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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 2.5 explains the specific instructions for Product Category Restaurant Textiles, RTS, at Lindström and Comforta, which are later referred to as Lindström Group.

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

The main terms used in this Quality Assurance Handbook Volume 2.5 are defined in this section.

1.1. Definitions of Main Product Groups

The restaurant textile portfolio of Lindström Group consists of various product groups rented or sold 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 to contact with the human body. All products shall be industrially washable.

1.1.1. Tablecloths

The product group consists of tablecloths, runners and tablets used in the dining area of restaurants.

1.1.2. Napkins

The product group consists of various types of napkins used in the dining area of restaurants.

1.1.3. Kitchen towels

The product group consists of towels used in restaurant kitchens.

1.1.4. OptimaPro tablecloths

The product group consists of tablecloths that are used in the dining area of restaurants, made of OptimaPro fabric and which are customized for each customer.

1.2. Definitions of main co-operation forms with suppliers

Lindström Group 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 Lindström Group 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 Lindström Group. The Supplier warrants that the Goods are fit for the purpose they are intended for. They have responsibilities towards regulations like EU GPSR and must have a clear understanding of the current laws and regulations of all the countries Lindström Group operates in. This applies to manufacturing companies that Lindström Group orders goods directly from.

1.2.2. Importing or distributing supplier

Importing or distributing suppliers are companies that sell goods to Lindström Group, but either have or don't

have their own manufacturing units. They might purchase the goods from a 3rd party manufacturer and are responsible for the goods they offer Lindström Group through their network of suppliers. The importer of 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 Lindström Group meet the local and EU laws and regulations e.g., the current GPSR, in the countries which Lindström Group operates. This applies to importing or distributing companies that Lindström Group purchases goods directly from but that are not manufacturers of the goods.

1.3. Definitions of Samples

1.3.1. Proto Sample

Proto Sample is used in a test wash to verify that the material/fabric/construction meets with the general requirements Lindström Group has set on products for institutional and for industrial washing. The supplier shall mark each Proto Sample sent to Lindström Group 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

The 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 Lindström Group 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.

2. Compliance Guidelines

All products sold to Lindström Group companies shall fulfill the requirements of international and national standards, EN, GB, etc., applicable in countries Lindström Group is offering its services. 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.

The Supplier guarantees to follow Regulation (EU) 2023/988 [Regulation - 2023/988 - EN - EUR-Lex](#), and it's possible updates, concerning General Product Safety Regulation (GPSR). The GPSR aims to ensure consumer safety in the European Union by strengthening market surveillance and product safety framework across the EU. This is part of EU New Legislative Framework (NLF). The Supplier confirm to provide technical documentation when needed, regarding to the Goods delivered to the Customer.

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, valid throughout the business relation. The Supplier shall provide Lindström Group with copies of non-manipulated renewed and new certificates without any separate request. The Supplier shall deliver certificates immediately if requested by Lindström Group.

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

2.2. Testing Laboratories

Testing of products sold to Lindström Group 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 Group reserves the right for compensation for the costs caused by the failure.

No manipulated test results are accepted. Lindström Group reserves the right to approve or reject the laboratory used.

2.3. Labeling and Marking

If products must be labeled or marked, Lindström Group 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.

If products must have an RFID chip, Lindström Group 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.

3. Product Groups

3.1. Tablecloths

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

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

3.2. Napkins

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

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

3.3. Kitchen Towels

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

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

3.4. OptimaPro tablecloths

The OptimaPro products cover various customized tablecloths, runners and place mats, made to sizes and designs suitable for customers' purposes. Polyester-Cotton mixed fabrics, which are specially made for Lindström Group, are used for printing. Printing is done according to Lindström Group'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. Objects attached or inside the product, such as safety pins, needles or needle parts, loose accessories, etc. are not allowed.

4.1. Packaging and Delivery Instructions

The deliveries to Lindström Group 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 especially requested in the Purchase Order. The products must be dry before being packed.

The packages shall be marked according to the instructions given.

Supporting Material

Delivery Instructions for Lindström Group

5. Quality Control

The Supplier shall follow the instructions given by Lindström Group in the Quality Assurance Handbook Volume 1 when producing these products. The Supplier shall have an internal quality assurance system for quality control in effect.

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

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.

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

Supporting material

2.5_1 Defect List for Restaurant textiles