



Quality Manual Hardlines

May 2021

Revision 13

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MRP Home reserves the right to update this manual at any given time. Suppliers to MRP Home will be notified accordingly

UPDATES EFFECTIVE IMMEDIATELY

AMMENDMENTS		
SECTION	DETAILS	STATUS
5.	Sustainability process and requirements: page 42 to 45	Updated
6.	MRP Home Technical pack: page 46	Updated

MANUAL SCOPE:

The purpose of this manual is to provide all new and current suppliers proper understanding of the minimum requirements of MRP Home Quality Assurance department.

In this manual a detailed brief will be given to all quality requirements from initial design, concept right through to post delivery.

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It is the supplier responsibility to ensure all products meet the MRP Home Quality standards and adhere to the buyer's specifications.

The supplier is responsible for compliance and must ensure their lead times and delivery dates are met.

General QA Requirements for Hards

- All compositions and secondary components must meet the buyer's specifications and MRP home quality standards.
- Functional parts and products must be fit for purpose and fully functional
- Safety and care requirements must be adhered to.
- Country of origin must be stipulated on all hard items including single stem flowers and novelty items.
- All softs as well as Hards in this category must comply with South African label legislation and must have the fiber composition, care instruction, country of origin and vendor/supplier code on a label or sticker
- Replenished goods/ core products must include a batch number and date of manufacture. Test reports such as fumigation must be submitted for every batch order.
- Approval of the proposed care instructions is dependent on the product end use.
- Please ensure that a handmade sticker is displayed on all handmade products.
- All product packaging must comply to the minimum requirements stipulated in the MRP Home Packaging Manual.
- Please note that stock buys, market stock and novelty items are not exempt from the requirements as set out in this manual, and need to comply as well. This includes test reports for applicable fabrications.

1.1 Décor items, candle holders and Vases (Glass, ceramic, resin, wood, alloy, metal, wax, sand)

1.1.1 Combustible candle holders will not be accepted or approved and are defined as objects that ignite and continue to flame for a period of five seconds or more when subjected to a flame and could result in serious injury or a safety risk.

1.1.2 Moisture content of wooden items must be between 8-14% at inspection stage to prevent cracking or mould

1.1.3 All Lanterns, candle holders, candle plates, oil burners must have the following warning/safety label



1.1.4 Hardware must not be rusted or tarnished

1.1.5 No sharp edges must protrude

1.1.6 Glass vases must be finished off properly and have smooth edges and have a smooth finish.

1.1.7 Glass candle holders must be tested for heat strength/ annealing properties.

Candle Glass Containers - Ignition of candle holder	ASTM F2179 or BS EN 15493	Annealing properties and Thermal Shock
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1.1.8 Glass containers or products should not be below the minimum spec of 2.5mm in thickness to reduce breakage risk.

1.1.9 All vases should be levelled and stand well balanced on flat surface and should have rubber feet on all corners where applicable.

- 1.1.10 Candle holder compositions, coating and components must be compatible to suit the end use of the product and not melt or peel during use.
- 1.1.11 All grouting should be of good quality and must hold mosaic tiles securely. There should be no residue.
- 1.1.12 All bases and components must be attached neatly and securely with a silicon based adhesive.
- 1.1.13 All joints must be neat and secure and there should be no visible adhesive on the surface
- 1.1.14 Product content, composition, secondary components and coatings must be colourfast and not peel, chip or crack
- 1.1.15 Product content, composition, secondary components and coating must not be made up of any toxic or harmful substances.
- 1.1.16 All coatings inside of vases must be water resistant/ water proof
- 1.1.17 All products and components must be fit for purpose
- 1.1.18 Functional items should have fully functional mechanisms
- 1.1.19 All softs décor/ fabric products must meet the general fabric performance requirements (see general QA requirements for softs).
- 1.1.20 All softs décor should still comply with South African label legislation.
- 1.1.21 Softs décor fabrications must be fit for purpose.
- 1.1.22 Handmade products- Please ensure that product displays a handmade sticker with the relevant care instructions.
- 1.1.23 Azo dyes:

Suppliers must ensure that Azo dyes are not used in any product delivered to Mr Price Home. Please ensure that dyers and finishers are aware that these are banned substances and are not to be used in any process.

The total maximum level of hazardous aromatic amines in articles in direct and prolonged contact with the skin should be no more than 30 mg/kg (which is 30 parts per million).

Hazardous aromatic amines should not exceed this limit

1.2. Candles

- 1.2.1 Candles wicks should be made from 100% cotton and should not contain lead.
- 1.2.2 Candles must meet the stipulated burning time and a warning sticker or label must be attached to it.
- 1.2.3 Ensure that label stating ingredients used are stipulated on all candles and diffusers.
- 1.2.4 Wick lengths should be maximum 13mm in length to avoid burning black smoke. All wicks to be 100% cotton.
- 1.2.5 Metal Tealight casing should be of suitable quality and should not crack or leak when in use.
- 1.2.6 Fragranced candles should adhere to the percentage required and fragrance specified by the buyer.
- 1.2.7 Ensure that all decorative components/material used on candles such as paint and glitter are not made from highly flammable ingredients.
- 1.2.8 Ethanol (methoxyethoxy) CAS no. 111 77 3 is banned and no trace of this should be found on any candle item.
- 1.2.9 Label requirements for Poland candles are as per below
- 1.2.10 All diffusers and candles should be accompanied with a MSDS report
- 1.2.11 All candles should have the below warning/safety details printed which includes the pictogram. Please refer to the care manual for a clearer copy



Candle's basket of tests

Tests	Test method	Tolerance/ standard
Candles: EU requirements Percentage of Wax Spilled Melting Point Test Flashing Point Test Fabric Content on Wick Lead content Total Burnt Time	Chemical analysis (content, wick & coatings) Soot Release EN15426 Candles – Product Safety Labelling EN 15494 Burning Safety EN15493	should not contain lead in a quantity greater than 0.06% label compliance

1.3 Frames/ Mirrors/ Wall art / Clocks (Glass, ceramic, resin, wood, alloy, metal, composite board)

- 1.3.1 Glass/ frames/ mirrors: minimum spec is 2.5mm (to prevent breakage risk)
- 1.3.2 All corners and joints must be neat and secure; all gaps must be neatly filled.
- 1.3.3 **Moisture content of wooden items must be between 8-14% at inspection stage to prevent cracking or mould**
- 1.3.4 The visibility of staples and joints must be concealed. Ensure that all staples and joints are securely inserted and that there are no sharp parts protruding.
- 1.3.5 All backing boards must fit securely into the back-window frame
- 1.3.6 Multi window frames- dividers must be attached neatly and securely
- 1.3.7 All stands and hanging hooks must be securely attached and the size of attachments must be appropriate and proportionate to the size of the frame.
- 1.3.8 Hinges, hooks and stands should be fully functional and evenly spaced
- 1.3.9 Heavier frames- a ribbon/cord should be attached between the frame and the stand for extra support.
- 1.3.10 Hardware must not be rusted or tarnished.
- 1.3.11 Declaration certificates must be provided for MDF/ composite board products where fumigation is not required.
- 1.3.12 All artwork to have labels stating handmade/painted – variations may occur
- 1.3.13 **All mechanisms on clocks are subject to approval at fit stage**
- 1.3.14 **Mechanism 5168 Sangtai is not to be used on any clocks due to it being a problematic mechanism**
- 1.3.15 **Ensure that all clocks without covers have suitable protection for the needles to retain its shape and functionality.**

1.4 Electrical Lighting and appliances, Gadgets

1.4.1 Products must be submitted with valid approved lab report and supplied with a compliance certificate or letter of authority (LOA) from a local regulator. All Reports must conform to the test standards of the country it will be exported to i.e. Poland and Australia. An LOA from the NRCS is required for all electrical goods sold in South Africa.

1.4.2 All items to have a label/ marking plate with the following compulsory information stipulated on them; model numbers, rating information and supplier name. A CE logo is compulsory for items exported to Poland. Ensure that labels are stuck securely.

1.4.3. Standard bulb fittings on lighting requirements:

- All desk lamps, standing lamps/bases, bedside lamps and chandeliers should have an E14 bulb fitting.
- E14 fittings are used in all our trading countries; Poland, Australia and South Africa.
- B22 fittings can only be used in south Africa and Australia.
- E27 bulb fitting can **only** be used on standing desk lamps that are sold with the shades – lamp sets
- All hanging Pendants that are sold without the bulb fittings should have a ring size that accommodates an E27 bulb fitting only.
- The inner diameter on a pendant ring must be minimum 40mm (4cm)



- All hanging pendants sold with the bulb fitting must have an E27 fitting.
- The thread run on all bulb fittings should be a minimum of 13mm. picture below



1.4.4 Requirements on lampshades:

- The inner diameter of the ring on shades should be 30mm (3cm).
- The thickness of the bulb fitting ring on all shades should be maximum of 2.20mm.
- Excess lips on rings (>2,5mm) will not be accepted as per image below.



- 1.4.5 All bulb fittings must be securely attached to bases using a metal connector – plastic connectors will not be accepted
- 1.4.6 Felt, rubber anti-skid, anti-scratch pads underneath bases must be evenly and securely bonded down.
- 1.4.7 Ensure that felt/rubber anti-skid/ scratch should be a minimum of 3mm in thickness.
- 1.4.8 Ensure that all adjustable screws and springs on standing dome lamps are fit for purpose and of acceptable quality standard.
- 1.4.9 O-rings used on chandeliers must be stainless steel
- 1.4.10 Thickness of O-rings should be a minimum of 0.60mm, weighing a minimum of 00.10grams
- 1.4.11 Ensure that all assembly components are included inside packaging i.e hooks for pendants, screws and Allen keys.
- 1.4.12 All pendants and chandeliers to be supplied with electrical connector blocks included.
- 1.4.13 All goods delivered in knock down format (customer to self-assemble) to be accompanied by clear assembly instructions, in English, with the MRP Home logo inserted at the top of the page.

Assembly instructions to be submitted to MRPH QA for approval at sample stage.

1.4.14 Ensure that instruction manuals are included were applicable.

1.4.15 LED lighting:

All LED lights to be accompanied by a test certificate.

Battery operated LED lights (string, Christmas etc.) and clocks to be accompanied by EMC test report. (CE)

1.4.16 Test requirements for lighting

SOUTH AFRICA	EU POLAND	AUSTRALIA	ROHS (EU) 2011/65/EU
IEC60598-2-4 :1997, 2014	EN60598 -2-4: 1997, 2015	AS/NZS 605982-4: 2005, 2013	IEC 62321-3-1 :2013, 2015, 2017

1.4.17 All light bulbs must be accompanied with a test report.

1.4.18 Light bulbs must have the energy saving packaging requirements.

1.4.19 Lava lamps/snow globes:

- All liquid /wax used in lava lamps must be non-toxic. An MSDS report (material data safety sheet) must be accompanied with these lamps.
- Ensure that the caps used to enclose this liquid is tightly sealed. These caps should be child proof.

1.4.20 electronic gadgets that can be plugged into an adapter point or charged such Power banks, electrical pumps, Bluetooth speakers must be accompanied with a EMC test report or CE certificate.

1.4.21 Standard plug type for SA and Poland is type C. Plug type for Australia is plug type I

1.5 Kitchen and Bar

- 1.5.1 All product in this category must be non- toxic
- 1.5.2 Product content, composition, secondary components, finish and coating must not be made up of any toxic or harmful substances and all specifications declared.
- 1.5.3 Product in contact with food or heat must be submitted with a non-toxic or foods safety report e.g. coated cookware etc.
- 1.5.4 All products must display care and safety instructions if necessary e.g. kids cutlery, cookware, crockery etc.
- 1.5.5 Kitchen and bar products must be fit for purpose and fully functional
- 1.5.6 Hardware must not be rusted or tarnished
- 1.5.7 Steel/ Glassware must have smooth edges and a smooth finish and not protrude any sharp points or edges.
- 1.5.8 Cutlery and knives: Steel grades must be specified and composition
- 1.5.9 Moisture content of wooden items must be between 8-14% at inspection stage to prevent cracking.

1.6 Tests required for food contact items

1.6.1 Ceramics (EU Regulation 1935/2004)

Leachable Lead Cadmium content - EU 84/500/EEC, 2005/31/EC

Declaration of compliance, also stating the results of Lead and Cadmium Test

Ceramics declarations also require the factory's TARIC additional code on the document

1.6.2 Glassware (EU Regulation 1935/2004)

Declaration of compliance

1.6.3 Metal (EU Regulation 1935/2004)

Surface coatings/ finishes to be tested based on composition

Declaration of compliance

1.6.4 PP/ PE Polypropylene/ Polyethylene (EU Reg 1935/2004, Reg (EU) No 10/2011)

Food Contact Materials - Sensory Test

Overall migration

Specific migration of Heavy metal

Specific migration of Primary Aromatic Amines

Total phthalate

BPA (bisphenol A) if applicable

Declaration of compliance

1.6.5 Rubber/Silicone (EU Reg 1935/2004, Reg (EU) No 10/2011)

Food Contact Materials - Sensory Test Global migration

Overall migration

Specific migration of Heavy metal

Migration of Primary Aromatic Amines

Migration of N-nitrosamines and N-nitrosatable substances

Declaration of compliance

1.6.6 **ABS/AS** (EU Reg 1935/2004, Reg (EU) No 10/2011)

Food Contact Materials - Sensory Test

Overall migration

Specific migration of Heavy metal

Migration of Primary Aromatic Amines

Special migration of acrylonitrile and colour

Total phthalate

BPA (bisphenol A) if applicable

Declaration of compliance

1.6.7 **Melamine (Incl. Eco Bamboo containing Melamine, Urea or Formaldehyde based resin)** (EU Reg 1935/2004, Reg (EU) No 10/2011)

Food Contact Materials - Sensory Test

Overall migration – EU 2016/1416

Specific migration of Heavy metal

Specific migration of Formaldehyde (Commission Regulation (EU) 2015/174)

Specific migration Melamine (Commission Regulation (EU)1282/2011)

BPA (bisphenol A) if applicable

Declaration stating the results of PAA and Formaldehyde tests (Regulation EU no 284/2011)

1.6.8 **Polyamide (Nylon)** (EU Reg 1935/2004, Reg (EU) No 10/2011)

Food Contact Materials - Sensory Test

Overall migration

Specific migration of Heavy metal

Migration of Primary Aromatic Amines (Polyamide)

Specific migration of Formaldehyde (Melamine)

BPA (bisphenol A) if applicable

Declaration stating the results of PAA and Formaldehyde tests (Regulation EU no 284/2011)

1.6.9 **Epoxy derivatives/ coatings** (Regulation (EC) 1895/2005)

Bisphenol A-diglycidyl ether (BADGE) – limited

Bisphenol F-diglycidyl ether (BFDGE) – prohibited

Novalac glycidyl ether (NOGE) – prohibited

1.6.10 **Non-stick cookware coated with PTFE** (Regulation (EU) 2017-1000 Amending REACH Annex XVII)

PFOA < 25 ppb (PFOA) or < 1000 ppb (PFOA-related substances)

1.6.11 **Woodenware/ bamboo** (EU Reg 1935/2004)

Surface coatings (plastics) to be tested according to Reg (EU) No 10/2011

Declaration of compliance

Please note this is not a definitive list – we suggest asking factories to get advice from their testing partners/ labs insofar the constituent materials may be affected by EU regulation 2004/1935/EC and its corrections and amendments.

In addition to EU regulation 1935/2004/EC, plastic goods are also governed by Regulation (EU) No 10/2011 and its corrections and amendments.

If uncertain, please contact the European Food Safety Authority

<http://www.efsa.europa.eu>

*** The test requirements as set out above apply to kids and novelty items as well**

As new fabrications are developed continuously, and the various combinations of raw materials and/or fabrications are too numerous to mention specifically it is

important to note that is the supplier's responsibility to prove Food Contact items are safe for use.

1.6.12 Declaration of compliance -

The regulations require that the written declaration of compliance for food contact materials contain the following information:

- the identity and address of the business operator issuing the DoC;
- the identity and address of the manufacturer or importer
- the identity of the food contact materials
- the date of the declaration
- information about the compliance of substances subject to any restriction or specification
 - eg Lead and Cadmium in the case of ceramics
- specifications on the use of the material or article, such as:
 - (i) type or types of food with which it is intended to be put in contact;
 - (ii) time and temperature of treatment and storage in contact with the food;
 - (iii) ratio of food contact surface area to volume used to establish the compliance of the material or article;
- Ceramics declarations also require the factory's TARIC additional code on the document
- Where the factory's item numbers differ from those of MRP Home, the declaration needs to clearly state that the tested items are those that appear on the declaration.

1.7 Kids and baby toys

1.7.1 All product in this category must comply with the European safety directive and be tested.

EN-71 including; -

Part 1: mechanical and physical properties,

Part 2: flammability

Part 3: Migration of certain elements (see point 3.7.2 below)

1.7.2 All product in this category must be non- toxic and tested. Product content, composition, secondary components and coating must not be made up of any toxic or harmful substances. Coated toys must be tested and should not contains lead or other heavy metals more than the following levels:

- 90mg/kg of lead
- 25 mg/kg of arsenic
- 60 mg/kg of antimony
- 75 mg/kg of cadmium
- 500 mg/kg of selenium
- 60 mg/kg of mercury
- 60 mg/kg of chromium
- 1,000 mg/kg of barium

1.7.3 Balloon blowing kits cannot contain the chemical benzene in the synthetic substance.

1.7.4 Products must display care and safety instructions.

1.7.5 Toys must have age appropriate labelling

1.7.6 Plastic toys for kids under 3 must be DEHP, DBP, BBP, DINP, DIDP and DNOP free. (standard to be used- ISO 8124-6:2014 Safety of toys -- Part 6: Certain phthalate esters in toys and children's products)

- 1.7.7 Toys for kids under 3 must pass safety standard ISO 8124.1:2002 (safety aspects related to mechanical and physical properties)
- 1.7.8 Projectile toys must pass safety standard ISO 8124.1:2002 (safety aspects related to mechanical and physical properties)
- 1.7.9 Aquatic toys must be permanently marked with a warning/safety notice. Please refer to the MRP home QA Care Manual for these requirements.

Baby and Kids toys basket of tests

Tests	Test method	Tolerance/ standard
mechanical and physical properties, Part 1: Flammability Part 2: Migration of certain elements Part 3:	EN-71 including; - Part 1, Part 2 & Part 3	Part 3: 90mg/kg of lead 25 mg/kg of arsenic 60 mg/kg of antimony 75 mg/kg of cadmium 500 mg/kg of selenium 60 mg/kg of mercury 60 mg/kg of chromium 1,000 mg/kg of barium
Phthalate	EN 14372 (Harmful/ prohibited plasticizers in kids' plastic products DEHP, DBP, BBP, DINP, DIDP & DNOP)	< 0.1 %

1.7.10 Kids crockery, cutlery etc. indented for human food contact use must comply to food contact standards in kitchen and dining

1.8 Storage

1.8.1 General make up must be good, no warping or cracks are accepted

1.8.2 All joints must be neat and secure and there should be no visible adhesive on the surface

1.8.3 Hinges, hooks and stands should be fully functional and storage boxes must open with ease.

1.8.4 Lids must fit neatly, evenly and securely – please use metal stays if hinges do not offer support.

1.8.4 Hardware must not be rusted or tarnished

1.8.5 Hand-made products- Please ensure that product displays a handmade sticker

1.8.6 Lids of trunks must have hinges that hold the lids up securely

Example below,



1.9 Dispenser, Soap dish, Tumbler, T-brush holders

1.9.1 Items made from ceramic/stone must not absorb water

1.9.2 No glazing of the threads. Suggest using plastic threads

1.9.3 Straw must reach the bottom

Toilet brush

1.9.4 Handle must have anti-rust finish

1.9.5 Handle must be secure and bristles must not fall out.

Soap dish and caddy

1.9.6 Must not absorb water

1.9.7 No cracks, chips and scratches

Chrome caddy, soap dish

1.9.8 Suction cups must be functional and screw able suction must have user guides

1.9.9 If made from stainless steel the grade must be specified

1.10. Safety standards- Hot water bottle

Hot water bottles must comply with the British Standard 1970:12 that seeks to establish minimum specifications for safe hot water bottles and deals with their physical properties (such as the thickness of the material from which they are constructed), their performance when subjected to tests for strength and leakage, and labelling to provide consumers relevant information concerning their usage.

Please ensure that the bags for hot water bottles have a centre opening

NB: Please find the warning tag for hot water bottles in the MRP Home Care Manual.

Hot water bottles basket of tests

Tests	Test method
Hot water bottle - Safety standard	British Standard 1970:12

1.11. Fur, Sand, shells, stones, feathers, wood, dry flowers and natural products e.g storage baskets must be treated to prevent pest contamination

1.11.1 Real Fur

MRP home division do not accept products containing real fur.

1.11.2 Faux Fur

MRP Home requires that all products containing faux fur must have a label that states “Faux Fur” and the fiber composition must be declared on the care label.

1.11.3.1 Plumage/ Feather and Down products

Plumage products must be verified and be regulated by the International Down and Feather Bureau (IDFB).

Vet certificate must be submitted for every shipment.

MRP Home requires the Non- Live –plucked guarantee. This certificate/declaration must be valid for the period/ season in which the products trade within stores.

1.11.3.2 sea shells

Only shells that are farmed may be used on products

Vet/Fumigation certificate must be submitted for every shipment containing wood, dry flowers, shells, sand, stones, feathers

Certificates must include:

- The type of treatment used
- The type of chemical used
- The Concentration of the chemical used
- The duration of treatment expressed in hours
- The minimum ambient temperature during the treatment expressed in Degrees C (Celcius) or Degrees F (Fahrenheit)

- Numerical Link – It is essential that the treatment certificate can be linked to the cargo & AQIS will permit the numerical link in such formats as a bill of loading number, a commercial invoice number, marks & numbers, a packing list number, a preferential tariff certificate number or a container number.

1.12. Bin and Cleaning

1.12.1 Steel grade/quality of bins must be stated on QA reports. Ensure consistency of the quality throughout all batches.

1.12.2 Ensure that press pedals are attached securely and are correctly aligned.

1.12.3. Ensure that lids open and close with ease.

1.12.4 Ensure that lids are correctly aligned – must it flush when closed.

1.12.5 All adjustable brooms and cleaning brushes must be secure when adjusted as required and should adjust with ease.

1.12.6 ensure that all bristles on brooms are securely attached.

1.13 Fumigation certificate requirements for natural products (wood, timber, bamboo, Rattan, Seagrass).

All high risk natural fabrications to be fumigated prior to packing, and then in the container before shipping as well.

This will include raw wood, dried plant materials and wooden handicrafts made from air-dried timber.

The consignment must be fumigated prior to application of plastic wrapping or plastic wrapping in the consignment conforms to AQIS wrapping and perforation standard as found in the AQIS Methyl Bromide Fumigation Standard.

Please ensure the MRP Home item numbers appear on the fumigation certificate.

a) Prescribed minimum concentration of Methyl Bromide (CH₃Br) for various temperatures

- 48 g/m³ (3 lbs / 1000 cu ft) for 24 hours at minimum of 21 deg C (70 deg F) or above
- 56 g/m³ (3.5 lbs / 1000 cu ft) for 24 hours at minimum of 16 deg C
- 64 g/m³ (4 lbs / 1000 cu ft) for 24 hours at minimum of 11 deg C
- 72 g/m³ (4.5 lbs / 1000 cu ft) for 24 hours at minimum of 6 deg C
- 80 g/m³ (5 lbs / 1000 cu ft) for 24 hours at minimum of 1 deg C

b) Fumigation packaging requirements- Wooden Packaging

It is suggested that all wooden packaging material, including cases, pallets, crates, skids or pallet cartons with wooden skids be made from treated timber or the consignment fumigated before shipment.

c) Prohibited packaging

Materials include straw, bamboo, peat, hay, chaff, etc.

d) Manufacturers declaration for above mentioned items ;

A manufacturers process declaration must be accompanied along with the fumigation report. This is the detailed breakdown/steps showing the process that the wood went through before final make of the item. i.e drying, treatment , cleaning, cutting etc

1.14 Mandatory Safety Warning

All poly-bags must be marked with this safety warning, printed in black and in a font size that is at least 20-points. The warning label is required to be in English.

**WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS
BAG AWAY FROM BABIES AND CHILDREN. THIS BAG IS NOT A TOY**

2.	MR PRICE HOME APPROVED LABORATORIES	UPDATED
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2.1 SGS international laboratories

www.sgs.com (hards and softs goods testing)

2.2 Intertek laboratories- International

www.intertek.com (hards and softs goods testing)

2.3 Asia Inspection laboratories

Labtesting@qima.com (hards and softs goods testing)

Asia Inspection- (South Africa-KZN) (softs goods testing only)

Nivash.Pillay@asiainspection.com

Reports@qima.com, Quality@qima.com

2.4 Fabric Testing Solution laboratory- (South Africa-KZN) (softs goods testing only)

Contact details: William Mc Mullan (Technical manager)
william@ubtex.co.za

Address: 288 Jan Smuts Highway
Mayville 4091
Durban, Natal
South Africa
T +27 31 203 0440
C +27 82 333 8988
www.fabrictestingsolutions.co.za

2.5 Advanced Textile Solutions (ATS) laboratory- South Africa-KZN (softs goods testing only)

Contact details: Mthoko Sangweni
msangweni@gelvenor.co.za
031 736 8029

2.6 NRCS_Durban

Tel. 031 533 6700

The Quality Assurance guidelines below have been developed to ensure that a standard approach to the seal system is adopted.

(NOTE: The below procedures are based on only fashion merchandise. All core merchandise will be sealed annually with the necessary reports.)

Fashion seals to be updated every 6 months and Core once a year.

3.1 Appraisal guidelines

- Timely submissions are requested to prevent delays. Appraisal samples should be submitted within 30 days after orders have been placed.
- The supplier must adhere to the specifications agreed with the buyer at order placement stage. These specifications must be recorded on the QA appraisal report/ electronic workbook.
- Samples must be well constructed and submitted in the correct sample size to prevent delays with resubmissions.
- Delivery and shipment dates must be specified on the QA appraisal reports.
- For locally produced goods: **Specify delivery date**
- For imported goods: **Specify shipment and delivery date**
- The electronic workbooks must be comprehensive and include all technical reports/ certificates and submitted with each sample.

3.2 The MRP Home QA division requires 2 sets of samples.

3.2.2 Appraisal sample.

The first sample is the appraisal sample. One sample is required for each style. If approved this sample becomes the benchmark for bulk production. This sample must be accompanied by an electronic workbook when it is submitted to the Quality Assurance department.

The QA technologist will take ownership of this sample during the appraisal process. The specifications will be checked and compared against the appraisal sample and approved by the Quality technologist.

It is the supplier's responsibility to ensure all order information, critical product specifications, testing and compliance information and packaging requirements are completed on the electronic workbook. The test report must be accompanied by a guarantee letter.

The colour and design will be documented and approved by the buyer.

Quality, functionality and performance will be approved by the QA technologist.

3.2.3 The Pre-production sample

The Pre-Production sample is an exact representation of the bulk. Two samples must be submitted for sealing. One sample is for the buyer/ QA and the second sample is sent back to the supplier with the electronic workbook once sealed.

The samples are required at least 30 days prior to shipment for all products that are shipping from a country other than South Africa.

The samples will be sealed with a red seal tag.

The seal number will be recorded on the electronic workbook.

For the PP sample to be approved a max number of fault comments are allowed: 2 minor faults and no major faults or else referred to management for approval.

Once the pre-production sample is approved or rejected, the quality technologist will forward the electronic workbook to the supplier.

The Pre-production sample (DI orders only)

One sample must be submitted for sealing (scatter cushions are the exception; 2 samples are still required for sealing due to the filling process).

The electronic workbook must be made available to Asia Inspection to carry out the bulk inspection which will be based on the International AQL Levels (see section 7).

Suppliers are requested to book Asian Inspection themselves once the PP sample is sealed. The bulk is inspected by Asian Inspection before orders are ready to be delivered to port. Packaging requirements are also inspected at this point.

Asian Inspection submits the bulk inspection report to the MRP Home Quality department for final approval. Only once approval has been given by the MRP Home Quality department may orders be shipped.

AI will release the shipping certificate once the inspection report is approved.

3.3.1 Customs and Tariffing

All import and export commercial transactions require commodities on Customs declarations to be classified according to an appropriate tariff heading.

The Quality Technologist will apply a tariff code during the seal process based on the composition and functionality recorded on the electronic workbook.

Tariff classification code is directly linked to the rate of duty payable on that commodity.

Classification operates as part of the internal Harmonised Commodity and Coding System, under the WCO, Harmonised System Convention.

Tariff classification of goods is one of the more complex issues under the Customs and Excise Act. Tariff classification relates to the proper classification of goods within the Harmonised Commodity Description and Coding System (tariff book). The tariff book indicates the normal customs duties (Schedule No 1, Part 1), excise duties (Schedule No 1, Part 2A), ad valorem duties (Schedule No 1, Part 2B), anti-dumping duties (Schedule No 2, Part 1) and countervailing duties (Schedule No 2, Part 2) that would be payable on importing goods into South Africa. Tariff classification of goods also determines the necessity for import control permits, the rules of origin obligations, and the applicability of any customs rebate provisions.

The World Customs Organisation (WCO) issued the general rules of interpretation that are used as a guide in the correct classification of goods. It is crucial for an importer to have sufficient knowledge of these rules to ensure the correct classification of imported goods. It is important to ensure that an importer has a proper description of goods before the goods are imported into South Africa as the tariff code identified has to be inserted on the customs declaration. The customs duties and VAT payable will be calculated based on the rate of duty dictated by the specific tariff code. Failure to correctly classify goods within the tariff book could result in either under or over payment of Customs Duties and Value-Added Tax (VAT) on importation.

4.1 MRP Home AQL (Acceptable Quality Level) Process

Suppliers must contact the QA department or the approved outsourced third party inspector 48 hours prior to the inspection date required in order to book their audit.

Bulk inspection-This can be requested when at least 80% of the order is in finished goods form and packed.

Using the ISO 2859 table (also known as AQL/ Acceptable quality Level tables) the sample size will be determined using the Table A below.

To ensure the effective use of QA time, general inspection level 1 is used in determining the sample size.

Table A

SAMPLE SIZE CODE LETTERS							
Lot size	General Inspection levels			Special Inspection levels			
	I	II	III	S1	S2	S3	S4
2 to 8	A	A	B	A	A	A	A
9 to 15	A	B	C	A	A	A	A
16 to 25	B	B	D	A	A	B	B
26 to 50	C	D	E	A	B	B	C
51 to 90	C	E	F	B	B	C	C
91 to 150	D	F	G	B	B	C	D
151 to 280	E	G	H	B	C	D	E
281 to 500	F	H	J	B	C	D	E
501 to 1200	G	J	K	C	C	E	F
1201 to 3200	H	K	L	C	D	E	G
3201 to 10000	J	L	M	C	D	F	G
10001 to 35000	K	M	N	C	D	F	H
35001 to 150000	L	N	P	D	E	G	J
150001 to 500000	M	P	Q	D	E	G	J
500000 and over	N	Q	R	D	E	H	K

Table B

		SINGLE SAMPLING PLANS FOR NORMAL INSPECTION																							
Sample size code letter	Sample size	Acceptable quality levels (normal inspection)																							
		0,065		0,1		0,15		0,25		0,4		0,65		1,0		1,5		2,5		4		6,5			
		Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re
A	2																								
B	3																								
C	5																								
D	8																								
E	13																								
F	20																								
G	32																								
H	50																								
J	80																								
K	125																								
L	200																								
M	315																								
N	500																								
P	800																								
Q	1250																								
R	2000																								

↑ Use first sampling plan below arrow. If sample size equals, or exceeds, lot or batch size, do 100% inspection.
 ↓ Use first sampling plan above arrow.

Ac Acceptance number
 Re Rejection number

Items are checked that they are packed correctly and that the ratio corresponds with the pre-pack ratio.

Items are checked for appearance and then compared to the sealed sample.

All critical measurements are measured and then compared with the spec sheet.

A tolerance will be allowed

Four items per size are to be measured.

If the measurements are not within tolerance more items should be measured. Items are then checked for quality.

When an order fails 100% inspection could be requested and a re-audit must be booked with the QA department or approved third party inspector.

4.2 Minor and Major faults

Minor and major faults are recorded. Minor faults are not likely to reduce the usability of the product for its intended purpose. A minor fault is none the less a workmanship defect beyond the defined quality standard.

These include, but are not confined to the table of minor faults.

A major fault is any defect, excluding critical defects that is likely to reduce the usability of the product. Major defects are listed in the table below but not limited to the list.

4.3 Defect Classification List

SOFTS/ TEXTILES	MINOR	MAJOR	CRITICAL
Out of tolerance 1cm (cotton and poly cotton)		yes	
Out of tolerance 2cm (100% polyester or synthetic fabric)			
Underweight 5% (towels bath mats etc.)		Yes	
Non- conformity to lab reports Lab report recorded on appraisal			Yes
Continuous slubs / barre		Yes	
Prints out of registration /misprint		yes	
Shading (degree)	yes	yes	
Oil stains	yes	yes	
Puckering / pleating on seams	yes		
Twisting / roping on seams		yes	
Broken thread /missed stitch in 2 cm length	yes		
Needle damage / fraying		yes	
Broken thread / irregular stitch size/unraveling stitches	yes		
Seam slippage		yes	
Press studs / buttons not lining up or balancing	yes		
Thread / trims not as matching colour		yes	
Embroidery uncleaned	yes		
Uneven hems / dipping	Yes		
Kirsch tape not tied at ends	yes		
Incorrect wash care labels	yes	yes	
Kirsch tape not in correct place/must be tied at ends	yes		
Over pressed/ impressions		yes	
Loose threads	yes		
Non-conformance on Packaging / label markings		yes	
Needles and staples			yes

**A Q L: 4.0 MINOR
2.5 MAJOR**

HARDS / FRAGILES	<u>MINOR</u>	<u>MAJOR</u>	<u>CRITICAL</u>
Glass			
Discolouration / shading		yes	
Pithed / cracks/ streaks/ chips		yes	
Recycled bubbles	yes		
Incorrect size / colour/ weight	yes	yes	
Ceramics			
Not heat sealed properly		yes	
Pithed/ cracks/chips	yes		
Leakage i.e. cups /mugs /jugs		yes	
Registration of decal/ print	yes		
No microwave / dishwasher sticker	yes		
Sizing of plates etc. (1cm tolerance)	yes		
non- conformity to EU 84/500/EEC, 2005/31/EC			yes
Natural Products			
Grass or wood not treated poor finish		yes	
Sizing 2cm tolerance length and depth	yes		
Rust / oil / mold stains	yes		
Weave inconsistent loose	yes	yes	
Not secure at corners and handles	yes		
Fumigation Certificate Outstanding		yes	
Lamps shades			
2 cm tolerance length/width	yes		
Non-compliant S A B S or I E C			yes
Kitchen utensils			
Rust		yes	
Non-compliant (pots /appliances electrical		yes	
Non-conformance on Packaging / label markings		yes	
Poorly packaged/ broken cartons		yes	

A Q L: 4.0 MINOR
2.5 MAJOR

KIDS TOYS	MINOR	MAJOR	CRITICAL
Soft Toys			
Factory to be compliant		yes	
Label stating inner & outer composition			
Label also to have CE indicator		yes	
Under Weight 3% (Soft Toys)		yes	
Non- conformity to sample (degree)	yes	yes	
Loose parts (safety risk)		yes	yes
Any safety risk/ needle/ staple			yes
Hard Toys			
Non conformity to EN71 or SANS 8124			yes
Non conformity to sample (degree)		yes	
Assembly instructions (none)		yes	
Non conformity to Non – Toxic report			yes
Loose parts (safety risk)		yes	yes
Packaging / markings	advise	advise	
Poorly packaged/ broken cartons	yes	yes	

A Q L: 2.5 MINOR
1 MAJOR

Recording results

Once the auditor has completed the audit on the sample as determined above, the auditor will tally the total number of major and minor faults in order to ascertain whether the order can be accepted or whether it will be rejected. The thresh hold to determine whether an order has passed or failed will be determined by:

SOFTS

AQL 2.5 for major faults and AQL 4.0 for minor faults

HARDS

AQL 2.5 for major faults and AQL 4.0 for minor faults

KIDS TOYS

AQL 1.0 for major faults and AQL 2.5 for minor faults

Where the rejection number is the acceptance plus 1.

By example on an order of 6000 units, the sample size will be 80 units. The acceptable number of major faults will be 7 with 8 faults causing the order to be rejected. The acceptable number of minor faults will be 10 with 11 minor faults constituting a rejection.

Re-inspection

All Suppliers are to note that only one re-inspection will be allowed per order and to ensure the effective use of QA time, inspection level 2 will be used in determining the sample size. The larger sample size will allow us to draw better conclusion on the order. It is the supplier's responsibility to ensure that all correctable faults are corrected and non-correctable faults are removed from the order prior to re-inspection.

Quality Audit Process for locally manufactured goods:

Local manufactured Goods in South Africa:

- a) The supplier shall contact the MRP Home QA department or the approved outsourced third party, 48 hours prior to the inspection date required to book their audit
- b) MRP Home may appoint a third party agent or representative to inspect the order, to ensure that the quality of the bulk meets MRP Home's quality requirements. The Supplier shall be liable for any additional costs if the audit is beyond the AQL and a re-inspection is required; or if any order is not available for inspection by the prescribed date set out in clause a.
- c) Insofar as MRP Home elects to exercise its right under clause (b) to inspect the goods, only QA passed goods may be shipped by the supplier.
- d) Packing and packaging requirements are stipulated on each order copy. Ownership rest on each supplier to ensure that the merchandise is securely packed and meets the minimum packaging requirements.
- e) The supplier must ensure that a clean table with sufficient lighting is available. The area must be clean and clear of clutter for audits to be conducted efficiently.
- f) The MRP Home QA auditor will pick boxes at random and mark them based on the quantity on the AQL table. Packaging requirements are also inspected at this point and should comply with the MRP Home minimum packaging requirements
- g) If the audit is successful, the order status is updated immediately on the system and the supplier can now deliver to the Distribution Centre
- h) If the audit is unsuccessful, the auditor will highlight the faults found to the supplier. At this stage a rejection of the audit is entered into the system. The MRP Home QA department will discuss the order with the MRP Home QA department

and buyer and advise recommendations.

- i) If any orders rejected/ failed goods are delivered by the supplier without written permission from MRP Home, then without prejudice to any other rights which MRP Home may have in such circumstances, MRP Home shall be entitled to deduct from any other amount payable by it to the supplier the purchase price in respect of such defective Goods.
- j) No delivery is allowed on any rejected order until the auditor has been called to re-inspect and authorize the delivery.
- k) Ownership is on the suppliers to ensure the correct measures are put in place to ensure the problems do not re-occur.
- l) The MRP Home QA department and the Distribution Centre will not accept the consignment if the process has not been properly followed. QA status must show pass.
- m) Quality Assurance remains the responsibility of the supplier and measures should be put in place to ensure quality at every level. Should any defective merchandise get through to MRP Home stores regardless of the product being audited at factory level, MRP Home holds the right to recall any inferior quality merchandise.
- n) A 10% cost of each item will be charged to the supplier to recover cost of handling. The agreed return transportation fees are applicable, please see terms in section 13 & 14 in the MRP Home Supplier Manual.

Delays to deliveries will not be accepted. Suppliers must work in sufficient time before delivery and ensure all orders are passed outside of the 48hour period to delivery.

Asia Inspection/QIMA Details

Mr Price Group have nominated the following company to assist with all International Quality Audits – Asian Inspection – please note that this will form an integral part of the Supplier Performance and Grading Functions and that implementation will be based on a supplier confirmation and implementation basis.

Contact Details: Stuart Miller
Operations Manager - Key Accounts
stuart.miller@qima.com

Address: Shenzhen Office: Room 2209, Guidu Building, 3007 Chun Feng
Road, Luo Hu District, Shenzhen, China

Tel: (86) 755 8214 1659 / Mobile: (86) 138 236 43403:
www.asiainspection.com <<http://www.asiainspection.com/>> -

Pierre-Yves Robineau
Key Account Manager Operations
Pierre-Yves.Robineau@asiainspection.com

Contact details for MRP Home auditors:

Durban & surrounding areas:

Chris	073 476 9134
Sunitha	082 716 1171
Laven (Furniture)	082 323 1401

Please contact Shantel Damons QA manager (Office 031 3341503) if you have any difficulties contacting any of our Field Quality Auditors or have any quality related issues.

Dear Supplier,

In our efforts towards reducing our impact on the environment, and forging a sustainable future, we would like to take this opportunity to engage with you as our partners.

We are implementing some new processes to ensure that we are able to measure progress and share the journey with our customer.

Please see details below for each point as to implementation and how it will impact you as a supplier.

Implementation will be **1st April 2021**

1. Product

- If your product is made from a preferred fabric and material, for example BCI, FSC, RPET, recycled glass etc. you will now be required to submit the relevant certification and documentation verifying the claim.
- This will be required at sample appraisal stage and product will not be sealed if all relevant documents are not submitted with the appraisal form.
- QA will check the attribute, documents as well as fabric content to ensure that our claims are valid.
- We have also created a supplier declaration template at the end of the document for you to use.

2. Packaging

- We are adding a new step in the audit process whereby you will require to add all relevant packaging information.
- Requirements would be, what type of packaging is used and if there is plastic, what is the weight.
- Please ensure that you have the relevant information available.

Regards,
Resourcing Team

List of acceptable certificates and manufacturers declaration.

SUSTAINABLE ATTRIUTE	FABRIC/FABRIC CONTENT ATTRIBUTE	CERTIFICATE OR DOCUMENTS REQUIRED	VERIFY AUTHENTICITY
BCI - Better Cotton Initiative	FABRIC CONTENT attribute to have a Cotton % in.	<i>Output Declaration form (BCCU) relating to product + Better Cotton supplier platform. Declaration from the Mill stating their BCI ID number as well as adding the order details for the specific season/time frame.</i>	https://bettercotton.org/find-members/
CMiA Cotton Made in Africa	FABRIC CONTENT attribute to have a Cotton % in.	CMiA registration certificate + CMiA online resources	
RDS Responsible Down Standard	NO ATTRIBUTE FOR THIS, BUT PLEASE ENSURE DESCRIPTION STARTS WITH FF.	Scope certificate and Compliance certificate showing the License number as well as the governing body of the relevant certification.	https://textileexchange.org/standards-certification/rds-certified/
Recycled Cotton	FABRIC CONTENT attribute to have a Cotton % in.	Transaction Certificate for textiles processed according to GRS +Textile Exchange certified suppliers list. Scope certificate and Transaction certificate listing shipment details and include whether it is pre-consumer or post-consumer. Also add relevant order details for the required period.	https://textileexchange.org/standards-certification/rcs-certified/
RPET - Recycled Polyester	FABRIC CONTENT attribute to have a Polyester % in.	Transaction Certificate for textiles processed according to GRS +Textile Exchange certified suppliers list. Scope certificate and Transaction certificate listing shipment details and include whether it is pre-consumer or post-consumer. Also add relevant order details for the required period.	https://textileexchange.org/standards-certification/rcs-certified/
SCC - Sustainable Cotton Cluster	FABRIC CONTENT attribute to have a Cotton % in.	Signed commitment from trading division + Proof of purchase of yarn from Loskop	
Cruelty Free - Vegan & Not Tested on Animals	NOT APPLICABLE, but should only be used for candles, bath and body, beauty, cleaning and paint.	BWC questionnaire, Factory ingredient list (cross checked against MSDS reports), letter from each ingredient supplier, for each ingredient listed .	
FSC - Forestry Stewardship Council	FABRIC attribute have one of the following: BAMBOO, CARDBOARD, COMPOSITE BOARD, CORK, MDF, PAPER, WOOD.	FSC Chain of Custody certificate + FSC verification of claims tool.	https://info.fsc.org/certificate.php

Invasive Species	FABRIC attribute to have WOOD selected	<i>Manufacturers declaration</i>	
Made with Plant Waste	NOT APPLICABLE, but should be product that includes: Rice husk, bamboo/wheat fibre, or sugarcane bagasse.	<i>Manufacturers declaration</i>	
Recycled Glass	FABRIC attribute to have GLASS selected	<i>Manufacturers declaration</i>	
Recycled Plastic	FABRIC attribute to have PLASTIC selected	<i>Manufacturers declaration</i>	
Recycled Wood	FABRIC attribute to have WOOD selected	<i>Manufacturers declaration</i>	
Sustainable Palm Oil (RSPO)	NOT APPLICABLE, but should only be used for candles, bath and body, beauty, cleaning, confectionery and food.	<i>Certification number and certificate</i>	
Oeko-Tex	Secondary sustainable attribute. NO specific attribute.	Made in Green Certification	https://www.oeko-tex.com/en/label-check
			https://www.oeko-tex.com/en/label-check/withdrawn-certificates
Energy Saving	NOT APPLICABLE, but should only be used for Lighting, bulbs, appliances, electrical and solar.	Certification test report and LOA.	

Please use below template to use on your company letterhead to provide a declaration as well as the supporting documentation. We would need similar declarations from the relevant factories.
Please ensure to add in the relevant fabric as well as % contribution to the product, as below is just an example.

Manufacturer's Declaration: E.g BCI Cotton

Dear Mr Price Home,

We declare that the below products are produced from sustainably sourced materials.

Sustainable material with %: e.g BCI cotton (54%):

Product description:

Order numbers:

Item numbers:

Product image:

Regards,

.....
Name Surname

Date:

We bring to your attention that there are other documents and manuals that govern the relationship between suppliers and MRP HOME that impact on the merchandise we order.

These are the following:

- The QA electronic workbook
- Lab report (insert into the workbook)
- Supplier, Manufacturing or Sustainable declarations
- care/safety label artwork (insert into the workbook)
- Marketing/ Packaging artwork (insert into the workbook)
- Bulk packaging pictures (insert into the workbook)



Supplier Acceptance Letter

Company Name:

Supplier number:

Company Address

We _____ accept the terms and conditions in the Mr Price Home Quality Manual on this day _____ of _____ 20__.

Signature

Date
