

Contents

Introduction	2
1. Definitions	2
1.1. Definitions of Main Product Groups	2
1.1.1. Cotton table cloths	2
1.1.2. Cotton napkins	2
1.1.3. Kitchen towels	2
1.1.4. OptimaPro table cloths	2
1.2. Definitions of Samples	2
1.2.1. Approval Sample	2
1.2.2. Production Sample	2
2. Compliance Guidelines	2
2.1. Certificates	3
2.2. Testing Laboratories	3
2.3. Labeling an Marking	3
2.4. Testing Laboratories	3
3. Product Groups	3
3.1. Table cloths	3
3.2. Cotton napkins	3
3.3. Kitchen Towels	3
3.4. Optima Pro table cloths	3
4. Finishing and Packaging	4
4.1. Packaging and Delivery Instructions	4

Introduction

The Volume 2 in the Quality Assurance Handbook is divided in Sections. Each Lindström Group Product Category Subsidiary has its own section. This Section 2.5 explains the specific instructions for Product Category Restaurant Textile, RTS, at Lindström and Comforta

This part relates to what is included and what shall be used as support and reference material during the manufacturing process to ensure that all RTS standards and expectations are met.

1. Definitions

In this section are defined the main terms used in this Quality Assurance Handbook Volume 2.5 RTS.

1.1. Definitions of Main Product Groups

The product portfolio of Lindström consists of various product groups rented to customers in Restaurant business. All products are meant for institutional customers. The products in the various product groups shall fulfil all requirements of safety in materials and in construction due the contact to the human body.

1.1.1. Cotton table cloths

Product group Cotton table cloths consists table cloths, runners and tablets.

1.1.2. Cotton napkins

The product group Cotton napkins consist of various types of napkins.

1.1.3. Kitchen towels

The product group Kitchen Towels consist of towels used in restaurant's kitchens.

1.1.4. OptimaPro table cloths

The product group consists of table cloths made of OptimaPro fabric, customized for each customer.

1.2. Definitions of Samples

1.2.1. Approval Sample

The Approval sample is used to verify that the supplier is able to produce the product according to given instructions, technical specification, or against given sample of the product in question.

The accepted Approval Sample is used as the Reference sample or Counter sample in Quality Control of future deliveries.

1.2.2. Production Sample

The Production Sample is taken from the running production and it is used to verify that the product is produced as agreed and in accordance with given instructions and the accepted Approval sample.

2. Compliance Guidelines

All products supplied to Lindström shall conform to all international and national laws and standards.

In deliveries to the European Economic Area (EEA) the Supplier shall keep himself aware of the European Union REACH directive and keep himself updated about the list: Restriction of the use of certain hazardous substances (RoHS). The Supplier shall pay special attention to that the regulations in REACH are strictly followed during the entire production process.

2.1. Certificates

The Supplier of various products to Lindström shall maintain all his certificates, e.g. Oeko-Tex-100, BCSI, ECO-Label, ISO 9000, valid throughout the business relation. The Supplier shall provide Lindström with copies of non-manipulated renewed and new certificates without any separate request.

On request of Lindström the Supplier shall present the original documents.

2.2. Testing Laboratories

Testing of products sold to Lindström shall be carried out in accredited well-known laboratories. The Suppliers or the laboratories used are responsible for the correctness of test reports and certificates issued. If later, in control testing, it is detected that values on the original test report/certificate are false the issuer of the original documentation is held responsible for the failure and Lindström reserves the right for compensation for the costs caused by the failure.

No manipulated test results are accepted.

2.3. Labeling and Marking

All products must be labeled / marked according to laws and regulations. Lindström specific instructions are found in the documentation and in the technical specifications for each product.

2.4. Testing Laboratories

For testing and certification of the various product groups the preferred Testing laboratories are recommended.

3. Product Groups

3.1. Table cloths

The table cloths shall be manufactured according to specifications delivered by Lindström. All products shall be suitable for industrial wash. The measurements in this product group are always given for products before wash.

The type of yarn to be used, the composition, weight and weave of the fabric shall not deviate from what is mentioned on the technical specification for each product. The physical properties of the product shall be fulfilled.

3.2. Cotton napkins

The type and composition of yarn to be used, weight and weave shall not deviate from what is mentioned on the technical specification for each product. The measurements in this product group are always given for products before wash.

3.3. Kitchen Towels

The fabric shall be suitable for industrial wash and drying according to standard given on material specification for each fabric. The measurements in this product group are always given for products before wash.

3.4. Optima Pro table cloths

The Optima Pro products covers various customized table cloths, runners and place mats, made to sizes and designs suitable for customers purposes. For printing is used Polyester-Cotton mixed fabrics which are specially made for Lindström. Printing is made according Lindström's instructions.

4. Finishing and Packaging

The finished products shall be clean and neat, free from any soiling. Dirt or any mark shall be removed. On products knitted and stitched all thread ends shall be trimmed and removed. No objects attached or inside the product, such as safety pins, needles or needle parts, loose accessories, etc. are allowed.

4.1. Packaging and Delivery Instructions

The deliveries to Lindström shall be packed according to given instructions in carton boxes for the transportation. The packages shall be durable and they shall endure normal exertions during transport.

Products are to be packed in one inner poly wrapper per carton. The poly wrapper must be sealed. Products must NOT be packed in individual polybags unless separately requested on the Purchase Order. The products must be dry before being packed.

The packages shall be marked according to given instructions.

5. Quality Control

The Supplier shall follow the instructions given by Lindström Group in this Quality Assurance Handbook when producing these products. The Supplier shall have an internal quality assurance system for quality control on line.

Quality control shall be done, without any exception, for all incoming materials and accessories, during production and for the finished products.

Lindström Group or by its nominated representative carries out quality control during production or for finished products according to what is described in Volume 1 of this Handbook.