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## 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 2.7 explains the specific instructions for Subsidiary 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 Comforta standards and expectations are met.

## 1. Definitions

In this section are defined the main terms used in this Quality Assurance Handbook Volume 2.7 Comforta, subsidiary of Lindström.

### 1.1. Definitions of Main Product Groups

The product portfolio of Comforta consists of various product groups rented or sold to customers in accommodation business, e.g. hotels, and in health care, e.g. hospitals and homes for elderly people. All Comforta products are designated to 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. Bed Linen

Product group bed linen consists of bed sheets, duvet covers, pillow cases and bed protectors.

#### 1.1.2. Towels and Bathrobes

Product group towels and bathrobes consist of various types of terry towels and bathrobes in different designs.

#### 1.1.3. Hotel Supplies

Product group hotel supplies consists a variety of products rented or sold to customers in this segment. This product group includes duvet and pillows, bed runners, slippers and other complementary products.

### 1.2. Definitions of Samples

#### 1.2.1. Proto Sample

Proto Sample is used to verify in a test wash that the material/fabric meets with the general requirements of Comforta set on products for institutional and for industrial wash. The supplier shall mark each Proto Sample sent to Comforta in a permanent way so that it can during and after the test washes be traced to right Supplier.

#### 1.2.2. Approval Sample

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.

#### 1.2.3. Production Sample

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 Comforta shall conform to all international and national laws and standards, EN, GOST-R, etc., applicable in countries Comforta is offering his services. Whenever a product is aimed to be sold only on a certain geographical area the Supplier is informed about special requirements, if any.

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.

The National Regulations for Russian Federation and EAEU Countries is found in Volume 1 of the Quality Assurance Handbook.

### 2.1. Certificates

The supplier of various products to Comforta 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 Comforta 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 Comforta reserves the right for compensation for the costs caused by the failure.

No manipulated test results are accepted.

### 2.3. Labeling an Marking

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

#### Sew-in labels

All labels must be securely sewn so they remain permanently attached to the product. Labels must be attached so that none of the wording is concealed in the seams.

*Supporting Material:*

2.7 – 2.3\_1 Labels

## 3. Product Groups

### 3.1. Bed Linen

#### 3.1.1. Bed Sheets, Material and Construction Details

The bed sheets shall be manufactured according to specifications delivered by Comforta. All products shall be suitable for industrial wash. The measurements in this product group are always given for each item 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. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take corrective measures immediately in his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

The Supplier shall test the tensile properties of the textiles. Determination of maximum force and elongation at maximum force shall be made using the strip method of standard BS EN ISO 13934-1:1999.

The different sizes of bed sheets are differentiated from each other by using a special color of yarn sewn in the selvage of the bed sheet. The color code is given in the technical specifications.

*Supporting Material*

2.7 – 3.1.1\_1 Bed sheets

**3.1.2. Duvet Covers/Pillow Cases, Material and Construction Details**

The duvet covers and pillow cases shall be manufactured according to specifications delivered by Comforta. 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 design of the products in this product group is given on respective Product sheet.

The physical properties of the product shall be fulfilled. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take corrective measures immediately his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

*Supporting Material*

2.7 – 3.1.2\_1 Duvet cover

2.7 – 3.1.2\_2 Pillow case

**3.2. Material Specific Details for Bed Linen**

The fabric shall be suitable for industrial wash and drying according to standard given on material specification for each fabric. The fabric shall comply with requirements of Öko-Tex Standard 100, chlorine retention for color change shall be avoided, and different types of dyes with inferior fastness are not allowed for color adjustment.

The amount of formaldehyde in the bed textiles and garments is restricted by the legislation.

Maximum amounts of formaldehyde in textiles imported are as follows:

	Allowed amount of formaldehyde
1 Textiles for patients/Children	30 mg/kg
2 Textiles that have skin contact	100 mg/kg
3 Other textiles	

### **3.3. Towels and Bathrobes**

The towels and bathrobes shall be manufactured according to specifications delivered by Comforta. All products shall be suitable for industrial wash.

#### **3.3.1. Terry Towels, Material and Construction Details**

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 design of the products in this product group is given on respective Product sheet.

The physical properties of the product shall be fulfilled. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take corrective measures immediately his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

The measurements in this product group are always given for products before wash.

*Supporting Material*

2.7 – 3.2.1\_1 Bath towel

#### **3.3.2. Bathrobes, Material and Construction Details**

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

The design of the products in this product group is given on respective Product sheet.

The physical properties of the product shall be fulfilled. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take corrective measures immediately his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

*Supporting Material*

2.7 – 3.2.2\_1 Bathrobe

##### **3.3.2.1. How to Measure**

The measurement of the bathrobes shall be shall be carried out according to instructions given by Comforta.

The measurements shall be taken in the correct position and correct way, as well as accurately.

The exact measurements and the points of measurement and the tolerances are given on the illustrated Instructions for measuring for each type of bath robe.

*Supporting Material*

2.7 – 3.2.2.1\_1 Measuring Instructions for Bathrobe

### **3.4. Hotel Supplies**

#### **3.4.1. Duvets and Pillows**

Duvets and pillows shall be manufactured according to specifications and instructions, material e.g. fabric, wadding and pattern for stitching, are given by Comforta for each case separately.

All duvets and pillows shall meet with international and national requirements set on products aimed for institutional use.

### **3.4.2. Other Hotel Supplies**

Other hotel supplies include, among other things, bed runners and slippers. All products designed, manufactured and labeled for Comforta shall be made according to given specifications. For products from seller's own collection a sample shall be approved by Comforta. This sample shall be stamped and dated and it shall be used as Approval sample to which the deliveries of the product later shall be compared.

All other hotel supplies meet with international and national requirements set on products aimed for institutional use.

### **3.5. Fire-retardant Textiles/Products**

Fire-retardant products, e.g. bedlinen, duvets, pillows, bed runners, shall comply to all standards valid in the country of destination. The Supplier shall present valid certificates and laboratory test results for his products to the Customer. The Supplier shall send samples of selected products to the Customer for verification of the fire-retardant properties at accredited body in Finland.

After the passing the testing by the accredited body the sample of the textile/product is called the Approval Sample. All deliveries of the approved products must be tested before shipment to the Customer. The test results shall be sent to the Customer for approval prior to the shipment. The Supplier shall not make any shipment if the products do not meet the requirements and values stated above.

More detailed requirements for each of the product categories above are given in the specifications provided by the Customer.

#### *Supporting Material*

2.7 – 3.1.3\_1 Fire retardant bedlinen

## **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 Comforta shall be packed according to given instructions in carton boxes or in bales for the transportation. The packages shall 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 shall 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 market according to given instructions.

*Supporting Material:*

4.1\_1 Delivery Instructions Comforta

## **5. Quality Control**

The supplier shall follow the instructions given by Lindström Group in this Quality Assurance Manual when producing Comforta 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 it nominated representative carries out quality control during production or for finished products according to what is described in Volume 1 of this Handbook.

*Supporting Material*

2.7 – 5\_1 Defect list Service Line: Comforta