MATALAN Technical Services Safety Requirements for Children's wear, babywear and where applicable, all other apparel, and toys where applicable.			
All garments must conform to the following requirements:-			
Code	TEST NAME	REQUIREMENT	INFORMATION / NOMINATED SUPPLIER LIST WHERE APPLICABLE
SR1	Pull test - BS 7907:2007- Buttons, Shank studs, press studs, poppers, rivets and decorative attachments with diameters as stated in the requirements. (decorative attachments need not be tested over three years.	Test to Destruction - No Detachment should occur - >3mm - <6mm = 50 Newtons >6mm = 70 Newtons Refer to B 5.2 for sample requirements and B6.3 / .7 for information to be recorded.	Buttons to conform to BS 4162 - 1983. Shank studs (metal components etc) - YKK, PRYM, Morito, Scovill and SN & Betts. Where the product being tested is an embellishment, this should conform to BS EN 14682:2007
SR2	Pull test - BSEN71 (part1)	Test to destruction - minimum 70 Newton's	If attachment is a button, this must conform to BS 4162 - 1983 and follow SR2A
SR3	Toy Testing: BSEN71 (parts 1,2 &3)	Pass	
SR4	Buttons to conform to BS4162 - 1983	Pass	Test to destruction
SR5	Zips to conform to BS3084 - 2006 (All zips sourced from an approved supplier do not require testing but must conform to the above standard.) If sourced from a non approved supplier, full testing must be completed - All zips must be non ferrous & Nickel Free - Open ended zips to be tested to BS 3084-2006 - Top stop retention.	Pass as per product.	YKK, YBS, Optilon, Slik, Albert/Tex, TIT, Ideal Fasteners, Zee, YCC & Huachang
SR6	Zip Pullers ; Twist torque test - BSEN71 (part 1) cl 8.3	Test 0.34N - m for 10 seconds	
SR7	Feathers - Asian feathers must not be used. Microbiological analysis report	Pass	Certificates Needed: Country of Origin Certificate / Fumigation Certificate/ Export Certificates
SR8	Sound Module - BSEN71 (part 1) Clause 8.28 (Determination of emission sound pressure level)	At distance of 30 maximum limit 115db	
SR9	AZO	Can be covered by Auditing	Supplier to hold report for random checks
SR10	CADMIUM	Can be covered by Auditing	Supplier to hold report for random checks
SR11	Restrictive substances	Can be covered by Auditing	Supplier to hold report for random checks
(1) - Please see guidance sheet for Attachment of poppers.			

6.6.4 PROMOTIONAL TESTING

CODE	PROMOTIONAL CLAIM	TEST	PERFORMANCE STANDARD	ADDITIONAL COMMENTS
PC1	SHOWERPROOF spray rating	BSEN 24920: 1992	grade 4 : original grade 3/4 : after wash	Confirm consistency of fabric finish, audit tests during production
PC2	WATERPROOF hydrostatic head	BSEN 20811:1992	Nil penetration, at 150cms of Water original & one care label clean	Seams must be tested, audit tests during production
PC4	WINDPROOF	BSEN ISO 9237 1995	0 litres/m2/sec original & after one care label clean	Product should be tested, audit tests during production
PC8	NON-IRON/EASY CARE	AATCC 124	Minimum requirement 4	For non iron promoted items

Notes

- 1 ALL items with a promotional swinger must be tested and meet the requirements as above, test reports to be submitted to Technical Services.
- 2 * Teflon Coated products with Teflon Promotional swingers must have certification to validate this claim.
- 3 EC Phthalates Directive 2005/84/EC, restricts the placing on the market of Phthalates in plasticized materials in Toys and Childcare articles. Please see Phthalate Directive / Requirement Sheet.

6.6.2 MATALAN CHECKS

Matalan reserve the right to carry out ad hoc testing to check Products against Matalan's accepted standards.

- The Supplier must note that the Supplier will be required to provide a contribution to Matalan for all tests which fail.

6.7 PRODUCT LABELLING**6.7.1 LABEL CONTENT**

The Buyer and Supplier will agree the Product Label and Display Card/Pack type, and the information to be printed on it, as part of the Red Seal Sample Process. The Supplier must not commence bulk printing of Product Labels and Display Cards until Matalan has provided full approval of the artwork, wording, format, etc.

Matalan will provide any supplementary artwork required, for the Supplier to use.

The content of any Product Label, or the information printed on the Display Card/Pack, will be Product specific and will be examined for accuracy and completeness by the Buyer and Technical Services Technologist during the Red Seal Process. It is the Supplier's responsibility to ensure that all mandatory markings and labelling are present on all Products and packaging.

If the Product Label is intended to be removed before use (e.g. swing ticket) it must state 'Retain for Future Reference'.

The CE Marking (where applicable) must be applied in the correct format required, once all relevant testing has been passed. The CE Marking must only be applied when legally required (i.e. if the Product falls under a new approach Directive).

The content of the Product Label may be of a legal, marketing or customer information nature.

The following examples are provided as a guideline only:

- Cooking knives must carry a printed warning on the Display Card that they are 'not to be sold to persons under the age of 16';
- Crockery may have Product Labels to declare it 'Dishwasher Safe' or 'Microwave Safe' (if applicable) – Crockery may have Product Labels to declare it not suitable for use in a dishwasher (if applicable);
- Candles must have a standard Candle warning;
- Lampshades must be labelled to state the maximum wattage permissible and the shape of the light bulb to be used with it

6.7.2 INSTRUCTIONS

Some Non-Textile Homeware Products require the following:

- Maintenance;
- Operating instructions; or
- Guides for self-assembly by the Matalan customer purchasing the Product

Whenever instructions are to be included with the Product or are to appear in any written form on the Display Pack, an exact copy must be sent to Matalan's Technical Services Technologist for review with both the Red Seal and the Gold Seal Samples.

All maintenance information, operating instructions and guides for self-assembly must be written in the English language and must be checked by the Supplier for correct content, spelling and grammar prior to sending to Matalan for approval. The Supplier must use diagrams (where possible) to improve clarity.

- They must be clear and comprehensive and all safety warnings, relevant to the product must be printed.

6.8 DIRECTIVES AND LEGISLATION

The following information regarding applicable directives, testing, best practices and legislation is provided to the Supplier as a guideline only and is subject to ongoing updates and amendments. The Supplier must note that the list is not exhaustive and there may be other requirements that apply or change. The Supplier has full responsibility on the awareness of directives, testing, best practices and legislation and must ensure that they are up to date with all relevant matters.

The Supplier must be aware, due to their own expertise and knowledge, as to which of the directives and testing requirements listed below are applicable to their Products. If the Supplier is in any doubt, they should always contact an accredited test laboratory in the first instance prior to contacting their relevant Technical Services Technologist.

6.8.1 DIRECTIVES

- Toy Safety Directive (as updated and amended)
- The General Product Safety Regulations.
- The Electrical Equipment (Safety) Regulations.
- The Directive on Waste Electrical and Electronic Equipment (WEEE)
- The Restriction of certain Hazardous Substances Directive (RoHS)
- The Plug and Socket Regulations.
- The Low Voltage Directive.
- The Trade Descriptions Act.
- The Cosmetic Product Safety Regulations (CPSR)
- Chemicals (Hazard Information Packaging for Supply) Regulations (CHIP).
- The Weights & Measures Act.
- CE Marking Directive (93/68/EEC).
- Radio and Telecommunications Terminal Equipment Regulations (R&TTE)
- The Firework Safety Regulations
- Personal Protective Equipment Directive (PPE)
- The offensive weapons act 1996
- Food imitation (safety) regulations 1989
- Nickel Directive (as well as any other relevant legislation concerning nickel content)
- Materials in contact with Food
- Plastic materials in contact with Food
- Ceramic articles in contact with Food

6.8.2 ADDITIONAL REQUIREMENTS (AS APPLICABLE)

- Weight accuracy testing
- Dishwasher compatability testing
- Microwave compatability testing
- Freezer compatability testing
- Heat resistance testing (as applicable)
- Water resistance testing
- Hob suitability testing
- Suitability assessment on ironing boards
- Appearance after washing
- Appearance after dry cleaning
- Glass vase thickness assessment
- Candle performance in use
- Stability on candle holders (as applicable)

- Safety Data Sheets (MSDS)
- Biological testing for liquid fill
- Colourfastness Testing

6.8.3 HAZARDOUS SUBSTANCES

It is a legal requirement that the materials used in consumer products and packaging, do not contain hazardous materials, or traces of them, above the limits specified in the relevant legislation.

Matalan expects Suppliers to be aware of all current legislation and directives regarding hazardous substances and Matalan recommend that all Suppliers test all Products regularly to ensure that the relevant laws are not contravened.

Medical research has shown the following substances to be potentially hazardous to human health:

- AZO DYES BLUE COLOURANTS AND PIGMENTS:
 - EU legislation prohibits the use of azo dyes and pigments, which can be cleaved to any of those aromatic amines prohibited under German Consumer Goods Legislation of 15th July 1994.
 - Any Product containing azo dyes or pigments, which may break down into the banned amines, must not be used.
- PENTOCHLOROPHENOL (PCP)
 - Pentochlorophenol is a chemical used as a preservative to combat mould growth. It is carcinogenic and can be absorbed by humans through skin contact.
 - Any product containing PCP must not be used.
- NICKEL
 - EU directive states that metal components, likely to come into contact with the skin, must not contain Nickel.
- FORMALDEHYDE
 - Formaldehyde levels must comply with all legislation relating to its use.
- CHROME V1
 - Chrome V1 must not be detectable in finished leather.
- CADMIUM
 - Must not be used.
- SPERM WHALE OIL
 - Must not be used.

6.8.4 BROKEN NEEDLE AND SHARP OBJECTS POLICY

The Broken Needle and Sharp Objects Policy is a requirement of Matalan for all manufacturers of any Product supplied to Matalan that incorporates at any stage in its manufacture; needles, pins, nails, screws or any item that may cause injury if inadvertently left in the Product.

In the event that the Supplier is not the manufacturer, the Supplier will be provided with a copy of this Policy and will provide an undertaking in writing to ensure that the manufacturer of any Products supplied to Matalan comply with the requirements of the Broken Needle and Sharp Objects Policy.

All Suppliers and/or manufacturers are required to take all precautions and measures to ensure the safety of the Product being manufactured and supplied to Matalan.

The Supplier and/or manufacturer will ensure that the requirements of the Broken Needle and Sharp Objects Policy will be met throughout every stage of the entire manufacturing process for Matalan.

The requirements of Matalan under the Broken Needle and Sharp Objects Policy include the following commitments of the Supplier and/or manufacturer:

1. To ensure that all machine operators will only be in possession of one needle at all times during the course of the manufacturing process.
2. Arrange for a nominated, responsible person e.g. the Manufacturing Supervisor, to assume full responsibility for allocating new machine needles as and when required, with a designated responsible person appointed to so act in their absence. The nominated person will be responsible for:
 - Safe keeping, distributing and accounting for all needle allocations.
 - Ensuring that all production in the affected area is ceased until such time as all pieces of damaged needle have been located.
 - Attaching all the pieces of broken needle into a record book recording details of the incident including the date, time, location, machine, machine operator and action taken.
 - Only issuing a replacement needle when they have recovered all the pieces of the damaged needle.
3. In the event of needle damage:
 - The machine operator will immediately cease their operation, and bring the matter to the attention of the nominated person.
 - The nominated person will then take prompt and efficient action in accordance with the requirements of point 2 above.

CHILDRENSWEAR AND OTHER CHILDREN'S PRODUCTS

In addition to the Broken Needle and Sharp Objects Policy, all completed Childrenswear and other Children's Products are required to pass successfully through a metal detection process before being supplied to Matalan.

SUPPLIERS AND/OR MANUFACTURERS MUST USE A COMPLETELY TACK AND NAIL FREE SYSTEM OF MANUFACTURE

6.9 FACTORY INSPECTION PROCEDURES**6.9.1 RECOMMENDED PROCEDURES**

The following details the requirements for the inspection report format that should be used when inspecting Product at the Supplier's factory prior to final shipment.

It is vital that a final inspection is carried out by the Supplier's Quality Manager or Supervisor of the factory for every individual Product style. The Supplier must record and file the inspection on an inspection report.

The Technical Services Technologist may request a copy of this report, and it will be the duty of the Supplier to provide a clear copy of the report in English.

Any quality issues or problems with the inspection must be relayed to the Technical Services Technologist immediately prior to shipment of the Product, and in such circumstances Product should not be shipped unless approved by Matalan.

6.9.2 PROCESS CONTROL

All Final bulk Inspections at the Supplier's factory must be carried out with the latest approved reference sample to hand. This is to ensure a properly controlled process has been carried out to achieve full product compliance. Particular attention should be made to colour and finish. A burnished finish Product is a good example of how critical it is to work with an original approved standard. Very often it is the small, seemingly insignificant, faults which can be put right easily in the Supplier's factory (such as incorrect stitch tensions or cotton ends) that are picked up in Matalan's stores as a major quality issues.

- **SUPPLIERS MUST ALWAYS REMEMBER THAT THEY ARE JUDGED BY THE STANDARD OF THE BULK PRODUCTION AND NOT BY THE QUALITY OF THE SAMPLES.**

6.10 SUPPLIER NON-COMPLIANCE CONTRIBUTIONS

As there are several critical factors throughout the Product sampling and sealing process for the Supplier's provision of Product to Matalan, it is essential that Suppliers clearly understand and provide increased focus to these factors.

Please refer to Section 13 Supplier contributions for Non Compliance, in section 13.1 there is a Full and comprehensive list of charges we will impose for Non Compliance. Where the Supplier fails to fully meet Matalan's requirements as stated.

The Supplier should refer to the Debit Note process in section 13.3 of the Supplier Manual to understand how contributions will be paid by the Supplier to Matalan.