

## Table of Contents

Introduction .....	2
1. Definitions.....	2
1.1. Definitions of Main Product Groups.....	2
1.1.1. Bed Linen .....	2
1.1.2. Towels, Bathmats and Bathrobes .....	2
1.1.3. Other Products.....	2
1.1.4. Healthcare Products .....	2
1.2. Definitions of main co-operation forms with suppliers .....	2
1.2.1. Manufacturing supplier .....	3
1.2.2. Importing or distributing supplier .....	3
1.3. Definitions of Samples .....	3
1.3.1. Proto Sample.....	3
1.3.2. Approval Sample .....	3
1.3.3. Production Sample.....	3
1.4. Definitions of Product Specifications and Technical data .....	3
1.4.1 Product specifications .....	3
1.4.2 Technical specifications.....	4
2. Compliance Guidelines .....	4
2.1. Certificates .....	4
2.2. Testing Laboratories .....	4
2.3. Labeling and Marking .....	4
3. Product Groups.....	5
3.1 Bed Linen, Material and Construction Details .....	5
3.1.1 Material Specific Details for Bed Linen product groups .....	5
3.2 Terry Towels and Bathrobes, Material and Construction Details .....	5
3.2.1.1 How to Measure .....	6
3.3 Other Products.....	6
3.3.1 Duvets and Pillows.....	6
3.3.2 Other Product Groups.....	7
3.4 Healthcare Products .....	7
3.5 Fire-retardant Textiles/Products .....	7

4. Finishing and Packaging .....	7
4.1 Packaging and Delivery Instructions .....	7
5 Quality Control .....	8

## Introduction

Volume 2 in the Quality Assurance Handbook is divided into Sections. Each Lindström Group Product Category has its own section.

This Section 2.7 explains the specific instructions for “Comforta”, which includes Comforta Oy and Comforta Ab, which are subsidiaries of Lindström Oy, responsible for hotel textile (HTS) rental business at Lindström Group. Same instructions are valid if orderer is Lindström Group or Lindström Group’s country Affiliates. 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 standards and expectations are met.

### 1. Definitions

In this section the main terms used in this Quality Assurance Handbook Volume 2.7 are defined.

#### 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 healthcare, e.g. hospitals and senior homes and kindergartens. All Comforta products are designated to institutional customers. The products in the various product groups shall fulfill all requirements of safety in materials and in construction due to contact to the human body. All products should be industrially washable.

##### 1.1.1. Bed Linen

Product group bed linen consists of flat sheets, duvet covers, pillowcases and bed protectors.

##### 1.1.2. Towels, Bathmats and Bathrobes

Product group towels, bathmats and bathrobes consist of various types of towels products, bathmats and bathrobes in different designs and sizes.

##### 1.1.3. Other Products

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

##### 1.1.4. Healthcare Products

Product group healthcare products consist of e.g. a variety of patient wear, bedlinen, bed covers and other accessories.

#### 1.2. Definitions of main co-operation forms with suppliers

Comforta buys products from multiple suppliers, and there are different ways they operate. Some are the manufacturers of the goods, but others are distributors or importers, and they don’t have own production. Depending on the type of supplier, the roles and responsibilities vary and therefore it is important that both Comforta and the

supplier understand their responsibilities. In this document we refer to all suppliers as “Supplier”.

### **1.2.1. Manufacturing supplier**

Manufacturing suppliers are companies that manufacture their goods in-house. Their responsibilities include but are not limited to product safety related requirements, as well as providing the technical documentation to Comforta. The Supplier warrants that the Goods are fit for the purpose they are intended for. They have responsibilities towards e.g. CE / MDR regulations and EU GPSR and must have a clear understanding of the current laws and regulations of all the countries Comforta operates. This applies to manufacturing companies that Comforta orders goods directly from.

### **1.2.2. Importing or distributing supplier**

Importing or distributing suppliers are companies that sell goods to Comforta, but either have or don't have their own manufacturing units. They might purchase the goods from a 3<sup>rd</sup> party manufacturer and are responsible for the goods they offer Comforta through their network of suppliers. The importer or distributor warrants that the Goods are fit for the purpose they are intended for. Importing companies are responsible for ensuring that the goods that they place on the market for Comforta meet e.g. the local and EU laws and regulations and meet e.g. the current CE / MDR or EU GPSR laws and regulations in the countries Comforta operates. This applies to importing or distributing companies that Comforta purchases goods directly from but that are not manufacturers of the goods.

## **1.3. Definitions of Samples**

Samples are used at different stages of product development to agree with suppliers on the type of goods Comforta is agreeing to order.

### **1.3.1. Proto Sample**

Proto Sample is used to verify in a test wash that the material/fabric/construction meets with the general requirements of Comforta set on products for institutional and for industrial washing. 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 the right Supplier.

### **1.3.2. Approval Sample**

Approval sample is used to verify that the supplier can produce the product according to given instructions, technical specification, or against given sample of the product in question. If Comforta approves products from the supplier's own collection, those will be named Approval Samples. These samples shall be stamped and dated. The accepted Approval Sample is used as the Reference sample or Counter sample in Quality Control of future deliveries.

### **1.3.3. 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 it is as the accepted Approval sample. This will be introduced with new suppliers or new product groups immediately (within the first few orders), and existing active suppliers upon request.

## **1.4. Definitions of Product Specifications and Technical data**

### **1.4.1 Product specifications**

Descriptions of the Goods, materials, colors, quality, measures, sewing details of products of each product group and details of Comforta labels are given on respective Product Specification sheet. Each Product specification delivered by Comforta, shall be agreed with supplier prior to production. Any changes to products shall be agreed with Comforta prior to production in a written format.

## **1.4.2 Technical specifications**

Quality Assurance Handbook (Products) Volume 2.7 and following support material(s) are applicable to Lindström Group's Frame Agreement and the Purchase Orders. The Parties shall separately agree in writing on the deeper technical specifications regarding the Goods. E.g. the type of yarn to be used, the composition, weight and weave of the fabric shall be mentioned in the technical specification for each product. This data is delivered by the supplier and agreed with Comforta.

## **2. Compliance Guidelines**

All products supplied to Comforta shall comply with all international and national laws and standards (EN, SFS, CE, etc.) applicable in the countries Comforta is offering its services in. Whenever a product is aimed to be sold only on a certain geographical area the Supplier is informed about special requirements, if any.

Supplier warrants that all Goods supplied are free from defects, manufactured in accordance with all applicable laws and regulations (including but not limited to latest valid national and international safety rules and regulations, and specifically latest and valid REACH and SVHC criteria, diligently and with the highest level of professionalism, artisanry and precision. The Supplier warrants that the Goods are fit for the purpose they are intended for, and that all necessary documentation is up to date.

### **2.1. Certificates**

The Supplier shall maintain all their certificates, including but not limited to, Oeko-Tex 100, Oeko-Tex SteP, BCSI, EU Eco Label, ISO 9001, ISO 14001, CE, MD valid throughout the business relation. The Supplier shall provide Comforta with copies of non-manipulated renewed and new certificates without any separate request. The Supplier shall deliver certificates immediately if requested by Lindström Group.

The quality of the Goods shall further meet the agreed levels and criteria as confirmed in the test washes and other quality tests and quality thresholds performed and required by the Customer.

### **2.2. Testing Laboratories**

Testing of products sold to Comforta shall be carried out in at the factory (preferable accredited) laboratory and if needed at accredited, 3rd party, nominated laboratories, according to international testing standards.

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 and Marking**

If products must be labeled or marked, Comforta specific instructions are delivered to supplier in additional documentation and in the technical specifications for each product. Label markings must be according to the latest EU laws and regulations. Labels must be durable and stay readable in industrial washing. 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. Production Order labels are included in some of the products to be able to track the delivery batches.

If products must have an RFID chip, Comforta specific instructions are delivered to supplier in additional documentation and in the technical specifications for each product. The tags must be attached in a durable way so that they can endure industrial washing.

*Supporting Material:*

## *2.7\_1 Example Label Specification for Hotel and Healthcare textiles*

### 3. Product Groups

#### 3.1 Bed Linen, Material and Construction Details

The **flat sheets, duvet covers, and pillowcases** shall be manufactured according to Product specifications delivered by Comforta and agreed with the supplier. All products shall be suitable for industrial washing. The measurements in this product group are always given for each item before washing and before test wash done by Lindström Group. If Comforta approves products from the supplier's own collection, those will be named Approval Samples. These samples shall be stamped and dated. The accepted Approval Samples are used as the Reference sample or Counter sample in Quality Control of future deliveries.

The type of yarn to be used, the composition, weight, color, and weave of the fabric shall not deviate from what is mentioned in the technical specification for each product and mutually agreed. Technical and sewing details of products in this product group are given on respective Product Specification sheets.

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 production when the deviation from standards and requirements is detected. The supplier shall be responsible for the testing costs in such a case according to agreed agreements.

For **flat sheets**, the Supplier shall test the tensile properties of the textiles. Determination of maximum force and elongation shall be made using the strip method of standard BS EN ISO 13934-1:1999. The different sizes of flat sheets are differentiated during the laundry process by using a special-colored yarn, sewn or woven in the selvege of the flat sheet. The color code is given in the technical specifications.

##### 3.1.1 Material Specific Details for Bed Linen product groups

The fabric shall be suitable for industrial washing and drying according to the standard given on material specification for each fabric. The fabric shall comply with latest requirements of OEKO TEX 100, chlorine retention for color change shall be avoided, and different types of dyes with inferior fastness are not allowed for color adjustment. Our goal is to avoid any additional chemicals at finishing of products and during our laundry process. The amount of formaldehyde in home textiles and garments is restricted by legislation and hence must be avoided by the supplier.

All Bed linen products with skin contact should follow maximum Oeko-Tex Class 2, the latest formaldehyde limitations. Bed linen products for babies and children should follow Oeko-Tex Class 1, latest limitations.

#### 3.2 Terry Towels and Bathrobes, Material and Construction Details

The towels and bathrobes shall be manufactured according to Product specifications delivered by Comforta and according to technical specification agreed with supplier. All products shall be suitable for industrial washing.

The type and composition of yarn to be used, weight, color, and weave shall not deviate from what is mentioned in the technical specification for each product and mutually agreed. Technical and sewing details of the products in these product groups are given on respective Product Specification sheets.

If Comforta shall approve products from the supplier's own collection, those will be named **Approval Samples**. These

samples shall be stamped and dated. The accepted Approval Samples are used as the Reference sample or Counter sample in Quality Control of future deliveries.

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 production when the deviation from standards and requirements is detected. The supplier shall be responsible for the testing costs in such a case according to agreed agreements.

The measurements in these product groups are always given for products before washing and before test wash done by Lindström Group.

### **3.2.1.1 How to Measure**

The measurement of the bathrobes shall be carried out according to instructions given by Comforta. The measurements shall be taken in the correct position and correct way, according to the given size specification. The exact measurements and the points of measurement and the tolerances are given to supplier on the illustrated Instructions for measuring for each type of bath robe.

*Supporting Material*

*2.7\_2 Measuring Instructions for Bathrobe in Hotel and Healthcare*

## **3.3 Other Products**

### **3.3.1 Duvets and Pillows**

Duvets and pillows shall be manufactured according to specifications and instructions, material e.g. fabric, filling, wadding and quilting pattern, are confirmed by Comforta for each case separately and mutually agreed. The type and composition of yarn to be used, weight, color, and weave shall not deviate from what is mentioned in the technical specification for each product and mutually agreed. All products shall be suitable for industrial washing.

If Comforta approves products from the supplier's own collection, those will be named Approval Samples. These samples shall be stamped and dated. The accepted Approval Samples are used as the Reference sample or Counter sample in Quality Control of future deliveries.

All duvets and pillows shall meet with international and national fire retardancy, and hygienic requirements set on products aimed for institutional use. Comforta Oy will require valid certificates for each product chosen for the final assortments.

### **3.3.2 Other Product Groups**

Other offering for hotels includes e.g. bed runners. All products designed, manufactured, and labeled for Comforta, shall be made according to given specifications and mutually agreed. If Comforta shall approve products from the supplier's own collection, those will be named Approval Samples. These samples shall be stamped and dated. The accepted Approval Samples are used as the Reference sample or Counter sample in Quality Control of future deliveries.

All other hotel supplies shall meet international and national fire retardancy, and hygienic requirements set on products aimed for institutional use, if needed. Comforta Oy will require valid certificates for each product chosen for our final assortments. All products shall be suitable for industrial washing.

## **3.4 Healthcare Products**

All products designed, manufactured, and labeled for Comforta, shall be made according to the given specifications and mutually agreed. If Comforta approves products from the supplier's own collection, those will be named Approval Samples. These samples shall be stamped and dated. The accepted Approval Samples are used as the Reference sample or Counter sample in Quality Control of future deliveries.

All healthcare products must meet with international and national fire retardancy, and hygienic requirements set on products aimed for institutional use, if needed. Comforta Oy will require valid certificates for each product chosen for our final assortments. Products must comply with relevant laws, regulations, and standards, and supplier ensures that the products have valid user instructions and safety measures when applicable and required by laws or regulations.

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

Fire-retardant products, e.g. bedlinen, duvets, pillows and bed runners, shall comply with all fire retardancy standards and requirements, which are valid at the time of deliveries, in the destination country. The Supplier shall present valid certificates and laboratory test results to the Customer and for approval. All tests and certificates related need to be done and verified by an external accredited body.

After passing the testing done by the accredited body, the sample of the textile/product is called the Approval Sample. These samples shall be stamped and dated. The accepted Approval Samples are used as the Reference sample or Counter sample in Quality Control of future deliveries.

The Supplier shall not make any shipment if the products do not meet the requirements and values stated above. If any component changes are done against earlier Approval Samples, Comforta will require that new tests are done and documents are sent and approved by Comforta before new Approval Samples or shipments can be approved according to valid agreements.

## **4. Finishing and Packaging**

The finished products shall be clean and neat, free from any soiling. On products knitted and stitched all thread ends shall be trimmed and removed. All products shall go through metal detective, before packing. No objects attached to or inside the product, such as safety pins, needles or needle parts, loose accessories, etc. are allowed. Packing must be done according to agreements and instructions.

### **4.1 Packaging and Delivery Instructions**

The deliveries to Comforta shall be packed according to instructions given in cardboard boxes or in bales for

transportation. The packages shall be durable, and they shall endure normal exertions during transport.

Products are instructed to be packed in one inner polybag per cardboard box only if needed to avoid dirt during transportation. The polybag must be sealed. Products shall NOT be packed in individual polybags unless separately requested in the Purchase Order. The products must be dry without moisture before packing. Boxes are filled according to sales batches, and they must be full as per mentioned in the Purchase Order. Incomplete boxes will not be accepted. The packages shall be marked according to instructions given and agreed upon with the supplier.

*Supporting Material*

*Delivery Instructions for Lindström Group*

## **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 in production.

Quality control shall be carried out, without any exception, for all incoming materials and accessories, during production and for the finished products, according to valid agreements.

Comforta shall require suppliers to follow the AQL defect list, delivered by Comforta.

*Supporting Material*

*2.7\_3 Defect List for Hotel and Healthcare Textiles*  
*(AQL / Acceptable Quality Limit)*