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## Introduction

The Volume 2 in the Quality Assurance Handbook is divided in Sections. Each Lindström Group Product Category has its own section. This Section 2.4 explains the specific instructions for Product Category: MATS

**Volume 2.4 Product Category; MATS**

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 Lindström standards and expectations are met.

**1. Definitions**

In this section are defined the main terms used in this Quality Assurance Handbook Volume 2: Product Category MATS.

**1.1. Definitions of Main Product Groups**

The product portfolio of Product Category MATS covers different kind of mat solutions from dust control to advertising. The Products are categorized according to customer needs for the following segments: Cleanliness, Interior, Welfare and Safety and Advertising. Those are presented in Chapter 3 in this document. The product range varies in the various countries.

The product portfolio is divided in to main sections defined below.

**1.1.1. Standard mats**

Section Standard mats covers all various types of mats for rental service to dust control and decoration. The various types of mats are described more in detail later in this document.

**1.1.2. Design mats**

Section Design mats covers customized mats for rental service. Besides dust control design mats are for decoration and marketing purposes.

**1.1.3. Ergonomic mats**

Section Ergonomic mats covers rental and sales service models to welfare and safety needs. The various types of mats are described more in detail later in this document.

**1.1.4. Mops**

Section Mops covers Mops and Mop accessories both rental and sales service to finalize dust control of floors. The various types of mops and accessories are described more in detail later in this document.

**1.1.5. Entrance mats**

Section Entrance mats covers rental and sales service to ensure proper dust control. The various types of mats are described more in detail later in this document.

**1.1.6. Promotional mats**

Section Promotional mats covers rental and sales service to support marketing purposes. The various types of mats are described more in detail later in this document.

**1.2. Definitions of Samples****1.2.1. Approval/Counter Sample**

The Supplier of the product shall produce an Approval Sample corresponding to the specification and instructions or a physical sample from Lindström. After the Approval sample has been accepted the sample is called the Counter sample. The Counter sample shall be stamped and dated and it is to be used as the Reference 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 stamped Counter sample.

## 2. Compliance Guidelines

All products supplied to Lindström Product Category MATS shall conform to all international and national laws and regulations. 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. Certification

Certification of products shall be done in the name of Lindström whenever required by EU or other authorities in Lindström market area. The Supplier of the product is responsible for the certification process on behalf of Lindström. The Supplier shall provide samples and valid data required for applying a certificate at any time.

The certification cost shall be borne by Lindström.

On Lindström labeled products in this product category only authentic, original, non-manipulated certificates are accepted.

The Supplier shall on products on his own label 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

For testing, classification and certification of the various product properties the preferred Testing laboratories are recommended. Depending on the type of the test the testing laboratory will be determined by Lindström and supplier.

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.

## 3. The Products for the Cleanliness

In this product group the main purpose of the products is to maintain the dust control in customer's premises. This product group includes both sales and rental products. Rental products are washed in industrial laundries by Lindström. Rental products in Cleanliness-category are bulk products.

The details of each product in this product group are given on respective product cards.

### 3.1. Nylon Mats

The Nylon mats are used in different kind of premises to maintain dust control.

Pile of Nylon mats is 100% nylon 6. The backing is 100% nitrile rubber.

The details of each product in this product group are given on respective product card.

### **3.2. Cotton Mats**

The Cotton mats are used in different kind of premises to maintain dust control.

Pile of Cotton mats is 100% cotton. The backing is 100% nitrile rubber.

The details of each product in this product group are given on respective product card.

### **3.3. Entrance Mats**

The Entrance mats are used in different kind of premises to maintain dust control. The Entrance mats are first step in dust control system in customer's premises. The Entrance mats are sold both rental and sales products.

The Entrance mats consist of modular system which is cut to customer's measures. The material is nitrile rubber and vinyl mixture.

The details of each product in this product group are given on respective product card.

### **3.4. Rubber Scraper Mats**

The Rubber Scraper mats are used in different kind of premises to maintain dust control. The Rubber Scraper mats are first step in dust control system in customer's premises.

The material is nitrile rubber.

The details of each product in this product group are given on respective product card.

### **3.5. Mops**

The Mops are the last step in dust control system and finalizing cleanliness. The Mops consist of mop handles, frames and changeable textile part. The mop handles and frames are products sold, textile parts are products rented.

The material of textile mop is mixed polyester and cotton. Textile parts are finished after every wash with vegetable oil.

The details of each product in this product group are given on respective product card.

## **4. The Products for Interior**

### **4.1. Design Mats**

#### **4.1.1. Design Mats**

The Design mats are used in different kind of premises from dust control to decorating and to build up customer's brand. The Design mats are both rental and sales products. All products are customized.

Pile of Design mats is 100% nylon 6.6. The backing is 100% nitrile rubber.

The details of each product in this product group are given on respective product cards.

#### 4.1.2. Promo Design Mats

The purpose of Promo Design mats is building up the brand, marketing and decorating. The Promo Design mats are always customized sales products.

Pile of Design mats is 100% nylon 6.6. The backing is 100% vinyl.

The details of each product in this product group are given on respective product card.

### 5. The Products for Welfare and Safety

#### 5.1. Ergonomic Mats

The purpose of Ergonomic mats is to decrease the strain caused by standing work. The Ergonomic mats are sales and rental products depending on the market area.

The material of Ergonomic mats is 100% nitrile rubber.

The details of each product in this product group are given on respective product card.

#### 5.2. Super Ergonomic Mats

The purpose of Super Ergonomic mats is to decrease the strain caused by standing work. The Ergonomic mats are sales and rental products depending on the market area.

The material of Super Ergonomic mats is 100% nitrile rubber.

The details of each product in this product group are given on respective product card.

### 6. Packaging and Delivery

The finished products shall be clean and neat, free from any soiling. Dirt or any mark shall be removed. The plastic tapes from the surface of item codes and labels must be removed before sending the goods.

#### 6.1. Packaging Compliance, User Instructions and Approvals

The packaging used for mat products must comply with the laws and regulations in the countries where the products are marketed.

#### 6.2. Packaging and Delivery Instructions

The deliveries of mats shall be packed according to given instructions in carton boxes or pallets for transportation. The boxes/pallets must be durable and they shall endure normal exertions during transport.

The boxes and pallets shall be market according to given instructions.

### 7. Quality Control

The Supplier shall follow the instructions given by Lindström in this Quality Assurance Handbook when producing mat 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. The details mentioned on the Defect List shall be checked for all product categories above when carrying out the Quality Control.

Lindström or by him nominated representative carries out quality control during production or for finished products.

*Supporting Material*

2.4 – 7\_1 Defect list Product Category MATS