




Home Hardware Stores Limited Supplier Quality Assurance Manual

June 2025

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In the event of a discrepancy or conflict between this Supplier Quality Assurance Manual, the Supplier Agreement or the Supplier Guide the order of precedence is as follows:

1. *Supplier Guide*
2. *Supplier Agreement*
3. *Supplier Quality Assurance Manual*
4. *Any other applicable Home Hardware document*

The list of regulatory requirements outlined in the applicable Appendices are not exhaustive and may be updated from time to time. As new legislated requirements are tabled and established regulations are either amended or introduced, the responsibility to remain compliant rests solely with the Supplier.


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POLICIES

1.0 Product Quality

Home Hardware Stores Limited (“Home Hardware”) is Canada’s largest hardware retail group, and supplies more than 1,000 independently operated hardware, lumber, building supply and furniture stores across Canada. Stores operate under the Home Hardware, Home Building Centre, Home Hardware Building Centre and Home Furniture banners.

Home Hardware is committed to providing high-quality, safe and responsibly sourced products to our customers. We have established strict protocols and quality assurance procedures to ensure the quality, safety and regulatory compliance of all Private Brand products we sell and ethical labour practices at the manufacturing facilities.


We require all suppliers to adhere to Canadian product regulations, and local environmental laws and ethical labour standards. We thoroughly review potential suppliers’ quality management capabilities and social accountability to employees and the environment before entering into any partnership.

Home Hardware applies a risk-based assurance program which includes validation of product design and verification of production for all Private Brand products. Any item that does not meet our stringent quality standards or specifications will be refused.

Though it is not always possible to foresee specific product issues in advance, Home Hardware has a clearly defined product recall process to promptly remove any affected item from sale. Suppliers are responsible for all costs incurred from a product recall, complaint investigation or other quality issue remediation.

Our comprehensive Quality Assurance Program complements but does not replace our suppliers’ own quality activities. Suppliers must proactively notify their Home Hardware Quality representative of any inability to meet these standards before an order is accepted, or any potential quality issue at any point of time after the product has already been shipped.

Home Hardware values our trusted partnerships with suppliers who share our unwavering commitment to product responsibility, continuous improvement and customer satisfaction. By working closely together, we can achieve our shared goals of building a robust, sustainable supply chain and providing the highest quality products to our dealers, customers and communities.

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2.0 Quality System Integrity


In order to safeguard the integrity of Home Hardware’s product quality management system, Home Hardware is committed to ensuring that the independence of third-party quality related assessments and decision making is not compromised. As such, inappropriate manipulation, bribery or coercion of third-party auditors, test labs and inspectors, and attempts to conceal these acts, is strictly prohibited.

To report any such act involving third-party personnel, please use the following link below:

- Home Hardware: HHQA@homehardware.ca

An act of bribery is the inappropriate offering, giving, receiving of a benefit; this may include direct payments, gifts, hospitality, loans, fees and charitable or political donations. An act of coercion is any attempt to excessively persuade or pressure.

Refer to Home Hardware’s ‘Business Ethics Policy’ within the [Supplier Guide](#) for additional details and reporting requirements.


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3.0 Environmental and Social Responsibilities

Home Hardware is committed to fostering positive social and environmental impacts within the communities we serve. We recognize the importance of operating ethically, sustainably, and responsibly, and strive to create lasting value for our customers, employees, and the environment.

As a valued supplier, your role is essential in helping us maintain our commitment to environmental and social responsibility. We expect our suppliers to adhere to the following principles:

- **Environmental Stewardship:** Comply with applicable environmental laws and regulations, minimize negative environmental impacts, and adopt sustainable practices in your operations. We encourage you to provide environmentally friendly products and actively participate in waste reduction and resource conservation efforts.
- **Ethical Labour Practices:** Ensure that your operations adhere to ethical labour standards and all local labour laws, including fair wages, safe working conditions, and the prohibition of child or forced labour. We expect our suppliers to treat their employees with dignity and respect and to maintain compliance with all applicable labour laws and regulations.
- **Inclusion and Diversity:** Facilitate a culture of inclusiveness where people are able to perform at their best, where their views, opinions and talents are respected, and they are not discriminated against.
- **Transparent Communication:** Maintain open and transparent communication with Home Hardware regarding your social responsibility practices, environmental impacts, and any relevant issues that may arise. We appreciate proactive communication and prompt responses to any concerns or inquiries related to social and environmental matters.

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OVERVIEW

The purpose of this Supplier Quality Assurance Manual is to provide guidance to all suppliers on Home Hardware’s product requirements, quality processes and compliance expectations.


Home Hardware’s Quality Assurance Department oversees the Supplier Quality Assurance Program for private brand items. Home Hardware’s Quality Assurance Specialists will work closely with suppliers and internal teams to ensure all Home Hardware private brand products meet applicable regulatory, safety and quality standards before reaching our customers, and that ethical labour practices are upheld at product manufacturing locations.

For any product to proceed from a supplier’s production line to Home Hardware, the following minimum requirements must be met:

- The Supplier shall disclose the factory name, address and contact information for each product being manufactured for Home Hardware.
- Each factory used for the manufacture of products for Home Hardware shall be qualified by Home Hardware’s Quality Assurance team.
- Testing and inspection shall be carried out as outlined by the Quality Management Plan. The supplier must provide samples with the packaging /labels, and proper documents to the laboratory for pre-production testing (if applicable).
- The pre-production testing (if applicable) shall show that all applicable quality, safety and regulatory requirements are met, and the test results must be approved by Home Hardware’s Quality Assurance team before production can begin.
- The pre-shipment inspection shall show that the product meets the predetermined criteria, and the inspection results must be approved by Home Hardware’s Quality Assurance team before a shipment can be released.

Note: A shipment will not be accepted without Home Hardware’s Quality Assurance team’s approval and release notification.


- A quality assurance release will be issued via email from Home Hardware’s Quality Assurance team for a product if the following requirements have been met: the factory is approved, the artworks are approved, the required testing is approved, and the required pre-shipment inspection is approved. Any communication from other Home Hardware staff is not considered authorization to ship.
- Once released, the supplier shall ship the product to the designated destination, where it is further distributed to the appropriate Home Hardware stores for sale to the consumer.

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- If the supplier becomes aware of any quality issue or potential quality issue after product has shipped, then the supplier must notify Home Hardware’s Quality Assurance immediately.

The Supplier will be sent a Quality Management Plan with the auditing, testing and inspection activities that are expected to be performed and their due dates, including the test protocol that will be applied to their product. The Supplier is expected to manage each activity accordingly, including corrective actions for any quality non-compliances, to ensure that the shipment date is met. The Supplier is responsible for arranging pre-production testing with the Home Hardware approved third-party test lab and may proceed with production after the test report has been reviewed and approved by the Home Hardware Quality Assurance team. If the supplier chooses to initiate production prior to receiving approval from Home Hardware’s Quality Assurance team, then they do so at their own risk as the products will not be accepted if any of the testing fails without corrective action that has been approved by Home Hardware’s Quality Assurance team. The supplier is also responsible for booking the pre-shipment inspection with the inspection service provider and understanding that a product will not be approved for Quality Assurance Release until the inspection is approved.

All audits, testing and inspections within the Quality Management Plan must be completed by Home Hardware or Home Hardware’s approved 3rd-party quality provider.

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SUPPLIER MANAGEMENT

1.0 SUPPLIER SELECTION, EVALUATION, APPROVAL AND ONBOARDING

- 1.1. The Supplier shall be prepared to provide technical information: capabilities, quality, compliance, business risks, ethical and social standards, and environmental standards when approached by the Sourcing team.
- 1.2. The Supplier shall be provided with a Supplier Onboarding kit (see **Appendix 1**), including this document and “Supplier Profile” creation instruction guide.
- 1.3. The Supplier shall review all the documents of the kit and complete the Supplier Profile and Factory Profile forms as per the instruction guide.
- 1.4. Upon successful setup of Supplier Profile in the Home Hardware system, the Sourcing Manager or the Merchandise Manager shall issue a Supplier Agreement to the Supplier to review and sign off before proceeding with the partnership. The Supplier Agreement does not guarantee partnership until a Workplace Conditions Assessment (WCA) and corresponding Corrective Action Plan (CAP) or equivalent documentation described in 1.5.1 are completed and approved by the Home Hardware’s Quality Lead.
- 1.5. The Supplier shall communicate with the auditing team to schedule and complete the WCA audit.
 - 1.5.1. If the Supplier has a current equivalent social audit through an internationally accredited third-party auditing firm, then the Supplier shall provide available reports to the Quality Assurance team to review and approve. All audit reports must be accompanied with their respective Corrective Action Plan (CAP) for the audit findings. It will be at Home Hardware’s Quality Assurance team’s discretion to accept or reject the results.

Any non-critical or non-zero tolerance non-conformance or findings from the audit shall be addressed and approved by the Home Hardware’s Quality Lead. Whereas any critical or zero tolerance findings will be reviewed by the Home Hardware’s Quality team on a case-by-case basis. In most cases, the result will be immediate disqualification along with the reasons and conditions to meet before re-applicable for Supplier Qualification procedure. In such case, the Supplier shall wait for 12 months before re-applying for the Supplier Qualification Procedure.

- 1.5.2. After the audits results are accepted by Home Hardware’s Quality Assurance team, the Supplier shall await the final decision by the Sourcing Manager on approval, declination, or conditional approval with points to be addressed.

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- 1.6. The Supplier will be required to undergo periodic re-qualification as applicable to continue supplying product to Home Hardware.
- 1.7. As part of continuous improvement, the Supplier shall strive to maintain high performance in product testing, pre-shipment inspection, audits, and on-time delivery as their performance will be evaluated annually by the Sourcing and Quality Assurance team.
- 1.8. The Supplier shall stay informed about any changes to Home Hardware’s requirements and standards and adapt accordingly.

2.0 SUPPLIER RESPONSIBILITIES

- 2.1. The Supplier is responsible for maintaining documented records for all products supplied to Home Hardware such that they are able to produce records in English within 48 hours of Home Hardware’s request for a minimum of 5 years from the date of the record. After 5 years, records shall not be permanently destroyed, but the expectation to produce them on request will be relaxed to 5 business days.
- 2.2. For any production that occurs after the first shipment that successfully completed the Quality Management Plan, the Supplier shall immediately notify Home Hardware’s Quality Assurance team on any changes or updates in the production processes, product design, materials and components used, sourcing of materials and components, manufacturing facility or other changes that may affect the product quality. The Sourcing and Quality Assurance team will review the updates and work along with the Supplier to incorporate the changes as deemed appropriate, including applying a new Quality Management Plan, if applicable.
- 2.3. Only the production facility that was approved as part of the Quality Management Plan may produce finished products. The Supplier is not permitted to sub-contract production of finished goods to other facilities without undergoing a revised Quality Management Plan to qualify the alternate facility. If the need to sub-contract production of finished goods arises, then the supplier shall notify the Sourcing team to initiate the approval process.
- 2.4. The Supplier shall be responsible for product batch/lot traceability and shall be able to identify the batch/lot from which the product belongs in the event of recall or customer complaint.

QUALITY MANAGEMENT PLAN

- 1.0 Home Hardware’s Quality Assurance team shall develop a Quality Management Plan (QMP) based on the product’s risk assessment which shall include Regular Quality Activities (see **Appendix 2**). For

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high-risk products or where deemed necessary, the Home Hardware’s Quality Assurance team may add Enhanced Quality Activities (see **Appendix 3**) in the QMP.

1.1. The Home Hardware’s Quality Assurance team will provide the QMP and test protocol that will be applied to the supplier for review and acknowledgement. The supplier shall report any concerns regarding ability to meet all requirements within the QMP to their Home Hardware Quality Assurance Lead immediately.

2.0 Activities Costs and Responsibilities:

2.1. All suppliers are responsible for covering all costs associated with the quality activities outlined in this manual. This includes, but is not limited to, testing, inspections, audits, and any other activities required by Home Hardware’s Quality Assurance.


3.0 It is the supplier’s responsibility to understand the testing and inspection requirements and shall arrange the product testing and inspection booking for each product with Home Hardware’s approved third-party testing and inspection service provider. Home Hardware’s Quality Assurance team shall be copied on all communications with the third-party service providers.

4.0 Suppliers shall be aware of and comply with the chemical restrictions outlined in **Appendix 5** (General Chemical Requirements) of this Manual, ensuring that their products and processes do not contain or utilize any of the listed chemicals. This chemical list is derived from the established test protocol, which is not exhaustive. It is the supplier’s responsibility to stay informed about any updates or changes to these regulations and to ensure ongoing compliance. Failure to proactively complete the required Letter of Guarantee (based on appropriate due-diligence) or complete third-party lab testing, as required by the test protocol, may result in delays, which the supplier will be held accountable for.

5.0 In addition to the mandatory regulatory requirements, the supplier shall ensure that all the products supplied to Home Hardware meet the applicable safety and quality standards such as CSA/ANSI/OPEI. Home Hardware will not accept products that do not meet these standards.

6.0 At a minimum, suppliers shall retain the number of samples noted on their product’s test protocol even after the final shipment of the product has been delivered for at least 2 years. It is recommended to retain twice as many samples be retained for twice as long where practical, i.e. the minimum requirement is intended for larger and more expensive items.

6.1. If there is an approved change to the product at any point, e.g. change in material, components, sub-suppliers, production processes, production facilities, etc., then samples prior to the change and after the change shall both be retained.

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7.0 The Home Hardware’s Quality Assurance team will provide the critical due dates for the following to the Supplier.


- 7.1. Audits booking Due Date
- 7.2. Factory Approval Due Date
- 7.3. Test Sample Laboratory Submission Due Date
- 7.4. Pre-Production Testing Approval Due Date
- 7.5. Pre-Shipment Inspection Booking Due Date
- 7.6. Pre-Shipment Inspection Quality Assurance Release Due Date

8.0 It is the Supplier’s responsibility to adhere to the Quality Management Plan (QMP) and its timing for all critical due dates. If the supplier will not be able to meet the plan, the Supplier shall notify their Home Hardware’s Quality Assurance representative immediately.

9.0 If the supplier becomes aware of any quality issue or potential quality issue after product has shipped, then the supplier must notify Home Hardware’s Quality Assurance immediately.


PACKAGING ARTWORK AND INSTRUCTION MANUAL MANAGEMENT

- 1.0 The Supplier shall be prepared to collaborate with the Home Hardware’s Quality Assurance and Private Brand teams when there is a need to create or revise packaging artwork and/or instruction manual.
- 2.0 The Supplier shall provide product details, specifications and instruction manuals to Home Hardware team for packaging artwork and instruction manuals development and approval.
- 3.0 Upon artwork and instruction manual digital files approval by Home Hardware’s Quality Assurance and Private brand teams, the Supplier shall be provided with the Packaging Assets by the Private Brand team electronically to print package prototype and instruction manual(s).
- 4.0 The Supplier shall submit package prototype and instruction manual(s) for review and approval, making any necessary revisions based on feedback provided.
- 5.0 Once the printed packaging prototype and instruction manual(s) are approved by the Private Brand team, the Supplier shall proceed with production, incorporating any changes made during the review process.

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AFTER SALES CUSTOMER COMPLAINT HANDLING

- 1.0 For any applicable customer complaint, feedback or investigation report, Home Hardware’s Quality Assurance team will reach out to the Supplier via an email with details of the report. The report will show the criticality of the issue and expected turnover time. A third-party detailed investigation with root cause analysis may be initiated where required at supplier’s expense.
- 2.0 The Supplier shall review the issue report and provide feedback via a Corrective and Preventive Action Plan (CAPA) within the specified timeframe. In the event the Supplier requires more time to respond to the issue, the Home Hardware’s Quality Assurance team shall be notified on the expected date of response.
- 3.0 Home Hardware accepts response in either the Supplier’s CAPA format or Home Hardware’s format as long as the response is satisfactory, covers key information and can be approved by the Home Hardware’s Quality Assurance team.
- 4.0 For changes or updates in future batches/lots of the product based on the CAPA, the Home Hardware’s Quality Assurance will develop a new Quality Management Plan for the product to be checked against.
- 5.0 The Supplier shall follow the Quality Management Plan procedure for the new revised product lot.

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APPENDIX

APPENDIX 1: Onboarding Kit

List of documents included in the Onboarding kit:

- Home Hardware Supplier Quality Assurance Manual (this document)
- Supplier Profile form
- Factory Profile form
- AP EFT form
- Supplier Profile Instructions for Supplier
- Supplier Set-up Process

(Some of these documents will arrive separately during the supplier onboarding process)

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APPENDIX 2: Regular Quality Activities

Supplier Qualification	<ul style="list-style-type: none"> ● Audit Request <ol style="list-style-type: none"> 1. Based on the review of the SKU breakdown, Home Hardware's Quality Assurance team and Sourcing team shall issue an official request to a third-party Service Provider for on-site audit on new product-related suppliers. The request shall include: <ol style="list-style-type: none"> 1.1 Supplier basic information: name, address, contact person, etc. 1.2 Audit type: WCA Note: These audits are generic services that the auditing providers facilitates unless otherwise specified by Home Hardware's Quality Assurance team. 1.3 Timeline 2. 3rd party Service Provider shall arrange the audit within 2 weeks and complete the on-site audit report within 5 working days upon completion of the audit. ● Review report <ol style="list-style-type: none"> 3. Home Hardware's Quality Assurance and Sourcing team shall review the on-site audit report within 3 working days upon receipt. 4. Based on the review of the report, Home Hardware's Quality Assurance team shall determine whether the supplier's qualification meets the requirements. If there are non-critical nonconformities in the report, it will proceed to the next stage for CAPA follow-up. If the report satisfies the requirements, the supplier's qualification is approved, and the supplier will be approved for entry into the approved supplier list. 5. If the result is critical or zero-tolerance finding(s), then Home Hardware's Quality Assurance team will review on case-by-case basis and disqualify the Supplier with the reason and conditions for re-applicable for the Supplier qualification procedure. A Supplier disqualified based on critical or zero-tolerance finding(s), shall wait for at least 12 months before re-application for Supplier qualification procedure. ● CAPA follow up and Approval
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	<ol style="list-style-type: none"> 6. If nonconformities are found in the report, Home Hardware's Quality Assurance team will require suppliers to provide improvement and corrective action plans (CAPA), including specific improvement measures, time requirements, etc. 7. Suppliers shall provide CAPA proposals within 2 weeks after receiving CAPA requirements. Home Hardware's Quality Assurance team will review and approve or provide revision opinions within 1 week. 8. After the CAPA proposal is approved by Home Hardware's Quality Assurance team, suppliers and factories shall take immediate actions and complete the rectification within the specified time. 9. If the CAPA is deemed unsatisfactory by Home Hardware's Quality Assurance team. Home Hardware reserves the right to reject the supplier's qualification approval. 10. If the CAPA is satisfactory, the supplier will be approved for entry into the approved supplier list. <p>Critical and Zero-tolerance criteria:</p> <ul style="list-style-type: none"> • Child labour • Forced labour or slavery • Subcontracting manufacturing from non-qualified supplier without Home Hardware approval. • Unsafe workplace conditions
Artwork and instruction manual review	<ul style="list-style-type: none"> • Check for existing approved artwork and instruction manual. If an existing approved artwork and instruction manual will be used, review a physical sample against the approved digital artwork design. • A new Supplier and/or product shall go through a complete process of artwork and instruction manual development, digital copy review and approval of digital as well as physical prototype.
Pre-production Testing	<ul style="list-style-type: none"> • Test Request <ol style="list-style-type: none"> 1. Based on the testing requirements determined in the QMP, Home Hardware's Quality Assurance Specialist will share the testing quote, lab location, number of samples required and the protocol to the supplier. 2. The supplier shall send the required samples to the designated test lab. The supplier shall also share the relevant documentation such as safety certificates, Letter of Guarantee (LOG), etc. upon the lab's request. 3. The lab will conduct testing according to the approved QMP, and issue a test report within the agreed turn-around time (TAT).



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	<ul style="list-style-type: none"> ● Report review and approval <ol style="list-style-type: none"> 4. Home Hardware’s Quality Assurance team will review the test report within 2 working days. If the report shows full compliance with no critical nonconformities, Home Hardware’s Quality Assurance team will approve the report. 5. For any non-critical nonconformities or aesthetic/performance issues, Home Hardware’s Quality Assurance team shall provide a final decision and request a Corrective and Preventive Action Plan (CAPA) from the supplier if required. 6. For any noncompliance or safety/regulatory issues identified in the test report, Home Hardware’s Quality Assurance team will request Corrective and Preventive Action Plan (CAPA) from the supplier within 5 working days. Home Hardware’s Quality Assurance team will review the CAPA to ensure adequacy before approving. If unsatisfactory, re-testing may be required. 7. Once the CAPAs are approved, Home Hardware’s Quality Assurance team will send an approval email to supplier for production.
Pre-shipment Inspection	<ul style="list-style-type: none"> ● Inspection Request <ol style="list-style-type: none"> 1. Based on the requirements outlined in the QMP, Home Hardware’s Quality Assurance team will issue an inspection request to the supplier and designated third-party Service Provider at least 30 working days prior to the ship date. The target inspection date shall be at least a week prior to shipment due date. The inspection will typically cover areas such as quality, workmanship, packaging, labeling, etc. ● Inspection <ol style="list-style-type: none"> 2. The third-party Service Provider will conduct the inspection based on the approved request provided Home Hardware’s Quality Assurance team, and issue an inspection report the next working day of the inspection. Note: Inspection will be conducted according to the inspection provider’s generic checklist unless Home Hardware has developed and share a checklist which is confirmed by the inspection provider that it can be implemented. ● Report review and approval <ol style="list-style-type: none"> 3. Home Hardware’s Quality Assurance team will review the inspection report and checklists within 2 working days. If no



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critical nonconformities are identified, Home Hardware's Quality Assurance team will approve the report and grant the release of the shipment.

4. For any non-critical issues, the supplier will be required to perform a running change on the product. If major nonconformities or defects are found, the supplier will be required to submit a CAPA for Home Hardware's Quality Assurance team approval. A re-work and/or a re-inspection may be required before the shipment can be released.
5. Once the CAPA for any nonconformities are accepted, Home Hardware's Quality Assurance team will inform the supplier that the products are approved for shipment via email.

Defect level	Description
Critical	A defect which by an experience or judgment indicates that it is likely to result in a hazardous and /or injurious situation to the user, or makes the product subject to governmental seizure/illegal due to non-conformance to regulatory requirements.
Major	A defect other than critical which is likely to result in function failure, reduce usability or not operatable as intended. Including aesthetic, construction or design issues which could cause customer returns.
Minor	A defect that is not likely to reduce the usability for its intended purpose, has very little impact on effectiveness of the product, or has less noticeable aesthetic issues which is unlikely to affect the sales of the product.

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APPENDIX 3: Enhanced quality activities (Required only on an exception basis)

Process Audit	<ul style="list-style-type: none"> ● Audit Request <ol style="list-style-type: none"> 1. Based on the quality risk level and coverage requirements determined in the QMP, Home Hardware’s Quality Assurance team will issue an audit request to the designated third-party Service Provider at least 10 working days prior to the target audit date. The request will specify the audit scope, checklist and facility areas. 2. Upon receiving the request, the third-party Service Provider will provide a quotation for the Process Audit. Home Hardware’s Quality Assurance team will review and approve the quotation if acceptable. ● Audit <ol style="list-style-type: none"> 3. The Auditors will evaluate the product manufacturing processes and facility conditions against the checklists. 4. Auditors will issue an audit report including observations, nonconformities found and overall evaluation to Home Hardware’s Quality Assurance team within 5 working days of the audit. ● Report review and approval <ol style="list-style-type: none"> 5. Home Hardware’s Quality Assurance team will review the audit report within 2 working days. For any nonconformities, the supplier shall provide a CAPA for approval within 10 working days. 6. Once all identified nonconformities have been closed to Home Hardware’s Quality Assurance team’s satisfaction, the Process Audit report will be approved.
During Production Verification	<ul style="list-style-type: none"> ● Audit Request <ol style="list-style-type: none"> 1. Based on the DPV requirements outlined in the QMP, Home Hardware’s Quality Assurance team will issue a DPV request to the designated third-party Service Provider at least 10 working days prior to the target DPV date. The DPV will cover the following areas: <ol style="list-style-type: none"> 1.1 Production Process Control/factory PCP 1.2 CAP Execution including Process Audi 1.3 Protocol Requirements Compliance Validation 1.4 Production Line Inspection Station Witness Test 1.5 Special Requirements (special process check, special lab witness test, etc.)



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	<ol style="list-style-type: none">2. Upon receiving the request, the third-party Service Provider will provide a quotation for the DPV activities. Home Hardware's Quality Assurance team will review and approve the quotation if acceptable. <ul style="list-style-type: none">● Audit <ol style="list-style-type: none">3. The Auditors will witness and evaluate the production processes against requirements, identify any gaps, and issue a DPV report including observations and evaluations to Home Hardware's Quality Assurance team within 3 working days of verification completion. <ul style="list-style-type: none">● Report review and approval <ol style="list-style-type: none">4. Home Hardware's Quality Assurance team will review the DPV report within 2 working days. For any nonconformities, the supplier shall provide a CAPA for approval within 10 working days.5. Once Home Hardware's Quality Assurance team is satisfied with the closure of all identified gaps and the DPV report is approved, the Process Audit report will be approved.
Random Testing	The Random Testing process is similar to Pre-Production Testing except test samples are randomly selected from bulk production instead of pre-production runs.

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APPENDIX 4: Packaging and labeling requirements

This list is a general presentation of packaging and labeling requirements in Canada and is not a comprehensive list. Additional requirements applicable based on product types.

Attribute	Regulation	Requirement Summary
Country of Origin	Consumer Packaging and Labelling Act; Canada Customs Tariff, Marking of Imported Goods Regulations	The country of origin marking of imported goods shall be present in English and French. Shall be as nearly indelible and permanent as the nature of the goods will permit. An abbreviation of a country name may be used in a country of origin marking if the abbreviation clearly indicates to the ultimate purchaser or to the ultimate recipient.
Product information	Consumer Packaging and Labeling Act and Regulations	Product identification - product name, net quantity
Manufacturer/distributor information	Consumer Packaging and Labeling Act and Regulations	Manufacturer or distributor's name & address (city & postal code), placed anywhere except bottom.
Warning label (flexible film bag)	Consumer Packaging and Labelling Act	<ol style="list-style-type: none"> 1. Generally the net quantity should be expressed: in metric units of weight, when the product is solid; or by numerical count when the product is sold by individual units. 2. The net quantity declaration must be displayed clearly and prominently on the "principal display panel" of the label and must be easily legible and in distinct contrast to any other information or representation shown on the label. 3. The numerical portion of the net quantity declaration must be in bold face type. There is no restriction on type face for any other information included in the net quantity declaration (i.e. units of measurement statements, abbreviations, symbols, etc.) However, this information must be easily legible to the consumer. 4. Where a prepackaged product is wholly manufactured or produced in a country other than Canada, the application of any one of the following



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		<p>formats will satisfy the requirements of the Regulations:</p> <p>the name and address of a Canadian dealer preceded by the words "imported by/ importé par" or "imported for/importé pour"; or</p> <p>the statement of geographic origin located immediately adjacent to the name and address of a Canadian dealer; or</p> <p>the name and address of the dealer outside Canada.</p>
French language	The Charter of French Language, Title I, Chapter VII, Clause 51 & Regulations adopted under the Charter of French Language	<p>All inscriptions shall be drafted in French on the:</p> <ul style="list-style-type: none">- product;- product container or wrapping;- document or object supplied with it (e.g. directions for use, warranty certificates). <p>No inscription in another language may be given greater prominence than that in French.</p>
Product Claims	<p>Consumer Packaging and Labelling Act;</p> <p>Canada Consumer Product Safety Act (S.C. 2010, c. 21) - Section 9 and 10</p>	<p>All information on a package, whether in symbols or words, must be neither false nor misleading to the consumer. The following representations must be true:</p> <ol style="list-style-type: none">1. Net quantity representations2. Product composition representations3. Other descriptions or illustrations - Quality, Method of Manufacture, Origin country, Function, Performance, Capacity <p>No misleading claims or advertisement shall be on package labelling.</p> <p>Any claim shall be validated by test reports from recognized/certified labs.</p>



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APPENDIX 5: *General Chemical Requirements

Attribute	Regulation	Requirement Summary
SCCA- Chlorinated (Plasticizer Retardant) & Short-Chain Alkanes & Flame Retardant (If Applicable)	Prohibition of Certain Toxic Substances Regulations, 2012 (SOR/2012-285)	<p>Shall not contain any detectable levels of chlorinated alkanes that have the molecular formula $C_nH_xCl_{(2n+2-x)}$ in which $10 \leq n \leq 13$.</p> <p>High Risk Materials: -In lieu of testing, a valid 3rd party test report to this requirement is required for the following high-risk materials: Soft Plastics (Shore A-90) and products that might have flame retardants (electronic components, and all textiles)</p> <p>Low Risk Materials: - In lieu of testing, a Letter of Guarantee (LOG) has to be provided for low-risk materials.</p> <p>(Test Report Document is valid for 1 year).</p>
Polybrominated Biphenyls (PBB) Flame Retardant (If Applicable)	Prohibition of Certain Toxic Substances Regulations, 2012 (SOR/2012-285)	<p>Shall not be any detectable levels of Polybrominated Biphenyls that have the molecular formula $C_{12}H_{(10-n)}Br_n$ in which "n" is greater than 2.</p> <p>-In lieu of testing, a Letter of Guarantee (LOG) has to be provided.</p>
Perfluorooctane Sulfonate and Its Salts (PFOS) Flame Retardant (If Applicable)	Prohibition of Certain Toxic Substances Regulations, 2012 (SOR/2012-285)	<p>Shall not be any banned flame retardant used in the product.</p> <p>Note: tested only if a product claims stain/water resistance.</p> <p>-In lieu of testing, a Letter of Guarantee (LOG) has to be provided.</p>
PBDE Flame Retardant (If Applicable)	Prohibition of Certain Toxic Substances Regulations, 2012 (SOR/2012-285)	<p>Shall not be any detectable levels of Polybrominated diphenyl ethers that have the molecular formula $C_{12}H_{(10-n)}Br_nO$ in which $4 \leq n \leq 10$.</p> <p>Note: Only tested in the plastic of electrical products</p>



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		-In lieu of testing, a Letter of Guarantee (LOG) has to be provided.
HBCD Hexabromocyclododecane - Textiles & Expanded Polystyrene Foams (If Applicable)	Prohibition of Certain Toxic Substances Regulations, 2012 (SOR/2012-285)	Should not contain any detectable levels in the product -In lieu of testing, a Letter of Guarantee (LOG) has to be provided.
TRIS - Flame Retardant (If Applicable)	Canada Consumer Product Safety Act (CCPSA), Schedule 2, Item 10	Composed in whole or in part of textile fibres should not contain tris (2, 3 dibromopropyl) phosphate. -In lieu of testing, a Letter of Guarantee (LOG) has to be provided.
TCEP- Polyurethane Foam Only (If Applicable)	Canada Consumer Product Safety Act, Schedule 2, Item 16	Should not contain tris (2-chloroethyl) phosphate (TCEP). -In lieu of testing, a Letter of Guarantee (LOG) has to be provided.
Total Mercury - For Non- electrical Products (If Applicable)	Canadian Environmental Protection Act, Products Containing Mercury Regulations SOR/2014-254	Non-electrical products shall not contain mercury exceeding 0.1% by weight in homogenous materials. NOTE: 1.) The regulations do not apply to, including food, drug, or cosmetic, surface coating material, surface coating material applied to toy(s), etc. -In lieu of testing, a Letter of Guarantee (LOG) has to be provided.

***The supplier is responsible for staying current with all applicable regulations. The provided list is not exhaustive and is for reference only; additional regulations may apply based on product type.**