



# Quality Procedure for Testing

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## 1. Introduction

### 1.1. Manor

Manor is one of the largest retailers in Switzerland and offers a wide range of products produced in various countries all over the world.

As numerous partners are involved, the highly recognized factor “quality” must remain the same. Quality has many aspects and the term “quality” is measured against constantly changing factors. Therefore, the stated standards for all products are defined according to the market place Switzerland. Concerning legal requirements, the Swiss and the EU ordinances have to be considered. On top of this the Manor given additional standards have to be respected.

Manor reserves the right to cancel an order and define “black list suppliers” if the conditions and / or test results are not satisfying.

### 1.2. SGS

Manor works with the external laboratory SGS for random testing. As a partner of Manor SGS is checking documents and is doing product testing on risk based parameters. The services of SGS are available globally.

Testing at other laboratories are only possible in exceptional cases and have to be agreed by Manor Quality Department in advance.

### 1.3. Contacts

<b>Manor AG, Switzerland</b>	
<b>Rebgasse 34, Postfach, CH-4005 Basel</b>	
Quality Department QM Non Food – Product Compliance	qm.nonfood@manor.ch Phone: +41 61 686 1230
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<b>Technoparkstrasse 1, CH-8005 Zurich</b>	
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<b>4/F, 4th Building No 889, Yishan Road, Xuhui District, Shanghai, China</b>	
Vera Liu Key Account Manager	vera-qy.liu@sgs.com Tel +86 21 6107 2815
<b>Further SGS Laboratories</b>	
SGS Softlines Contact List SGS Hardgoods Contact List	<a href="http://www.manor.ch/suppliers-en">http://www.manor.ch/suppliers-en</a> (see "Non Food")

## 2. Supplier testing

### 2.1. Manor Quality Requirements

All suppliers are obliged to fulfill all legal requirements of Switzerland and additional Manor-specific requirements. An overview of all quality requirements can be found on the Manor supplier portal: <http://www.manor.ch/suppliers-en> (see "Non Food")

**Please be aware that all documents will be updated regularly. Each user has to make sure to work with the currently valid version at all times.**

In accordance to the article you supply to Manor, you will find the respective "Fit for use Requirements" documents (FFU) per product group i.e. article supplied is a shoe: Please check the requirements in the FFU 50-54. (Password for documents: MBs2018)

In case you are not aware of the respective tests for your product, Manor recommends contacting SGS for support.

Manor reserves the right to verify the compliance of product quality by random checks of all ordered products. Please refer to point 3 "Manor pre-shipment testing".

### 2.2. Supplier self-control process

Manor requires from all suppliers an implemented and functioning self-control concept. This must ensure that the products produced for Manor meet all requirements (legal and Manor) and there is no risk for the customer. In this concept, all areas of product safety, legal requirements and further quality requirements have to be taken into account accordingly.

The supplier is obliged to comply with the relevant self-control processes for all orders from Manor. His first point of contact for operational matters is the Quality Department of Manor.

Risk assessments help to identify any problems of an article prior to production, so that problems can be avoided right from the start. The preparation of an assessment is to be carried out especially for complex and legally regulated products. For certain product groups, e.g. Toys, PPE (Personal Protective Equipment), Electrical Appliances it is required by law to conduct a risk assessment. This has to be presentable to Manor Quality Department at all times.

All products produced for Manor must comply with legal and Manor-specific regulations. For this purpose, the supplier is obliged to have all components of a product or the finished product

tested by certified testing laboratories before production. The parameters to be tested must refer to Manor's FFU documents or to the risk assessment.

All documents of a Manor-produced product, e.g. Test Reports, Risk assessments, Declaration of Conformity must be presentable at any time on request of Manor. All documents have to be archived for a period of 10 years.

### 3. Manor pre-shipment testing (random checks)

#### 3.1. Process flow product testing

In order to safeguard the product quality, Manor is obliged to randomly check products, if possible, prior to shipment release.

This quality control will be done by SGS. SGS will contact the supplier on behalf of Manor and request to either send a sample for product testing to the laboratories, to pick a sample from current production or to submit sufficient documentation to confirm the product conformity. In case the testing result is "Fail", the related testing fees will be charged to the supplier.

Local SGS affiliates will contact the supplier and will provide the MANOR Application Form that has to be sent together with sample(s) or respective documents to SGS. Samples can also be requested by Manor Quality Department.

Samples have to be taken out of the running production of the mentioned Manor order.

The costs for samples and also the shipment of the samples have to be paid by the supplier. In some cases it will be necessary to send the samples to a lab outside the country of production.

Sample and shipment costs can be reduced if the supplier can provide test results which can be used for evaluation of product compliance through SGS. Nevertheless, Manor reserves the right to order samples through SGS to check the products on behalf of compliance of legal and Manor requirements.

SGS will conduct testing or document review. In any case test reports / document review reports are sent to Manor QM. If the result is Pass, supplier will be informed to release the shipment. If the result is Fail, also the supplier will receive the test report / document review report with the failed result. Manor will contact the supplier for further decisions.

In the case of time-consuming tests, Manor decides whether the goods may be shipped before receiving the test results.

**Process Flow Product Testing Summarized in brief**

	<b>Who</b>	<b>Task</b>	<b>Remarks</b>
	SGS	Contact supplier, request to send sample(s), sends application form	
	Supplier	Send sample to SGS lab including filled in application form	Cost for sample and shipment paid by supplier
	SGS	Product test	
	SGS	Inform supplier, release of shipment	Test fee paid by Manor Test report does not go to supplier
	SGS	Send test report to Manor Quality Department and Supplier	Test fee paid by supplier
	Manor	Contact supplier for further decisions	

If a product needs to be reworked, it will only be accepted after a full re-test with a pass result. The re-test has to be done through SGS at the same lab of the original test in order to give the lab the opportunity to compare the products. The costs of the re-test is beared by the supplier. The supplier as customer of SGS allows SGS to send the results also to Manor for evaluation.

### 3.2. Document review

SGS may request suppliers to send all product related documents (i.e. test reports, certifications etc.) together with one sellable product (including the packaging), identical to the ordered product.

Documents need to be complete and need to fulfill the following requirements:

- Unambiguous matching of documents to the Manor product
- Not older than 1 year (For products with type examination: validity date)
- Issued by an accredited lab (EN ISO/IEC 17025)

The supplier must ensure that a complete documentation exists. In case of a Fail result Manor reserves the right to cancel the order.

## 4. History

Date of issue	Version	Changes	Approved by
02.02.2021	1	New Replaces "Manor Quality Process SOP for Suppliers" v7 dated 31.10.2019	QM / MH