# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Statement</td>
<td>1</td>
</tr>
<tr>
<td>Purpose</td>
<td>1</td>
</tr>
<tr>
<td>Scope</td>
<td>2</td>
</tr>
<tr>
<td>I. Definitions</td>
<td>3</td>
</tr>
<tr>
<td>II. Who to Contact</td>
<td>4</td>
</tr>
<tr>
<td>III. Introduction</td>
<td>4</td>
</tr>
<tr>
<td>IV. Process Summaries</td>
<td>5</td>
</tr>
<tr>
<td>1. Vendor Qualification</td>
<td>5</td>
</tr>
<tr>
<td>• Toys&quot;R&quot;Us Standards for Partner Conduct</td>
<td>7</td>
</tr>
<tr>
<td>2. Pre-Production Evaluation</td>
<td>8</td>
</tr>
<tr>
<td>3. Production Evaluation</td>
<td>11</td>
</tr>
<tr>
<td>4. Product Inspection</td>
<td>14</td>
</tr>
<tr>
<td>5. Product Safety Investigation/Stop Sale and Recall</td>
<td>15</td>
</tr>
<tr>
<td>• Global Reporting Requirements</td>
<td>15</td>
</tr>
<tr>
<td>V. Global Safety &amp; Compliance Documentation</td>
<td>22</td>
</tr>
<tr>
<td>VI. Appendices</td>
<td></td>
</tr>
<tr>
<td>a. Appendix 1: TRU Nominated Trim Suppliers</td>
<td>23</td>
</tr>
<tr>
<td>b. Appendix 2: Chargebacks</td>
<td>24</td>
</tr>
<tr>
<td>c. Appendix 3: List of Toys&quot;R&quot;Us Nominated Third-Party Laboratories</td>
<td>25</td>
</tr>
<tr>
<td>d. Appendix 4: Bill of Materials/Substances</td>
<td>27</td>
</tr>
<tr>
<td>e. Appendix 5: Softlines vs. Hardlines</td>
<td>29</td>
</tr>
<tr>
<td>f. Appendix 6: TRU EU Product Compliance Program</td>
<td>30</td>
</tr>
<tr>
<td>g. Appendix 7: Softlines Testing Sample</td>
<td>34</td>
</tr>
<tr>
<td>Appendix 7.a Footwear Testing Sample Requirements</td>
<td>35</td>
</tr>
<tr>
<td>Appendix 7.b: Toys &amp; Juvenile Hardlines Testing Sample Requirements</td>
<td>36</td>
</tr>
<tr>
<td>h. Appendix 8: Toys&quot;R&quot;Us Pre-Production Form</td>
<td>37</td>
</tr>
<tr>
<td>i. Appendix 9: Testing Quote</td>
<td>38</td>
</tr>
<tr>
<td>• Global Safety &amp; Compliance Guidance Documents</td>
<td>39</td>
</tr>
<tr>
<td>j. Appendix 10: EU Technical File</td>
<td>40</td>
</tr>
<tr>
<td>k. Appendix 11: Toys &quot;R&quot;Us Production Test Result Transfer Guidance</td>
<td>41</td>
</tr>
<tr>
<td>l. Appendix 12: Toys&quot;R&quot;Us Chemical Compliance Policy</td>
<td>42</td>
</tr>
<tr>
<td>m. Appendix 13: California Prop 65</td>
<td>42</td>
</tr>
<tr>
<td>n. Appendix 14: Washington’s Children’s Safe Products Act</td>
<td>43</td>
</tr>
<tr>
<td>o. Appendix 15: Vermont’s, Maine’s, &amp; Oregon Chemical Requirements for Children’s Products</td>
<td>45</td>
</tr>
<tr>
<td>p. Appendix 16: Product Protocol Snapshot</td>
<td>50</td>
</tr>
<tr>
<td>q. Appendix 17: QA Process for SEA Own/Private Brand, &amp; Vendor Brand Direct Import items</td>
<td>51</td>
</tr>
<tr>
<td>Appendix 17b: CoC Process for Australia Private Brand, &amp; Vendor Branded Direct Import items</td>
<td>54</td>
</tr>
<tr>
<td>r. Appendix 18: China Compulsory Product Certification (CCC)</td>
<td>59</td>
</tr>
<tr>
<td>s. Appendix 19: Stuffing Article Labeling / Bedding Registration</td>
<td>60</td>
</tr>
<tr>
<td>t. Appendix 20: GPSQ&amp;C Corporate Product Policies</td>
<td>61</td>
</tr>
<tr>
<td>VII. Exhibits</td>
<td></td>
</tr>
<tr>
<td>a. Corrective Action Preventative Action Form (CAPA)</td>
<td>62</td>
</tr>
<tr>
<td>b. Toys&quot;R&quot;Us Certificate of Compliance (CoC/GCC/CPC/DoC)</td>
<td>63</td>
</tr>
<tr>
<td>c. Product Inspection Request Form</td>
<td>66</td>
</tr>
<tr>
<td>d. Standard Inspection and Packaging Detail</td>
<td>67</td>
</tr>
<tr>
<td>e. Corrective Action Form - Inspection</td>
<td>69</td>
</tr>
<tr>
<td>f. Toys&quot;R&quot;Us Inspection Certificate</td>
<td>70</td>
</tr>
<tr>
<td>g. Letter Of Guarantee</td>
<td>71</td>
</tr>
<tr>
<td>h. Letter Of Guarantee for Chemicals of High Concern (CHC)</td>
<td>72</td>
</tr>
<tr>
<td>i. Cosmetic Ingredient Review Test Request Form</td>
<td>73</td>
</tr>
</tbody>
</table>
MISSION STATEMENT

As the world's leading dedicated toy and baby products retailer, we understand the trust parents place in us to ensure the safety of the products we sell and to provide only the safest shopping environment for them and their families. We take that responsibility very seriously. One of the important parts of our mission as a company is to help parents keep their kids safe.

We fulfill this mission by working vigilantly on behalf of our guests to look for ways to raise the bar on product safety in our stores. We have put in place industry-leading product safety standards that meet and exceed federally mandated requirements. In addition, we provide the resources parents, grandparents and childcare providers need to ensure they have the most up-to-date information on product safety and recalls.

Purpose:

The purpose of this manual is to outline the Global Safety and Compliance process requirements and expectations for vendors who provide products to Toys"R"Us. It is our goal to provide products that meet or exceed our customers’ expectations while adhering to all applicable government, state, and industry standards and regulations.

What our business partners can expect from Toys"R"Us:

- Provide our vendors with the latest version of our Global Product Safety and Compliance Manual, so that our quality requirements are clearly understood;
- Promptly notify our vendors when our quality requirements have not been met, so corrective action can be taken promptly;
- Answer the vendor’s question(s) in a timely manner;
- Closely work with our testing partners in developing and updating our testing program and protocols.

What Toys"R"Us expects from its business partners:

- Read, understand, and comply with the with our product requirements;
- Read, understand and comply with Toys'R'Us' Standards for Partner Conduct;
- Contact TRU Nominated Lab partners to obtain testing quotes;
- Raise questions when our product and/or testing requirements are not clear, or they cannot be fulfilled;
- Contact the Global Sourcing Office (“GSO”) and TRU Business Partners such as Product Development and/or Brand Managers when a compliance or manufacturing issue will affect the delivery of Own/Private label merchandise;
- Submit product samples and/or test documentation in a timely manner to TRU’s Nominated Lab Partners for review;
- Take appropriate action when your factory or product does not comply with our Global Safety and Compliance Process requirements.

Shipments which do not conform to the requirements contained in this guide may be subject to noncompliance chargebacks.
Scope:

Toys"R"Us ("TRU") Global Product Safety and Compliance Manual covers the following products:

- All Own/Private Label merchandise (vendors sourced through GSO and outside the GSO)
- Branded products where Toys"R"Us Inc. is the Importer of record
- Branded products that are shipped to any Toys"R"Us location in which Toys"R"Us is the responsible party or Importer of Record
- Branded vendors who ship to Toys"R"Us Inc. in which TRU is NOT the Importer of Record or Responsible Party are not covered in this manual* and are responsible for their own factory and product compliance.

The following applies:

- Vendor is required to ensure products being sold to Toys"R"Us Inc. are tested to and meet all applicable regulations for the country of distribution.
- Testing is to be performed under vendor’s own name, not under Toys"R"Us Inc.
- Testing must be based on reasonable testing program from any ISO 17025 accredited laboratory.
- Vendors must supply documentation (i.e., testing reports) based on above guidelines to Toys"R"Us Inc., within 24 hours upon request.
- *For products shipped into the United States, Children’s Product Certificate’s ("CPC") must be available to Toys"R"Us Inc., (Refer to CPSIA Requirements for details).

PROCESSES MATRIX APPLICABLE TO YOU AND YOUR PRODUCT

<table>
<thead>
<tr>
<th>Product Types</th>
<th>Direct Import</th>
<th>Domestic/POE</th>
<th>Direct Import</th>
<th>Domestic/POE</th>
<th>Direct Import</th>
<th>Domestic/POE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own/Private Brand</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Global</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic/POE</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Regional &amp; Local</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Direct Import</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic/POE</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*It is the Vendor’s responsibility to ensure the product complies with all applicable TRU requirements listed in the TRU Global Product Protocol Matrix. Documents demonstrating product compliance must be furnished to TRU upon request, within the specified timeframe.
I. **DEFINITIONS:**

- **Own/Private Brand:** Products sold under a brand name owned by Toys"R"Us, including co-branded product (i.e., product bearing a brand name owned by TRU and a brand name not owned by TRU); and

- **Vendor/National Brand:** Products sold under a brand name not owned by Toys"R"Us, including products sold under a brand name licensed but not owned by Toys"R"Us.

<table>
<thead>
<tr>
<th>Own/Private Brand Distribution Type</th>
<th>Markets of Distribution</th>
<th>Importer of Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global</td>
<td>Any 2 Regions* of Distribution</td>
<td>TRU or Vendor</td>
</tr>
<tr>
<td>Regional</td>
<td>EU</td>
<td></td>
</tr>
<tr>
<td>Local</td>
<td>Any Single Country</td>
<td></td>
</tr>
</tbody>
</table>

*Region = United States, Canada, European Union, Australia, Japan, Southeast Asia, China

- **GSO** = Global Sourcing Office
- **Direct Import** = products imported into countries of distribution by Toys"R"Us (Direct Import)
- **Domestic/Point of Entry (POE)** = products imported by the Vendor or actually manufactured in the country of distribution
- **Softlines** = Apparel, Home Textiles, Footwear Accessories.
- **Hardlines** = everything not classified as Softlines. For details on Softlines vs. Hardlines, (See **Appendix 5**)
- **New Items** = those items identified by Product Development as “new”.
- **Certificate of Compliance (CoC) includes GCC/CPC/DoC** = output of **Production Evaluation Process**. Single document that serves as the shipping release document
  - Children’s Product Certificate (CPC)/General Conformity Certificate (GCC) for importation into the US
  - Declaration of Conformity (DOC) for sale in Europe.
- **Production Test Report** = output of **Production Evaluation Process** by a TRU approved third party lab. See **TRU Nominated Lab List** (Appendix 3) to identify the appropriate lab and lab location.
  - **CCC Certification** = required for importation and sale in China. For a list of products requiring CCC certification, (see **China Compulsory Product Certification (CCC)**)
- **Toys"R"Us Inspection Certificate** = output of **Product Inspection Process**.
- **Tag-On Order** = when a product has been through the testing process to obtain CoC of certain markets of distribution and a subsequent order is placed for the item for new markets of distribution within a given year.
- **Third-Party Test Report** = a report showing results of tests conducted at an accredited laboratory or notified body not affiliated with the vendor or a vendor firewalled laboratory approved by the CPSC.
- **Letter of Guarantee** = a letter signed by an authorized representative of the supplier affirmatively confirming compliance of the product to the requirements of the protocol for which a letter of guarantee is accepted.
- **Bill of Material / Bill of Substances** (See **Appendix 4**) = is a list of the raw materials, substances, components, or coatings and the quantities of each needed to produce the product.
II. WHO TO CONTACT FOR ASSISTANCE:

For all Product Safety, Quality, and compliance inquiries, contact Global.QA@toysrus.com or product.safety@toysrus.com.

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Area / Function</th>
<th>Category</th>
<th>Country / Region</th>
<th>Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own/Private Brand</td>
<td>Product Inspection</td>
<td>Hard Line/Soft lines</td>
<td>Cambodia</td>
<td>GSO QA Team</td>
<td><a href="mailto:camboaidinspection@toysrus.com">camboaidinspection@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Soft lines</td>
<td>India/Bangladesh/Sri Lanka</td>
<td></td>
<td><a href="mailto:indiaspection@toysrus.com">indiaspection@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hard Line/Soft Lines</td>
<td>North China</td>
<td></td>
<td><a href="mailto:chinaninsp@toysrus.com">chinaninsp@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hard Line</td>
<td>South China</td>
<td></td>
<td><a href="mailto:hlinspection@toysrus.com">hlinspection@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Soft Lines</td>
<td></td>
<td></td>
<td><a href="mailto:slinspection@toysrus.com">slinspection@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td>Product Safety &amp; Compliance</td>
<td>Hard Line/Soft Lines</td>
<td>Global, Regional, &amp; Local Direct Import</td>
<td>Global QA Team</td>
<td>Global <a href="mailto:QA@toysrus.com">QA@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Regional, &amp; Local Domestic-EU</td>
<td>EU QA Team</td>
<td><a href="mailto:EuropeanQualityAssurance@toysrus.com">EuropeanQualityAssurance@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>China/SEA</td>
<td>China QA Team</td>
<td><a href="mailto:chinaqa@toysrus.com">chinaqa@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td>Factory Evaluation / Social Compliance</td>
<td>Hard Line/Soft Lines</td>
<td>China</td>
<td>GSO QA Team</td>
<td><a href="mailto:chnsocialcompliance@toysrus.com">chnsocialcompliance@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Non-China</td>
<td>Global QA Team</td>
<td>Global <a href="mailto:QA@toysrus.com">QA@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td>Product Testing</td>
<td>Hard Line/Soft Lines</td>
<td>Global, Regional, &amp; Local Direct Import</td>
<td>Global QA Team</td>
<td>Global <a href="mailto:QA@toysrus.com">QA@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>China/SEA</td>
<td>China QA Team</td>
<td><a href="mailto:chinaqa@toysrus.com">chinaqa@toysrus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Regional, &amp; Local Domestic-EU</td>
<td>EU QA Team</td>
<td><a href="mailto:EuropeanQualityAssurance@toysrus.com">EuropeanQualityAssurance@toysrus.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>In Country Product Safety and Compliance Contact List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Type &amp; Distribution:</strong></td>
</tr>
<tr>
<td><strong>Area / Function</strong></td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
</tr>
<tr>
<td><strong>Email:</strong></td>
</tr>
<tr>
<td>Australia</td>
</tr>
<tr>
<td>France</td>
</tr>
<tr>
<td>Germany</td>
</tr>
<tr>
<td>Japan</td>
</tr>
<tr>
<td>Spain/Portugal</td>
</tr>
<tr>
<td>United Kingdom</td>
</tr>
<tr>
<td>United States</td>
</tr>
</tbody>
</table>

III. INTRODUCTION: The Toys"R"Us (“TRU”) Global Product Safety and Compliance Program consists of five (5) processes occurring essentially in chronological order throughout the product life cycle.

This manual:
- Identifies which TRU processes apply to you and your product;
Describes each of TRU's processes, how to navigate them, who to contact for help, etc.; and

Identifies the documentation you will receive upon successful completion of the program.

IV. PROCESS SUMMARIES:

<table>
<thead>
<tr>
<th>1. VENDOR QUALIFICATION PROCESS</th>
<th>3. PRODUCTION EVALUATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. PRE-PRODUCTION EVALUATION</td>
<td>4. PRODUCT INSPECTION</td>
</tr>
<tr>
<td>5. PRODUCT SAFETY</td>
<td></td>
</tr>
</tbody>
</table>

1. VENDOR QUALIFICATION PROCESS

Toys"R"Us' vendor qualification process consists of two steps, they are:

- Corporate Social Responsibility
- Factory Evaluation

Details and requirements of both qualification processes are provided herein.

CORPORATE SOCIAL RESPONSIBILITY: The following measures are taken to ensure that products sold at Toys"R"Us are produced in an ethical manner:

Toys “R” Us is committed to provide products that are produced in an ethical environment that meet or exceed Toys “R” Us expectations. All of Toys”R”US private brand vendors must accept and adhere to the Toys”R”Us Standards for Partner Conduct prior to becoming a Toys“R”Us vendor.

- Corporate Social Responsibility Audits: all Global and Regional Own/Private Brand factories are managed through the Global Sourcing Office; assessments are conducted at least once a year.
- Assessments are conducted by Toys “R” Us Global China QA personal or Toys “R” Us nominated third party auditing firms (s);
- Assessments are unannounced.
- Note: All third party audits will be at the vendor’s expense.

Industry Certifications:

Toys” R” Us requires that all toy factories producing Private Brand products hold a current and valid ICTI certificate. Toys “R” Us reserves the right to accept another recognized social compliance organizations certificate, in lieu of conducting a social compliance assessment for Toys “R” Us. In order for Toys” R” Us to accept these audit/certificates the vendor will have to supply a copy of the full report and findings.

Toys “R” Us has accepted ICTI Care (International Council for Toy Industry) to satisfy our Corporate Social Responsibility requirments. We are committed to only source from ICTI Care toy factories. It is our expectation that by December, 31, 2017, all Private Brand toy factories must obtain a valid ICTI Care certification.

Please note, apparel, and certain juvenile vendors are not required to hold ICTI certification.

Below are the organizations that are accepted by Toys” R” Us, however if your vendor is holding another recognized social compliance certificate, Toys” R” Us will review for approval.
Non-GSO Vendors producing product for Toys R Us: Toys” R” Us requires vendors to supply any and all industry certification within 48-72 hours upon request. Please send to socialcompliance@toysrus.com

Factory Obligations regarding Subcontracting

- It is Toys “R” Us policy to verify by audit that each factory, including a finished goods factory producing private brand products, meets and or exceeds Toys “R” Us Standards for Partner Conduct.

- Failure of our vendor partners to meet these standards may result in corrective action, which includes but is not limited to stopping shipments, cancellation of purchase orders, a financial chargeback, and/or the termination of business.

**FACTORY EVALUATION:** the following measures are taken to ensure that products sold at Toys” R” Us are produced in a consistent manner:

- The Toys” R” Us Factory Evaluation is an ISO 9001-based audit of a factory’s quality management system.
- The Factory Evaluation, if possible, can be conducted at the time of the Corporate Social Responsibility Assessment.
- The Factory Evaluation is conducted by TRU China QA personnel or TRU nominated third-parties. In the event the FE is conducted by TRU GSO QA Team member, TRU will be responsible for the expenses of the initial, & any follow up evaluations. In the event the FE is conducted by a 3rd Party audit firm the Vendor will be responsible for the expenses of the initial, & any follow up evaluations.
- Toys” R” Us may accept certain valid industry factory audit results or certificate, such as ISO 9001 certification.

**CHARGEBACKS – Global and Regional Own/Private Brand GSO Vendors:**

- For Global & Regional Own/Private Brand Direct Import, Initial Corporate Social Responsibility Assessments and Factory Evaluations are paid for by Toys” R” Us.
- Non-compliance requiring a re-audit will trigger a chargeback.
- For details on the non-compliance events which may trigger a chargeback and the amount of any such charge back, please see the TRU Quality Non-Compliance Chart. (Appendix 2)

**Chargeback Procedure:**

- If a quality non-compliance event occurs, the vendor will be required to sign and affix a company stamp on the TRU Quality Non-Compliance Agreement. Two (2) copies of the agreement will be stamped by Toys R Us China and couriered to the Vendor office.
- The Vendor will counter sign the agreements and courier one of the two agreements back to Toys R Us China. For China based Vendors, a company stamp must be affixed on the Agreement before it is sent back.
- After receiving the Agreement, Toys R Us China will issue to Vendor a Demand Notice together with supporting documentation or report. The charge back amount is based on the non-compliance event reported by Toys R Us Quality Assurance team and reference is made to the TRU Quality Non-Compliance Chart for the fee payable. 
- Vendor should remit to Toys R Us China the payable amount according to the bank account information provided on the Demand Notice. For China domestic vendors, vendors should pay in local currency and for outside China overseas vendor, settlement should be made in US dollars.
- Toys R Us entity will provide confirmation of payment receipt to vendor and in addition, for China domestic vendor, a tax invoice (fapiao).
- If you have questions on the quality non-compliance charge back please send inquiries to Toys “R” Us China Quality Assurance Team at #CHNQA@Toysrus.com.
Standards for Partner Conduct

Standards for Partner Conduct ("Standards") are Toys “R” Us’ fundamental expectations of their vendor partners, service providers, independent contractors, and each of their subcontractors (“Partners”). Toys “R” Us will not knowingly work with any Partner who does not comply with its Standards, and Toys “R” Us reserves the right to terminate its business relationship with any Partner who fails to comply with its Standards. In connection with the foregoing, Toys “R” Us reserves the right to audit any Partner at any time, without advanced notice.

1. Compliance with Laws
Partners must fully comply with all applicable laws. Vendor partners must warrant that all products they sell to Toys “R” Us comply with all applicable laws, including product safety laws and regulations and U.S. Customs Service laws and regulations governing the purchase, importation, entry and sale of imported products.

2. Child and Voluntary Labor
Child, forced, bonded, prison or indentured labor will not be tolerated. We define “child labor” as being below the local minimum working age or age 14, whichever is greater.

3. Hiring and Employment Practice
Partners must implement hiring practices that accurately verify workers’ legal right to work in the country and age prior to employment. While Toys “R” Us respects cultural differences, we encourage our Partners to employ workers based on their ability to perform a job and not on the basis of race, religion, national origin, gender, age, marital status, sexual orientation, gender identity, personal characteristics or beliefs, or any other category protected by applicable law. Physical or mental punishment used against workers will not be tolerated.

4. Limited Prohibition on Former Toys “R” Us Employees Working on Toys “R” Us Accounts
Any vendor Partner that hires a former Toys “R” Us employee, including but not limited to, buyers and/or merchants (hereinafter “Former Employee”), is prohibited from allowing the Former Employee to work on any Toys “R” Us related business – either directly or indirectly – in any capacity whatsoever, for a twelve (12) month period. This twelve (12) month period shall commence upon the date that the Former Employee was separated from his/her employment with Toys “R” Us.

5. Compensation
Partners must compensate all workers with wages and benefits that meet or exceed local legal standards. In addition, we encourage our Partners to improve wages and benefits to address the basic needs of workers and their families.

6. Freedom of Association and Collective Bargaining
Partners must respect the rights of workers to choose whether to lawfully and peacefully form or join trade unions of their choosing and to bargain collectively.

7. Safety and Health
Partners must provide safe and healthy workplaces and, where applicable, safe and healthy residential facilities.

8. Environment
Partners must comply with all applicable environmental laws and regulations.

9. Gifts and Entertainment
Partners must comply with the Toys “R” Us Code of Ethical Standards, Business Practices and Conduct with respect to gifts or entertainment to Toys “R” Us team members.

10. Conflicts of Interest
Partners must not enter into transactions with Toys “R” Us associates that create a conflict of interest. Partners must not use Toys “R” Us property or information to compete with Toys “R” Us.

11. Anti-Corruption
Partners must not tolerate, permit, or engage in bribery, corruption, or unethical practices whether in dealings with public officials or individuals or entities in the private sector.

12. Confidential Information
Partners must maintain the confidentiality of Toys “R” Us’ information.

13. Antitrust
Vendor partners must comply with the antitrust laws of each country where Toys “R” Us will sell their products.
- Vendor partners may not assist Toys “R” Us in making any agreement, whether directly or indirectly, with a vendor partner’s competitor or a Toys “R” Us competitor regarding retail price or other terms or conditions of sale, boycotts or market allocation.
- Vendor partners may suggest prices for their products, but in all instances Toys “R” Us will unilaterally decide the retail price of the products it sells.
- Please be reminded that Toys “R” Us is subject to a United States Federal Trade Commission Order (“FTC Order”) that imposes certain limits on Toys “R” Us’ conduct with respect to vendor partners and on communications that Toys “R” Us may have with vendor partners. For a copy of the FTC Order, please see the “Reference Center” on the “Legal” page of the Toys “R” Us Vendor Extranet (if you have access to the same) or contact the Toys “R” Us Legal Department (One Geoffrey Way, Wayne, NJ 07470). If you have reason to believe that any Toys “R” Us employee has engaged in conduct or communications that are prohibited under the FTC Order, you should contact the Toys “R” Us Legal Department. This contact will be kept confidential.
- Toys “R” Us may request an exclusive product from a vendor partner.
- Vendor partners may not sell their products to Toys “R” Us at a discriminatory price.

Reporting Violations or Questions
Violations of, and questions regarding, Toys “R” Us’ Standards for Partner Conduct can be communicated in your language to socialcompliance@toysrus.com or Social Compliance, Toys “R” Us, One Geoffrey Way, Wayne, NJ 07470. If you have knowledge or are concerned that any of these Standards are being violated, you are encouraged to contact Toys “R” Us.
2. PRE-PRODUCTION EVALUATION PROCESS
   For Softlines and Hardlines

SOFTLINES PIECE GOODS/ MATERIAL/ COMPONENT TESTING

- **General Rules:**
  - Applies to Own/Private Brand Global, Regional, & Local Direct Import Softlines
  - Own/Private Brand Regional and Local Domestic Import items distributed to Europe must follow the process in (Appendix 6)
  - Conducted By TRU Nominated Labs.
  - Initiated and paid by Vendor

- **Submission Process:**
  - Vendor completes Test Request Form
    - See Nomination Lab List to identify the appropriate lab and lab location and for links to each lab's Test Request Form.
  - Vendor submits:
    - Samples
      - Softlines Testing Sample Requirements may be found in (Appendix 7 & Appendix 7.a)
      - For Sweater Knits, please submit a pre-production or prototype sample.
      - A color sketch of the finished product.
      - Toys"R"Us Bill of Material (BOM), Appendix 4. See TRU Nominated Lab List for details on how to obtain the Bill of Materials.
      - Documentation required by the test protocol.
  - Testing Process:
    - Care Labels: lab will evaluate care labels using the Toys"R"Us Care Label Guide available from the labs.
    - TRU Global Product Protocols: piece goods, materials and components will be tested to the applicable sections of the TRU Global Product Protocol(s).
    - Piece Good Testing: Material and piece good testing must pass before going to COC testing.
    - TRU Nominated Trim Supplier: For Trims/Labels procured from TRU nominated Trim/Label suppliers (Appendix 1), TRU will accept third-party test reports provided by the trim supplier.
    - Protocols are available from the TRU Nominated Labs. See labs for instructions on accessing TRU Global Product Protocols.

<table>
<thead>
<tr>
<th>Product Types</th>
<th>Pre-Production Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own/Private Brand</td>
<td></td>
</tr>
<tr>
<td>Global Direct Import</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic/POE</td>
<td>Yes</td>
</tr>
<tr>
<td>Regional &amp; Local Direct Import</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic/POE</td>
<td>Yes</td>
</tr>
<tr>
<td>Vendor/ National Brand</td>
<td></td>
</tr>
<tr>
<td>Direct Import</td>
<td>No</td>
</tr>
<tr>
<td>Domestic/POE</td>
<td>No</td>
</tr>
</tbody>
</table>

- **Outcomes:**
  - Test Reports: all results are communicated to vendor via a laboratory test report.
  - Passing Results: valid for 1 year.
  - Non-Critical failures: Vendor submits new samples for retest. Upon passing, report will be valid for 1 year.
  - Critical Failures:
    1) Vendor self-submits re-test samples to the lab. Corrective Action Preventative Action Form (CAPA) may be required to be submitted at TRU's discretion. See TRU Nominated Lab List for details on how to obtain the Corrective Action Preventative Action Form (CAPA).
    2) Lab will only conduct testing on previously failed components and areas affected by the Corrective Action, if required.
    3) Upon passing, the test report will be valid for 1 year.
Corrective Action & Preventative Action

A TRU lab partner will issue a Corrective Action Preventative Action Form (CAPA) when product does not meet TRU’s specification requirements or fails to comply with a regulatory requirement or directive. Additionally, a corrective action may be requested to address a customer complaint or review regarding a product issue or a potential safety hazard.

The vendor is expected to complete a Corrective Action Preventative Action Form shown in the Exhibits section of this manual and return it to the Global Product Safety and Compliance Dept. for review and approval.

When documenting the root cause of the non-conformance, the vendor must include the following reasons:

a) Why the specific nonconforming condition or incident occurred; and
b) Why the nonconforming incident was not detected by the vendor’s quality control system.

In cases where a product fails to comply with a safety standard or there is a substantial risk of injury to the user, the vendor must promptly provide a containment plan to protect TRU and its customers from receiving the product. The containment plan should include the following:

- Confirmation that all suspect product in-process, in stock, in transit, and at TRU stores have been identified by date code and quantity; and
- Specific containment action and/or handling of the product

The Vendor must submit the completed Corrective Action Preventative Action Form indicating the actions taken to prevent recurrence in the future, and the applicable effectivity date for the corrective action and/or improvements going forward.

HARDLINES GLOBAL PRODUCT SAFETY and COMPLIANCE REVIEW

- **General Rules**
  - Applies to Own/Private Brand Global, Regional, & Local Direct Import Hardlines;
  - Own/Private Brand Regional, and Local Domestic Import items distributed to Europe must follow the process in **Appendix 6**.
  - Conducted By: TRU US Global Product Safety and Compliance & TRU Product Development
  - No cost to the vendor for TRU US Global Product Safety and Compliance review
  - Initiated By TRU R “US” Brands Product Development
  - Vendor Responsibility: NONE

- **Review Process**
  - PD provides range plan/line review packet to TRU Global Product Safety and Compliance after line review
  - TRU Global Product Safety and Compliance reviews with PD and determines:
    - Which items should be sent for Laboratory Evaluation if any, and assign level of Pre-Pro Lab Eval. And will be filled out on the Test Request Form (TRF) by PD.
    - In some cases products may go straight to COC after PD and TRU Global Product Safety and Compliance review.
    - Currently we recommend that all new product receive a Packaging Requirements Assessment

HARDLINES PRE-PRODUCTION LABORATORY EVALUATION (“Pre-Pro Lab Eval”)

- **General Rules**
  - Applies to Own/Private Brand Global, Regional, & Local Direct Import Hardlines and
  - Own/Private Brand Regional, and Local Domestic Import items distributed to Europe must follow the process in **Appendix 6**
  - Paid for by TRU, if and only if the TRU Global Product Safety and Compliance Team selects the item for Pre-Pro Lab Eval.
  - Initiated by TRU R “US” Brands Product Development

- **Submission Process**
  - TRU Product Development initiates the **Pre-Production Evaluation Test Request Form, Appendix 8**.
On the Pre-Pro Eval Test Request Form, TRU PD selects the Pre-Pro Lab Eval level specified by TRU Global Product Safety and Compliance for the item.

Product Development sends Pre-Pro Eval Test Request Form to vendor to complete.

Vendor completes and submits Pre-Pro Eval Test Request Form with required samples to Lab for evaluation.

**Evaluation Process:**

- **All items** selected for Pre-Pro Lab Eval will undergo:
  - **Packaging Requirements Assessment:** evaluation of a sample of the item to determine required warnings, instructions and symbols for the product, packaging and accompanying written and graphic materials;

- **Some items** as specified by TRU Global Product Safety and Compliance will also undergo:
  - **Design Evaluation:** evaluation of product design for potential safety, regulatory compliance and quality issues;
  - **Packaging & Labeling Review:** evaluation of the compliance of the item’s packaging, labeling, instructions and other written materials;
  - **Pre-Production Testing:** physical and mechanical testing of the item to the protocol which will be applied to the product at production testing;
  - **Material Testing:** evaluation of the safety, compliance and quality aspects of materials which will be used in toys;
  - **Cosmetic Ingredient Review:** an assessment of the ingredients of a cosmetic item for compliance with the regulations of the intended countries distribution and generation of a compliant ingredient list as it should appear on the label and the packaging. See TRU Nominated Lab List for details on how to obtain the Cosmetic Ingredient Review Form via lab websites. [Appendix 17](#).

- **TRU Global Product Protocols:**
  - **Pre-Production and Material Testing is conducted to the requirements of applicable TRU Global Product Protocols**
  - TRU Global Product Protocols and Guidance Documents are available from the TRU Nominated Labs.

- **Turn-Around-Time:**
  - Evaluation typically takes 5-7 working days after submission of samples and required documents is complete.
  - Evaluation of some items may take longer than 7 days.
  - Rush services are available for some products for an additional surcharge, which requires TRU Global Product Safety and Compliance teams approval.

- **Reports:**
  - Pre-Production Laboratory Evaluation reports contain critical information for use in further development and production of the product and its packaging. The reports are sent to the vendor, Global Sourcing Manager and the responsible PD manager.
  - Reports must have pass/fail designation.
  - In the case of non-critical failure, resubmission is not required, although vendors may resubmit at their own expense. For critical failures it’s strongly recommended that Vendors resubmit for testing. Note that all products will be retested at COC.

VENDORS MUST OBTAIN THE APPLICABLE TRU GLOBAL PRODUCT PROTOCOL(S), GUIDANCE DOCUMENTS FROM TRU Nominated Lab Partners and Study Them Carefully Before Proceeding With Production.
3. PRODUCTION EVALUATION PROCESS

GENERAL RULES:
- The process described below applies to:
  - Own/Private Brand Global, Regional, and Local Direct Import items;
  - Vendor/National Brand Direct Import items for US, CA, AU & JP may be approved for a document review at a TRU approved lab.
  - Own/Private Brand Regional, & Local Domestic Import items, and Vendor Brand Direct Import items distributed to Europe must follow the process in (Appendix 6)
  - Own/Private Brand & Branded Direct Import items distributed to Southeast Asian countries must follow the process in (Appendix 16)
- Production samples must be evaluated annually unless otherwise directed by TRU Global Product Safety and Compliance.
- Production samples must NOT be tested using the same criteria and the same method more than once in a calendar year unless otherwise directed by TRU Global Product Safety and Compliance.
- Testing must be conducted by TRU Nominated Labs.
- Paid and initiated by Vendor.
- For CoC annual renewal, the Vendor is responsible to initiate testing.

TIMING
- Product must be submitted for production evaluation no later than 4 weeks prior to the start of the ship window.
- Failure to submit for production evaluation at least 4 weeks prior to the start of the ship window could jeopardize the vendor’s ability to ship on time and incur additional testing costs. (e.g.: expedited tests, see Cost Saving Guidance Doc.)

SUBMISSION PROCESS:
- Test Request:
  - No later than 4 weeks prior to the start of the ship window, Vendors must complete or download a Test Request Form under the Toys”R”Us program at the TRU Nominated Labs website to avoid late shipments and rush charges at vendor’s expense.
  - See Nominated Lab List (Appendix 3) to identify the appropriate lab and lab location and for links to the Test Request Form (“TRF”).
  - Country-Specific Submissions:
    - Each intended country of distribution should be listed on the Test Request Form when submitting the item.
    - Submission at one time for all intended countries of distribution will usually cost less than separate submissions of the same item for different countries of distribution.

- Documentation
  - Required Documentation
    - Submissions must include required documentation, including but not limited to the following; Vendor must review TRU Global Product Protocols for list of acceptable documents.
    - A completed Bill of Materials/Bill of Substances, (Appendix 4) See TRU Nominated Lab List (Appendix 3) for details on how to obtain the Bill of Materials/Bill of Substances.
    - Documentation for the technical file required by the EU Toy Safety Directive, if applicable. (See Appendix 9) for a list of documentation required for the EU Toy technical file.
    - CCC (3C) certifications for distribution to China, if applicable.
    - If required documentation is not submitted within 2 days of sample receipt, testing will be placed on hold. This could result in late shipments and rush charges at vendor’s expense.
    - If required documentation is not submitted within 5 days of sample receipt, a failing report will be issued, unless the vendor provides a date upon which the documentation will be provided.

  - Accepted Documentation:
    - Each line of the protocol indicates whether documentation is accepted in lieu of testing and if so what kind of documentation, therefore, Vendors may submit documents to demonstrate compliance to certain requirements of the applicable TRU Global Product Protocol(s) in lieu of actual testing including:
    - Third-Party Test Report Letter of Guarantee
    - Documentation accepted in lieu of testing must be submitted prior to the completion of testing, or a failing report will be issued unless:
      - The vendor provides a date certain when the documentation will be available (e.g., USP 51, 61 Testing that takes 30 days, etc.); OR
• The vendor agrees to proceed to testing for those requirements of the protocol.

• **Individual Items, Assortments, Sets/Bundled Items:**
  • Each distinct product must be submitted for testing.
  • Multiple distinct products that have identical Materials, Substances, Components, Coatings or Bundled Items in common that are made at the same factory. (e.g., assortment, sets, bundles items) should be submitted together on one test request form to avoid redundant testing charges.
  • The Bill of Materials/Bill of Substances will give you an opportunity to list and link the Materials, Substances, Components, Coatings or Bundled Items that these distinct products have in common; AND
  • The objective is to only test once for each identical common Material, Substance, Component, Coating or Bundled Item in an assortment or set and apply the results to the distinct products in which they are used. The lab has the authority to ask for additional samples if needed for testing and/or if the paper work and reports do not match.

• **Sample Collection:**
  • **Basics:**
    • Applicable to initial submission of Own/Private Brand Hardlines product
    • Applicable to critical failure retests of all product (Hardlines & Softlines)
    • No charge for factories within 70km of a lab inspection office in Mainland China
    • Vendors pay traveling costs for factories beyond the 70km
    • Additional charges include the following:
      • Weekends, Holidays, & Retests - $85 USD (Net) x Number of Inspectors
      • Production not completed per TRU requirements - $200 USD (Net) for factory visit
      • Production not completed per TRU requirements but TRU overrides & allows testing - no additional charge
  • **Process:**
    • At least 3 working days prior to the desired sample collection date, vendor shall complete the sampling/testing Request Test Form.
    • Vendor indicates on TRF when at least 100 production units or 10% of production (whichever is less) will be completed (including packaging, labeling, instructions and all included materials).
    • Upon receipt of the form, the third party laboratory/inspection office will notify the factory with a time frame for sample pick up.
    • The third party laboratory/inspection personnel will conduct a sample collection on site at the factory.
    • The inspector will randomly pull samples from the production run and collect the required minimum number of samples for testing representing bulk production quantity, all styles, sizes, assortments and/or colors purchased.
    • The inspector will take the pulled samples with a copy of the test request form (provided by vendor) and package them in a sealed box.
    • The factory will then be responsible for shipping or delivering the samples to the appropriate third party laboratory.
    • The samples must arrive at laboratory un-tampered and with the seal still in place.

• **Sample Self Submission:**
  • Applicable to initial submission of all Vendor/National Brand Products and Own/Private Brand Softlines Product
  • Applicable to non-critical failure retests of all product
  • Vendor submits production samples directly to the laboratory with test request form (TRF).
    • Softlines Testing Sample Requirements may be found in (Appendix 7 & Appendix 7.a).
    • Hardlines Testing Sample Requirements may be found in (Appendix 7.a)

• **Tag-on Orders:** A product that has been evaluated to the requirements of a particular country of distribution will be issued a CoC with a validity of one year from the date of issuance of the CoC. During the validity period of this CoC, if the same product is resubmitted for other countries of distribution, the product will be evaluated to only the unique requirements of the additional countries of distribution, please see the Test Result Transfer Guidance. (See Appendix 10. (Refer to Cost Savings Guidance Document available from TRU Nominated Lab Partners).

**PRODUCTION EVALUATION PROCESS:**

• **Evaluation Methods:** Production evaluation includes a combination of the following:
  • Product Testing: actual testing of samples drawn from production.
  • Document Review: review of documents, some required, and some accepted in lieu of testing.
  • Packaging & Labeling Review: review of the packaging, product labeling, instructions and other written materials.
  • Chemical Safety Assessment: required by EU Toy Safety Directive, if applicable.
TRU Global Product Protocols:

- Production Evaluation is conducted to the requirements of applicable TRU Global Product protocol(s).
- Protocols are available from the TRU Nominated Lab Partners and accessible through the labs portal.
- Evaluation to Regulations/Standards/Directives/Guidance Documents cited in TRU Global Product Protocol(s)-
  - TRU’s nominated lab partners will test to the most updated versions of all standards, regulations, and directives cited in TRU Global Product Protocols; TRU vendors must comply with the latest version 6 months prior to the effectivity/implementation date.
  - Any exceptions to the above rules must be reviewed and approved by TRU Global S&C on a case-by-case basis.

FAILURES

- Non-Critical Failures
  - Retesting is required.
  - No corrective action form is required.
  - No retest approval is required.
  - Unlimited retests are permitted.
  - Sample collection by lab is not required.
- Critical Failures – any failure outlined in TRU Global Product Protocol as critical, i.e.: regulatory
  - **Corrective Action & Preventative Action Form (CAPA)** is required. See TRU Nominated Lab List (Appendix 3) for instructions on accessing the Corrective Action Preventative Action Form via the lab websites.
  - Retest sample collection by lab at vendor’s expense.
  - Retest samples will be collected only after failing units are quarantined and another 300 units are complete or 30% of production is complete.
  - Approval of Global Product Safety and Compliance is required to retest after 2nd Critical Failure of Global Direct Import and Regional Direct Import Own/Private Brand items. TRU Lab Partner and/or China QA must notify Global Safety and Compliance.
  - Approval of Global Product Safety and Compliance is required to retest after.
    - 2nd Critical Failure of Vendor/National Brand items.
    - 2nd Critical Failure of Global Own/Private Brand Domestic items.
    - 3rd Critical Failure of all items.
  - Failure point is tested twice at 2nd critical failure retest, 3 times at 3rd critical failure, after 3rd critical failure Own/Private Label Team must evaluate whether product will move forward.

OUTCOMES

- **Test Reports**: all results are communicated to vendor via a laboratory test report via email.

- **TRU Certificates of Compliance**:
  - Upon successful completion of the production evaluation process, the lab issues a TRU Certificate of Compliance (“COC”) for the countries of distribution listed on the Test Request Form.
  - The COC serves as the shipping release document, Children’s Product Certificate (CPC), the General Conformity Certificate (GCC) for importation into the US and the Declaration of Conformity (DOC) for sale in Europe.
  - The CPC/GCC/CoC/DocC is a required document to ship Own/Private Brand to all countries of distribution and Vendor/National Brand Direct Import product to the US, EU, CA, AU & JP.
  - The CPC/GCC/CoC/DocC is valid for one year, unless the COC is based on the transfer of results from a prior COC. The validity of the new CoC will be the same as the expiration of the original CoC from which the results were transferred.
  - In cases where TRU Global Product Safety and Compliance has granted a CoC waiver or running change a CAPA must be completed and submitted to TRU Nominated Lab Partner upon which the lab will issue a CoC valid for 3 months unless otherwise authorized by TRU’s Global Product Safety and Compliance.

- **Vendor/National Brands**: Approved Vendor/National Brands where TRU is the importer of record may be qualified to participate in the Vendor/National Brand Global Product Compliance program that allows for Vendor/National Brand vendors to submit test reports for a document review by one of the **TRU Nominated Labs**. Any missing testing will need to be performed, in order to receive a COC to ship. Questions related to this program should be directed to Product.Safety@toysrus.com

4. PRODUCT INSPECTION PROCESS
GENERAL RULES
- Applies to all Global, Regional, and Local Direct Import Own/Private Brand Products sourced through the GSO.
- Conducted by:
  - TRU QA Personnel in China, Cambodia and India.
  - Nominated Third-Party agencies may be used as directed by TRU Global Safety and Compliance.
  - Vendors qualified under the vendor self-inspection process.
- Initial inspection Paid for by TRU.
- Re-inspection paid for by Vendor.
- Initiated by Vendor through Product Inspection Request Form see Product Inspection Request Form (PIRF) obtained through Global Sourcing Office.

STANDARD INSPECTION PACKAGE (SIP)
- Process initiated by Vendor submission of a Standard Inspection and Packaging Detail (SIP) to TRU-GSO for approval.
- TRU-Global Sourcing Office (GSO) approves SIP.
- Vendor sends SIP to factory.
- Factory holds the SIP and passes to inspector on arrival for the inspection.

APPROVAL SAMPLE(S)
- TRU-US Product Development approves sample of product prior to production.
- TRU-GSO sends approval sample to factory.
- Factory holds approval sample and passes to inspector on arrival.

IN-LINE INSPECTION PROCESS
- Vendor/Factory submits completed Booking Form (PIRF) to TRU-GSO QA to schedule inspection 5 days prior to inspection.
- TRU-GSO arranges In-Line Inspection within 3 business days of receipt of the Booking Form (PIRF).
- The inspection will be conducted at the factory when production is 10% to 20% complete.

DURING PRODUCTION INSPECTION PROCESS
- Conducted on items with outstanding orders of more than 100,000 units or by special request.
- Conducted when production is 40% to 60% complete.

FINAL RANDOM INSPECTION PROCESS
- Date of Inspection is at the vendor’s discretion.
- Vendor will need to have filled out the PIRF (Product inspection Request Form).
- Conducted prior to shipping on every style when production is 100% complete and 80% packed.
- Finished goods must be floor ready with all retail packaging, inside cartons and packed in shipping cartons with a complete packing list.

INSPECTION FAILURES
- Corrective Actions:
  - If an inspection failure has not been overridden by TRU, the factory will complete a Corrective Action Form-Inspection and send to TRU-China-QA.
  - TRU-China-QA will work in collaboration with vendor/factory to ensure that the corrective action has been completed.
- Re-Inspection:
  - Once production is 100% complete and 80% packaged, the factory will arrange for the re-inspection to be conducted by completing and submitting the booking form.
  - Vendor pays for re-inspections.

OUTCOMES
- Inspection Reports: Toys"R"Us Vendor, Factory and GSO will receive a copy of all inspection reports via email.
- Inspection Certificates:
  - When the product passes inspection/re-inspection, a Toys"R"Us Inspection Certificate will be issued for each country of distribution specified on the Booking Form.
  - Inspection certificates are required to ship Apparel only.

5. GLOBAL PRODUCT SAFETY INVESTIGATION/STOP SALE AND RECALL PROCESS
Investigation
Stop sales and consumer level recalls are initiated by the Global Product Safety and Compliance team upon the results of a thorough investigation into a product allegation and/or claim regarding the safety, non-compliance and/or product performance of one of our products. The investigation is led by the Global Product Safety and Compliance team in collaboration with local market Safety QA Teams, key business stakeholders and vendor partners. The global investigation process includes but is not limited to the following steps:

- Guest inquiry/complaint, allegation, a regulatory notice or inquiry regarding the safety or non-compliance of a product;
- Guest inquiry/complaint, allegation, a regulatory notice or inquiry is forwarded to Global Product Safety and Compliance team member for investigation;
- Global Product Safety and Compliance team gathers all relevant facts and data to determine root cause of the issue and if any corrective action is required;
- Global Product Safety and Compliance team collaborates with all appropriate key global stakeholders to discuss results of investigation and agree on the appropriate corrective action;
- Corrective action may include but is not limited to re-work, re-label, stop sale and in some cases consumer level recall.
- Global Product Safety and Compliance team will communicate corrective action plans to all internal/external global partners;
- If notification to a regulatory authority is required, the Global Product Safety Team is responsible to manage and facilitate the regulatory authority reporting process.

Reporting

- **Own/Private Brand Product**
  - **Domestic**: Follow instructions for the Vendor/National Brand Product.
  - **Direct Import**: The Global Product Safety team will lead the investigation in partnership with internal and external partners regarding any safety investigation and/or reporting requirements as set forth under Section 3 of the Master Purchase Order Agreement/Global Master Purchase Order Agreement.

- **Vendor/National Brand Product**
  - Vendor(s) are required to notify TRU of any/all safety/quality/product performance issues, stop sales and recalls.
  - If TRU notifies your company of a safety concern and/or incident with one of your products, TRU requires your company to conduct a thorough investigation into the incident to ensure that your company has met all reporting requirements, including determining if the matter is reportable to government authorities within the countries of distribution (e.g., US Consumer Product Safety Commission (CPSC), Health Canada (HC), Trading Standards, Australian ACCC, etc.). **See Global Mandatory Reporting Requirements** (Below)
  - Your investigation must confirm your company’s compliance with Section 15 of the CPSA regarding substantial product hazards (15 USCS § 2064) or any other law, standard or implementing regulation, and any/all mandatory reporting requirements.
  - Toys“R”Us, Inc. requires the results of your investigation and a root cause analysis.
  - Vendors must inform Toys “R” Us Global Product Safety and Compliance Team within five (5) business days of notification at Product.Safety@toysrus.com of your investigation findings and notify us as to whether you believe the incident is reportable to authorities.
  - If you determine that the incident is reportable to the government or regulatory authority you must notify Toys“R”Us, Inc promptly.
  - We also hereby request that you retain any documents related to this matter, any documents regarding testing of the product in question, and any documents regarding your sales of that product to TRU.

Stop Sale
If your company notifies Toys“R”Us that one of your products requires the items(s) to be removed and placed on “Do Not Sell”, your company must provide the following information to Product.Safety@toysrus.com:

- Include decision criteria for TRU placing product off-sale. Criteria to be discussed and agreed.
- Comprehensive list of all items to be placed on stop sale with all TRU/BRU/FAO items affected (Item#, UPC#, MFR#).
- What is the issue with the product?
- Global Impact – What other countries are impacted?
- Which authorities are involved?
Any specific production lots affected.

Approved remedy information – a Return to Vendor ("RTV"), destroy or request for rework by a Toys "R" Us approved Third Party.

Returns
- The contact name and telephone number if warehouses have questions.
- The RA# (return authorization number).
- Shipping instructions including routing, how to handle freight (Toys "R" Us Brands will only process collect shipments), freight classification (if specified), etc.
- There may be multiple returns under the same RA# dependent on the level of inventory and/or returns.

Destruction – All requests for destruction of products must be approved by the Global Product Safety Team and the local market Buyer. There may be additional costs associated with the destruction of the item.

Retrofit
- Details and instructions of the retrofit or rework.
- The venue for the retrofit – at store level and DC level, DC level only, or returned to vendor for retrofit.
- Requests to rework product utilizing a third party in Toys "R" Us locations must be reviewed and approved by the Global Product Safety Team and Store Operations, and/or other local/global partners.
  - Any item that is retrofitted or reworked will need to have a new MFR # and UPC assigned.
  - Identify all channels in the supply chains, i.e. TRU, BRU, online, FAO, Distribution Center inventory, any product in transit or at factory level.

Consumer Level Recall/Safety Notice
If your company notifies Toys "R" Us that one of your products will be the subject of a Consumer Level Recall, your company is required to provide the following information to Product.Safety@toysrus.com immediately:

- Anticipated date of public announcement of recall & the date that you will be requesting that the product be removed from our sales floor.
  - Which regulatory authority is directing the recall?
  - Letter to the Retailer (if available) that would include a toll free# and website address (link) that guests can contact for further information regarding remedy
  - Reason for recall
  - Proposed remedy
  - Operational hours of the call center.

- All recalls and/or product safety-related issues must be communicated immediately (or upon becoming aware) directly to the Toys "R" Us Global Product Safety and Compliance Team and the Toys "R" Us Buyer. Toys "R" Us requires a minimum of 48 hours written notice before a recall is announced. This allows us to:
  - Remove our inventory from the sales floor
  - Alert our associates about the imminent announcement
  - Issue a DNS “Do Not Sell” to prevent additional incidental sales of the recalled product

- Where posters/safety notices are required by a government agency, the Vendor must provide the following within 24 hours of the recall announcement:
  - Posters in Word in English & Spanish – no larger than 1 MB
  - Acceptable size: 8.5” by 11”
  - Portrait orientation
  - Any and all TRU/BRU/FAO item number(s) and the manufacturer number(s) must appear on the poster/safety notice
  - A "post until" date shown in mm/dd/yyyy format. (The Consumer Product Safety Commission (CPSC) usually requires a display for a minimum of 240 days to follow the Illinois Law). Posters/safety notices must ALWAYS be sent to Product.Safety@toysrus.com or local QA Team.
  - The correct format for our stores is Toys "R" Us and Babies "R" Us, with no spaces between words, and never in all capital letters.
  - All communications should be coordinated through the Global Product Safety and Compliance Team. Vendors should never send information and/or posters directly to the Stores. Toys "R" Us, Inc. reserves the right to require Poster notifications in a native or Vendor/National language even where it is not legally required in support of our commitment to product safety.

- Vendors MUST identify ALL items affected by the recall, including "X" and "D" status items.
Vendor MUST identify ALL Toys"R"Us divisions including Toys"R"Us InterVendor/National Franchise markets, which received the affected product both in the past and in the present. InterVendor/National Store List

Return to Vendor instructions - the instructions must include:

- The RA# (return authorization number)
- The address to ship the merchandise
- The contact name and telephone number if warehouses have questions
- Shipping instructions including routing, how to handle freight (Toys"R"Us will only process collect shipments), freight classification (if specified), etc.
- There may be multiple returns under the same RA# depending upon the level of inventory and/or returns.

Please send all information to: Product.Safety@toysrus.com

GLOBAL MANDATORY REPORTING REQUIREMENTS

Toys"R"Us expects your company to conduct an investigation into any incident upon notification from Toys"R"Us, Inc., to determine if the matter is to be reported to the appropriate country authorities of possible defect, failure to comply with a regulatory, industry, or TRU standard, and if the incident(s) necessitate a report to the appropriate regulatory body. Your investigation must confirm to TRU your company's compliance with TRU Standards and the respective consumer protection laws and/or product safety regulations in your country. If it is determined that the incident in question is a reportable incident, you must immediately notify Toys "R"Us prior to reporting.

In support of our commitment as an industry safety leader, TRU reserves the right to administer global action, up to and including a global stop sale and/or recall in all countries where affected product is or has been sold. And, pursuant to Section 3. of the Global Master Purchase Order Agreement (GMPOA) and/or Master Purchase Order Agreement (MPOA) the vendor/manufacturer will be financially responsible for any/all costs associated with a stop sale and/or recall upto and including any/all costs to destroy inventory, shipping/transportation, signage and potential lost sales. See Section 3. Below.

3. PRODUCT TESTING, SAFETY REQUIREMENTS & PRODUCT RECALLS.

Seller, at its sole cost and expense, shall perform, or cause to be performed, all tests on the Products required by the U.S. Consumer Product Safety Commission or any Federal, State or local governmental agency or authority having jurisdiction as well as any Law, applicable industry voluntary standard or Buyer requirements and shall keep for a period of not less than three (3) years certificates and/or other sufficient documentation indicating that all applicable tests have been administered and passed. Such tests shall be conducted by laboratories acceptable to the agency or authority requiring the same and Buyer. Seller shall promptly make available, and at Buyer's request shall promptly furnish, to Buyer copies of all such certificates and/or other sufficient documentation and shall permit Buyer or any person or persons authorized by Buyer to inspect and make copies of all records maintained by Seller in connection with such tests. Seller shall provide to Buyer a Material Safety Data Sheet as required by Law prior to the delivery of Products to Buyer. Upon written notice to Seller, Buyer can perform or have performed any acts necessary to satisfy the requirements of this Section at Seller’s expense, which expense may be credited against any amounts owed by Buyer to Seller. In the event (i) Buyer has reasonable cause at any time to believe that any Products contain defects or hazards that could impair the fitness for purpose or durability of the Products or create a substantial risk of injury to any person or property or that the purchase, display or sale of Products by Buyer violates or will violate any Law relating to the manufacture, sale, labeling, safety or transportation or Products, or (ii) Seller or a government entity initiates removal of Products from the stream of commerce (any of the foregoing a “Recall”), without limiting any of Buyer’s other remedies, Seller shall be responsible for all costs associated with any Recall, including without limitation Buyer’s lost profits in connection therewith and Seller shall undertake all corrective actions in connection with the Recall including without limitation, timely notice to Buyer of any Recall, removal of the Products from Buyer’s inventory and disposition of the recalled Products. Seller shall comply with Buyer’s Standards for Partner Conduct.

There are several countries where there is a mandatory reporting rule, failure for a retailer, manufacture, distributor or importer of record/Private Labeler to report an incident(s) that may create a substantial risk of injury/health or death may result in a civil penalty.
*The following list of countries includes only those countries with mandatory reporting requirements.

**United States of America**

**U.S. CONSUMER PRODUCT SAFETY COMMISSION (CPSC)**

To report potentially hazardous products that you manufacture, distribute, import or sell under Section 15 of the Consumer Product Safety Act.

- Report products that do not comply with a safety rule issued under the Consumer Product Safety Act or any other Act administered by CPSC.
- File a report within 24 hours of getting information that reasonably lets you know that a product does not comply with safety rules.
- Report products that contain a defect that could create a substantial risk of injury to the public or that presents an unreasonable risk of serious injury or death.

[https://www.saferproducts.gov/CPSRMSpublic/Section15/](https://www.saferproducts.gov/CPSRMSpublic/Section15/)

**FOOD AND DRUG ADMINISTRATION (FDA)**

FDA believes the cooperation of manufacturers and distributors in expediting recall activities is vital because of the determination that a distributed product is potentially hazardous to the public or animals and/or is in violation of the Federal Food, Drug, and Cosmetic Act (the Act). Recalling firms are urged to notify the local FDA District Recall Coordinator as soon as a decision is made that a recall is appropriate and prior to the issuance of press or written notification to customers. For your local recall coordinator, please check the following website:


**FDA Recall Guidance for Industry**

This guidance provides more specific recommendations and applies to both mandatory and voluntary recalls of all FDA-regulated products (i.e. food, including animal feed; drugs, including animal drugs; medical and radiological devices; cosmetics; human biological products including blood; and human tissue.)


**VENDOR/NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)**

The Office of Defects Investigation, or ODI is part of the U.S. DOT's Vendor/National Highway Traffic Safety Administration, the nation's only agency authorized to conduct defect investigations and administer safety recalls on everything from vehicles and equipment to tires and child safety seats. ODI engineers and investigators look into problems reported. Visit ODI for reporting information at: [https://www-odi.nhtsa.dot.gov/ivoq/](https://www-odi.nhtsa.dot.gov/ivoq/)

---

**Canada**

**HEALTH CANADA**

Industry reports are received under Section 14 of the *Canada Consumer Product Safety Act* and the *Cosmetic Regulations* made under the *Food and Drugs Act*.

- an occurrence in Canada or elsewhere that resulted or may reasonably have been expected to result in an individual's death or in serious adverse effects on their health, including a serious injury;

- a defect or characteristic that may reasonably be expected to result in an individual's death or in serious adverse effects on their health, including a serious injury;
- incorrect or insufficient information on a label or in instructions — or the lack of a label or instructions -- that may reasonably be expected to result in an individual's death or in serious adverse effects on their health, including a serious injury; or a recall or measure that is initiated for human health or safety reasons.

42609-3
If an incident rises to the level of a reportable incident, there is mandatory reporting at every level of the Supply Chain within 2 business days of becoming aware of the incident:

- Seller/Retailer
- Distributor
- Importer/Manufacturer


Europe

THE EUROPEAN PARLIAMENT AND COUNCIL OF THE EUROPEAN UNION

Pursuant to Chapter II of DIRECTIVE 2009/48/EC

Manufacturers/ importers/ distributors/ retailers who consider or have reason to believe that a toy which they have placed on the market is not in conformity with the relevant Community harmonization legislation shall immediately take the corrective measures necessary to bring that toy into conformity, to withdraw it or recall it, if appropriate. Furthermore, where the toy presents a risk, manufactures/ importers/ distributors/ retailers shall immediately inform the competent Vendor/National authorities of the Member States in which they made the toy available to that effect, giving details, in particular, of the non-compliance and of any corrective measures taken.

Vendor/National authorities can be notified by way of RAPEX Notification Form to their respective Member States.

Rapex Notification Form

Where circumstances give rise to an obligation to report a risk to authorities, that reporting obligation arises in every EU member state where the product was marketed. Best practice is to ensure a direct communication (in local language) with the relevant authorities in each country. See contact points link provided below.

Rapex Contact Points

Australia

THE AUSTRALIAN COMPETITION AND CONSUMER COMMISSION (ACCC)

Mandatory reporting requirements under Sections 131-132A of the Australian Consumer Law requires that suppliers (manufactures/ importers/ distributors/ retailers) must notify the Commonwealth minister when they become aware a consumer good or product-related service they supplied has caused, or may have caused death, serious injury of illness within 48 hours of becoming aware of the incident regardless of whether the goods were used before or at the time of the incident.

To notify the minister, suppliers (manufactures/ importers/ distributors/ retailers) should complete on-line mandatory reporting form on the Product Safety Australia website.

http://www.productsaafety.gov.au/content/index.phtml/itemId/970225
Japan
CONSUMER AFFAIRS AGENCY - GOVERNMENT OF JAPAN

Pursuant to the Consumer Product Safety Act suppliers are to report consumer products that are deemed as being highly likely to cause danger, particularly to the lives or bodies of general consumers in consideration of these products' structure, material and usage; Accidents where danger to the lives or bodies of a general consumers has occurred. In case of any serious product accident (manufactures/ importers/ distributors/ retailers) of consumer products are required to submit a report to the Ministry of Economy, Trade and Industry (METI) within 10 days from the day business operators including importers came to know the fact of the accident. All (manufactures/ importers/ distributors/ retailers) of consumer products in Japan, regardless of their size or type of business, are required to submit this report on accidents.


http://www.caa.go.jp/en/

South East Asia

Hong Kong – The Toys and Children's Products Safety Ordinance, Chapter 424, Laws of Hong Kong stipulates the statutory safety standards to regulate the safety of toys and children's products which are manufactured, imported or supplied for local use or consumption. Hong Kong Customs and Excise Department will investigate a consumer reported incident by making inquiries of all parties involved. http://www.customs.gov.hk/

Malaysia – All toys must comply with and conform to Malaysian Safety Standards. Importers are required to report any recalled items and provide actions to be taken with the Ministry of Domestic Trade. Recalls in other countries must also be reported by the Importer, and any Retailer of the product must confirm that the product is no longer on the shelf for sale. Forms are available on http://www.kpdnkk.gov.my/.

Singapore – The objective of the Singapore Consumer Protection (Safety Requirements) Registration Scheme or CPS Scheme is to safeguard consumers’ interest by ensuring household products, designated as controlled goods, meet the specified safety standards. The CPS Scheme is administered by SPRING Singapore as the Safety Authority since 1991 by Ministry of Trade and Industry (MTI) under the Consumer Protection (Safety Requirements) Regulations 2002. One of the roles of the Safety Authority under the Regulations is to ensure compliance by industry on the registration of forty-five (45) categories of controlled goods. Registration of controlled goods under the Consumer Protection (Safety Requirements) Regulations 2002 is based on Certificate of Conformity (COC) issued by designated third party Conformity Assessment Bodies (CABs). Not registering controlled goods. Can result in a conviction, a fine not exceeding $10,000/- or to imprisonment for a term not exceeding two years or to both.

- IDA Singapore (RC product)- https://tls.ida.gov.sg/tls/login.do  IDA FORM
- HAS Singapore (Cosmetic product)- HSA FORM INSTRUCTIONS
- AVA Singapore (Food product) - http://www.ava.gov.sg/

Taiwan – The Bureau of Standards, Metrology and Inspection (BSMI) under the Ministry of Economic Affairs is the authority responsible for standardization, metrology and product inspection in Taiwan. The activities of the BSMI encompass the development of Vendor/National standards, the verification of weights and measuring instruments, the inspection of commodities and the provision of other certification or testing services. They supervise all import products to ensure they meet Chinese Vendor/National Standards. The Bureau of Standards, Metrology & Inspection will investigate products that are subject to a global recall to determine if it meets Chinese Vendor/National Standards.

http://www.bsmi.gov.tw/wSite/mp?mp=2
42609-3
Thailand - The product safety test report under EN71 or ASTM F963 must be submitted upon an application of Import license. When there is a reasonable cause to suspect that any goods may be harmful to the consumers. The Importer, Supplier and Manufacturer must report the product in question to the Office of the Consumer Protection Board Thai or the Thai Industrial Standard Institute, Ministry of Industry. In case of FDA relevant products e.g. foods and cosmetics, the report must be submitted to Thai Food and Drug Administration, Ministry of Public Health. See websites below.

http://www.ocpb.go.th

http://www.tisi.go.th
V. **Global Safety and Compliance Documentation**: at the end of the applicable QA processes, you will receive the documentation described below, some of which will be required to permit shipment of the product.

<table>
<thead>
<tr>
<th>Market</th>
<th>Brand</th>
<th>Sourcing Office</th>
<th>Item Type</th>
<th>COC/GCC/CPC/DOC</th>
<th>Test Report</th>
<th>Inspection Certificate</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL</td>
<td>ALL</td>
<td>ALL</td>
<td>ALL</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>US</td>
<td>Own/Priv</td>
<td>Global/ Regional/ Local</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Vendor/National Brand Direct Import</td>
<td></td>
<td></td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td>CA</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Vendor/National Brand Direct Import</td>
<td></td>
<td></td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Vendor/National Brand Direct Import</td>
<td></td>
<td></td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td>AU</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Vendor/National Brand Direct Import</td>
<td></td>
<td></td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td>JP</td>
<td>Own/Priv</td>
<td>Global</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Vendor/National Brand Direct Import</td>
<td></td>
<td></td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td>SP</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>SP</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Local</td>
<td></td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>SP</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>FR</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Local</td>
<td></td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>FR</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td>EU</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Local</td>
<td></td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Local</td>
<td></td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines Non-CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hardlines CE</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
<td></td>
</tr>
<tr>
<td>CN</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN/CN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines</td>
<td>EN</td>
<td>EN</td>
<td>EN/CN</td>
</tr>
<tr>
<td>SEA</td>
<td>Own/Priv</td>
<td>Global/ Regional</td>
<td>Softlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
<tr>
<td></td>
<td>Private</td>
<td></td>
<td>Hardlines</td>
<td>EN</td>
<td>EN</td>
<td>EN</td>
</tr>
</tbody>
</table>
## TRU Nominated Trim Suppliers

<table>
<thead>
<tr>
<th>Zippers</th>
<th>Snaps</th>
<th>Heat Transfer Label and Woven Labels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talon</td>
<td>Morito</td>
<td>Pacific Packaging Ltd.,</td>
</tr>
<tr>
<td>YKK</td>
<td>Scovill</td>
<td>Sourcing Solutions InterVendor/National (SSI)</td>
</tr>
<tr>
<td>Coats</td>
<td>YKK</td>
<td></td>
</tr>
</tbody>
</table>
### Toys R Us Quality Non Compliance Chargebacks GSO

Applies to Vendors of items sourced through the TRU Global Sourcing office.

<table>
<thead>
<tr>
<th>Event</th>
<th>Description</th>
<th>Service Fee (Unit: USD)</th>
</tr>
</thead>
</table>
| Factory denies entry          | Factory (or vendors’ factory) refuses entry by Toys R Us Employee into the factory. | 1st time: issuing a Warning Letter  
2nd time onward: US$3,000 per occurrence |
| Wrong Information             | Factory (or vendors’ factory) fails to provide accurate factory address or Product information. | US$500 per occurrence                               |
| The conditions for inspection are not satisfied | Factory (or vendors’ factory) fails to meet conditions for inspection (e.g. Products are not finished as required, or samples and materials needed for inspection are lost or not provided for other reasons). | US$500 per occurrence                               |
| Re-inspection of products     | A re-inspection of the Products (2nd, 3rd, etc.) is required due to factory (or vendors’ factory fault). | 2nd Inspection: US$300  
3rd Inspection: US$500 |
| Inspection Application Form   | Inspection Application Form is not submitted according to the required procedure (any Inspection Application Form shall be submitted five working days before the inspection date). | US$300                               |
| Inspection during non-working days | Factory (or vendors’ factory) requires that Toys R Us Employees’ service to inspect the Products during non-working days. | US$300                               |
| Unauthorized delivery         | Factory (or vendors’ factory) ships Products without the authorization of Toys R Us. | US$10,000                           |
| Product manufactured in an unauthorized factory | TRU Own/Private branded Products are manufactured in an unauthorized factory, or the address of the factory inspected or the manufacturing factory is inconsistent with the address shown on the COC product test report. | US$10,000                           |

### Social Compliance Audit

<table>
<thead>
<tr>
<th>Event</th>
<th>Description</th>
<th>Service Fee (Unit: USD)</th>
</tr>
</thead>
</table>
| Factory denies entry                | Factory (or vendors’ factory) refuses entry to a Toys R Us Employee or Toys R Us duly authorized agent from entering into the factory. | 1st time: issuing a Warning Letter  
2nd time onward: US$3,000 per occurrence |
| Critical observations not improved | Critical observations are not improved when the second follow up appraisal is conducted. | US$700                               |
| Application for 3rd follow-up appraisal | Critical observations are not improved when the second follow up appraisal is conducted, and the 3rd follow-up appraisal is required. | US$1,000                           |

### Appendix 3

Toys”R”Us Nominated Third-Party Laboratory Details

42609-3
Please note **Pre-production** and **Production** testing must be conducted at the same lab. *FAO Business is solely for US distribution.*

**ACCESS TO TRU GLOBAL PRODUCT PROTOCOLS, FORMS & GUIDANCE DOCUMENTS:** All forms used for testing and protocols can be accessed through the labs portals. For more information please visit the labs websites or email them for more information please see below.

**Links to Toys”R”Us Nominated Third-Party Laboratories**

- **BV link and password**
  - [https://docushare.cps.bureauveritas.com/docushare/dsweb/Login](https://docushare.cps.bureauveritas.com/docushare/dsweb/Login)
  - Login:
    - Username: bvendor262
    - Password: ba262vendo

- **Intertek link and password**
  - [https://datalink.intertek.com](https://datalink.intertek.com)
  - Login:
    - Username: tru_vendor
    - Password: tru_vendor2012

- **UL link and password**
  - Login:
    - Username: TRUvendor
    - Password: TRUv123$

- **SGS link and password**
  - Email: USCTS.TRUSUPPLIERS@sgs.com

**Third Party Billing**

42609-3
**Testing Program Discount:**
Additional test charges (i.e. Lead Content) are charged in accordance with the lab price list less the testing program discount. Additional discounts will be applied to Package Prices and Rush/Priority Service Requests.

**Administrative Fee:**
An administrative fee is added to the testing invoice as a charge by the lab for administering the Toys"R"Us program.

**Overdue:**
The third party laboratories will not test for vendor with past due invoices. When the invoice sent to the vendor is not paid within 30 days after the invoice date, further testing will not be conducted which could cause the vendor to miss their ship date.

If samples are received from a vendor with outstanding invoices, then the new samples will be placed on hold until both the outstanding invoices are paid in full and pre-payment is received for the new samples.

**NOTE:** New vendors may be required by the labs to prepay for testing.
## Appendix 4  Bill of Materials/ Bill of Substances BOM/BOS – Hardlines Sample

### Bill of Materials/ Substances 使用材料清單

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Description</th>
<th>Supplier</th>
<th>Material Category</th>
<th>Component Name</th>
<th>Material Code</th>
<th>Percent in Product</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Add Items As Needed

---

### INSERT EXPLODED DIAGRAM HERE

---

**TOYS R US**

**BABIES R US**

**HARDLINES**

**FAO**
## General Information

<table>
<thead>
<tr>
<th>Front View</th>
<th>Back View</th>
</tr>
</thead>
</table>

- **DATE:**
- **VENDOR:**
- **VENDOR CONTACT PERSON & TEL#:**
- **FACTORY:**
- **FACTORY ADDRESS:**
- **FACTORY CONTACT PERSON & TEL#:**
- **STYLE #:**
- **BRAND NAME:**
- **DESCRIPTION:**
- **DEPT #:**

### Fabric

<table>
<thead>
<tr>
<th>List of All Fabrics</th>
<th>Fabrication</th>
<th>Fabric Weight</th>
<th>Parts in Garment</th>
<th>Over 15% of Garment Surface Area More Than or 5% of Garment Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>FABRIC TYPE 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FABRIC TYPE 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FABRIC TYPE 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FABRIC TYPE 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FABRIC TYPE 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Trims & Components

<table>
<thead>
<tr>
<th>List of All Trims Components</th>
<th>Description</th>
<th>Brand</th>
<th>Material Type</th>
<th>Parts in Garment</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRIM TYPE 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRIM TYPE 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRIM TYPE 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRIM TYPE 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRIM TYPE 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Appendix 5**

**Softlines vs. Hardlines**

Products considered Softlines

42609-3
Apparel
Bed Pillows
Belts
Bibs - all materials/ Mess Mats
Blanket
Bumper Guards Headboard
Changing Pad Covers
Christmas Stockings
Comforter
Covers
Crib Canopy
Curtains
Diaper Stacker
Dust Ruffle
Fabric Hamper
Fabric Liner
Fabric Nursery Organizers
Flat and Contour Changing Pads
Footwear

General Use products
Hat
Mattress Pads,
Mittens /Gloves
Nursing head support
Pillows-Decorative
Quilts/Sheets
Rugs
Scarves
Sheet Savers
Sleepwear & Robes
Slipcovers Pillow Covers
Socks
Suspenders
Throws
Tights
Towels
Training Pants Cloth Diapers
Tree Skirt
Waterproof Sheets

Products considered Hardlines
Baby Bath Slings with and without Head Support
Back packs
Bags
Baskets
Bottle Brush/Bottle Drying Rack & Dishwashing Basket
Car Seat & Stroller
Car Signs Baby View Mirror
Carriages and Strollers/High Chair/Infant
   Walker/Play Yard/Activity Center/Infant
   Bouncer Seat/Infant Swing/Portable Bed Rails/
   Handheld Infant Carriers/Soft Infant
   Carriers/Infant Sling Rider/Booster
   Seat/Shopping cart liner/ Moses Basket/
   Expansion Gates and Expandable Enclosures
Ceramic Banks
Ceramic ware/Glassware
Child Locks, Outlet Covers Safety
Children's Table
Child's Chair
Costumes
Diaper Bags
Diaper Pail Deodorizers, Disposable Paper/
   Hangers/Decorative Door Hanger
Diaper Pins/Wipe Case
Electronics/Appliances
Food Storage Containers
Frames

Appendix 6 TRU EU Product Compliance Program
SCOPE:

1. Regional and Local TRU Own/Private Brand, and Vendor Brand, Direct Import (TRU Import) Products

2. Regional and Local TRU Own/Private Brand, and Vendor Brand, Non-Direct Import (Vendor Import) Products

1. Direct Import (TRU Import) products:

   ➤ TRU OWN/PRIVATE BRAND products:

   PRE-PRODUCTION (Pre-Pro) EVALUATION PROCESS:

   - Applies to All Own/Private Brand products (Global, Regional, and Local).
   - Initiated by TRU EBM who provides range plan/line review packet to TRU Global Product Safety and Compliance after the line review.
   - TRU Global Product Safety and Compliance reviews with TRU EBM and determines:
     - Which items should be sent for Laboratory Evaluation, and assigns level of Pre-Pro Lab Evaluation described below. Some products may not require any Pre-Pro testing.
     - The information on the Test Request Form (TRF) will be filled out by the TRU EBM by checking the appropriate boxes below;
       - Pre-Pro Testing: physical and mechanical testing of the item to the same requirements which will be applied at production testing. All items selected for Pre-Pro Lab Eval will undergo a Packaging Requirements Assessment.
       - Design Evaluation Only: evaluation of the product’s design for potential safety, regulatory compliance and quality issues. Samples may consist of drawings, spec sheets, etc. and may not be full samples.
       - Material/Piece Goods Testing: evaluation of the safety, compliance and quality aspects of materials which will be used in the final product.
       - Packaging Requirements Assessment: evaluation of a sample to determine required Global warnings, instructions and symbols for the product’s label, packaging and other written and graphic materials. Conducted before packaging, labelling and other materials are printed.
       - Labeling/Packaging Review: evaluation of the compliance of the item’s packaging, labeling, instructions and other written materials. Conducted after packaging, labeling and other materials are printed.
       - Hardlines: paid for by TRU only if selected for Pre-Pro testing by TRU Global Product Safety and Compliance Team and TRU EBM.
       - Softlines: Vendor pays for Pre-Pro Material testing.
     - At a minimum, TRU’s Global Product Safety and Compliance team recommends that all new products be submitted to the lab for a Packaging Requirements Assessment. The lab would then provide the required warnings for the particular product packaging for every market of distribution.
     - Please note, the vendor may elect to use the Pre-Pro process to assess product compliance against any TRU product protocol requirements prior to CoC testing. Vendors are responsible for the cost of the assessment.

   PRODUCTION EVALUATION PROCESS (CoC Testing):

   - At least 3 working days prior to the desired sample collection date, vendor shall complete the sampling/testing Request Test Form.
   - The third party laboratory/inspection personnel will conduct a sample collection on site at the factory, except when exempted by TRU Global Safety and Compliance Team. For Non Far East production, samples must be self-submitted to the Lab by the Vendor.
   - Each intended country of distribution should be listed on the Test Request Form when submitting the item. Submission at one time for all intended countries of distribution will usually cost less than separate submissions of the same item for different countries of distribution.
   - Vendors must submit samples and all documentation and/or certification to support compliance to TRU requirements. If a vendor is unable to provide documentation to the test lab, or if the documentation submitted fails to satisfy the TRU requirements, testing will be performed by the test lab to determine compliance. In order
to understand TRU’s product specific requirements and document acceptance guidelines, vendors can reach out to, or visit any one of our four 3rd party approved lab partner’s sites for a copy of the Global Product Protocol Matrix. Please note that it is the vendor’s responsibility to continually review the Global Product Protocol Matrix found on the labs data platforms for the most up to date protocol and requirements.

Effective immediately for New Own/Private Label Hardline products, as part of the document acceptance policy, TRU will accept the vendor’s flammability & physical/mechanical test reports from a 3rd Party Lab Accredited by one of the EU Accreditation Bodies (Link for Accreditation Bodies below), provided the Own/Private Brand product is exactly the same as the vendor’s Own Brand product with only minor aesthetic differences (e.g. color of some components is different but the physical construction is exactly the same).

http://www.european-accreditation.org/mla-and-bla-signatories, under “Product Certification”

For Sleepwear & Wearing Apparel items including Costumes, Flammability testing at the nominated lab partner will be required.

- Upon successful completion of the production evaluation process, the lab will issue a TRU Certificate of Compliance (“COC”). The COC serves as the shipping release document for the selected countries of distribution where TRU is the importer of record. A Technical file, if required for the item, will be maintained by the lab partner.

- The chart below explains the entity responsible for verification of EU compliance and maintenance of product technical files.

<table>
<thead>
<tr>
<th>Product Market</th>
<th>Supplied to TRU Via:</th>
<th>Brand</th>
<th>Technical File Maintenance</th>
<th>3rd Party Testing and/or Doc Review</th>
<th>Location of documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional (more than 1 EU country)</td>
<td>Direct Import (TRU Import)</td>
<td>Own/Private Brand</td>
<td>TRU 3rd party lab</td>
<td>3rd party lab</td>
<td>3rd party lab</td>
</tr>
<tr>
<td>Local (single EU country)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**VENDOR BRAND products - PRODUCTION EVALUATION PROCESS (CoC Testing)**

- Vendor/National Branded Direct Import products with Vendor/EU Representative name and address only; vendors will be required to submit a EC Declaration of Conformity (EC DoC) to the relevant EU directive(s) to the one of TRU’s four nominated Lab partners for review and issuance of the Certificate of Compliance Certification (“COC”)/EC Declaration of Conformity (EC DoC).

**Note:** Vendor/National Branded Direct Import products with TRU’s name & address appearing on the product or packaging (e.g. “Imported by Toys R Us”) must follow the PRODUCTION EVALUATION PROCESS (COC Testing) as described above under 1. Direct Import (TRU Import) products, except, Vendor may self-submit samples to one of TRU’s four nominated Lab partners.

- TRU requires the vendor to take on the responsibility of the manufacturer when TRU is labelled as the importer on the product or packaging.

- TRU will accept the vendor’s flammability & physical/mechanical test reports as part of the document acceptance policy.

- The chart below explains the entity responsible for verification of EU compliance and maintenance of product technical files.
### 2. Non-Direct Import (Vendor Import) products:

- **TRU OWN/PRIVATE BRAND products**-
  - Applies to Regional, and Local Own/Private Brand products.
  - Must follow the PRE-PRODUCTION (Pre-Pro) EVALUATION PROCESS, and PRODUCTION EVALUATION PROCESS (CoC Testing) detailed under the Direct Import (TRU Import) Products process for TRU OWN/PRIVATE BRAND products.
  - The CoC is not a required shipping document, however, it is the Vendor’s responsibility to ensure the product complies with all applicable TRU requirements listed in the TRU Global Product Protocol Matrix. The vendor must provide the CoC to the EBM prior to shipment.
  - Documents demonstrating product compliance must be furnished to TRU upon request, within the specified timeframe.

<table>
<thead>
<tr>
<th>Product Market</th>
<th>Supplied to TRU Via:</th>
<th>Brand</th>
<th>Technical File Maintenance</th>
<th>3rd Party Testing and/or Doc Review</th>
<th>Location of documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional (more than 1 EU country)</td>
<td>Direct Import (TRU Import)</td>
<td>Vendor Brand</td>
<td>Vendor</td>
<td>3rd party lab</td>
<td>Vendor/ 3rd Party Lab</td>
</tr>
<tr>
<td>Local (single EU country)</td>
<td>Non-Direct Import (Vendor Import)</td>
<td>Own/Private Brand</td>
<td>Vendor / 3rd Party Lab</td>
<td>3rd party lab</td>
<td>Vendor / 3rd Party Lab</td>
</tr>
</tbody>
</table>

- **VENDOR BRAND products**-
  - The CoC is not a required shipping document, however, it is the Vendor’s responsibility to ensure the product complies with all applicable Regulatory requirements in the EU, & in the specific EU country of distribution.
  - Documents demonstrating product compliance must be furnished to TRU upon request, within the specified timeframe.

<table>
<thead>
<tr>
<th>Product Market</th>
<th>Supplied to TRU Via:</th>
<th>Brand</th>
<th>Technical File Maintenance</th>
<th>3rd Party Testing and/or Doc Review</th>
<th>Location of documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional (more than 1 EU country)</td>
<td>Non-Direct Import (Vendor Import)</td>
<td>Vendor Brand</td>
<td>Vendor</td>
<td>Vendor</td>
<td>Vendor</td>
</tr>
<tr>
<td>Local (single EU country)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TRU EU Product Compliance Program
Product Process Flow

Importer of Record
(Shipper)

TRU Import/Direct Import
(DI, FOB)

- TRU are EU Representative
  - TRU or Vendor Brand
    - TRU CoC Document required for shipping

  CoC evaluation with conditional document acceptance

- Vendor are EU Representative
  - Vendor Brand
    - CoC evaluation with review of Vendor EC DoC

Vendor Import/Non-Direct Import
(Domestic, DOM)

- TRU are EU Representative
  - TRU Brand

  CoC Process Requirements met and monitored by Vendor

- Vendor are EU Representative
  - Vendor Brand

COC not Required

Notes:
- Local, existing products
  Subject to CoC program
  starting Fall 2016 or Spring 2017.

  Products Samples & relevant documents must be submitted
to the lab for evaluation.

- Local products transitioning to Regional
  Subject to CoC program when transition begins.

  Products need to be submitted to the lab for evaluation to the
additional Countries of Distribution requirements.

- New products
  Subject to full CoC program
  including Pre-Pro evaluation when launched.

Notes:
- Vendor must supply a formal
  EC Declaration of Conformity (EC DoC) against the relevant
  EU Directives.

  This will include the Name and Address of the EU
  Representative

  Format will follow that of
  2004/82/EC, Annex III

Notes:
- A CoC document is not required for shipping.

  CoC must be provided to EBM
  prior to shipping

  Vendor will ensure all product
  complies with all TRU
  requirements by using the TRU
  Protocol Matrix.

  Documents showing product
  compliance must be supplied
  upon request, within the
  specified timeframe.

Notes:
- A CoC document is not required for shipping.

  Documents showing product
  compliance must be supplied
  upon request, within the
  specified timeframe.
### Appendix 7  Sample Size Requirements - Piece Goods & Final Product– Home Textile

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>+ United States (USA) + Canada (CAN) + Europe (EUR) + Australia (AUS) + Japan (JAP)</td>
<td></td>
</tr>
<tr>
<td>Knit Piece Goods</td>
<td>2 yards x full width + 4 grams/A3 size/1 gross of components</td>
<td>0 yard x full width</td>
<td>0 yard x full width</td>
</tr>
<tr>
<td>Woven Piece Goods</td>
<td>2 yards x full width + 4 grams/A3 size/1 gross of components</td>
<td>0 yard x full width</td>
<td>0 yard x full width</td>
</tr>
<tr>
<td>Knit Final Product</td>
<td>4-6 product + 24 pcs of each component</td>
<td>0 yard x full width</td>
<td>0 products</td>
</tr>
<tr>
<td>Woven Final Product</td>
<td>4-6 products + 24 pcs of each component</td>
<td>0 yard x full width</td>
<td>0 products</td>
</tr>
</tbody>
</table>

### Sample Size Requirements - Piece Goods & Final Product - Apparel

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>+ United States (USA) + Canada (CAN) + Europe (EUR) + Australia (AUS) + Japan (JAP)</td>
<td></td>
</tr>
<tr>
<td>Knit Piece Goods</td>
<td>3 yards x full width + 4 grams/A3 size/1 gross of components</td>
<td>0 yard x full width</td>
<td>1 yard x full width</td>
</tr>
<tr>
<td>Woven Piece Goods</td>
<td>3 yards x full width + 4 grams/A3 size/1 gross of components</td>
<td>0 yard x full width</td>
<td>1 yard x full width</td>
</tr>
</tbody>
</table>
## Knit Final Product

<table>
<thead>
<tr>
<th>Component</th>
<th>garments</th>
<th>yards x full width</th>
<th>garments</th>
<th>garments</th>
<th>garments</th>
<th>yards x full width</th>
<th>grams/A3</th>
<th>gross of components</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 garments + 24 pcs of each component</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>10 garments + 3 yards x full width + 4 grams/A3 size/1 gross of components</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Woven Final Product

<table>
<thead>
<tr>
<th>Component</th>
<th>garments</th>
<th>yards x full width</th>
<th>garments</th>
<th>garments</th>
<th>garments</th>
<th>yards x full width</th>
<th>grams/A3</th>
<th>gross of components</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 garments + 24 pcs of each component</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>10 garments + 1 yards x full width + 4 grams/A3 size/1 gross of components</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Additional samples may be needed in certain cases, for example for analytical, flammability, etc. Example: If item fails formaldehyde, then individual testing is needed in which case lab may need additional samples.

2. If testing to USA + CAN + EUR, then sample size = minimum sample size + USA + CAN + EUR sample size.

3. Piece goods sample size is per color (note that only like fabrication can be submitted together during piece goods stage). Example: For USA piece goods testing submit 3 yards of fabric + 4 grams/A3 size/1 gross of components per color.

4. Final product sample size is per item/style/color.

5. Component is defined as button, zipper, zipper attachment, snap, sewn in label, patch, fabric panel of screen print, etc. (i.e., any textile or non-textile component or trim added to the fabric/garment itself).

6. For final product testing, vendor must provide labeling & packaging (i.e., care label, hang tags, etc.) for lab review for all countries of distribution being tested. The following are options to meet this requirement:
   a) Submitted garments must have full labeling & packaging / be shelf ready for one of the countries of distribution being tested. Submit just the labels themselves for remaining countries. Example: If testing to USA + AUS + JAP, then all 6 garments can be USA shelf ready labeling & packaging but then vendor must provide the actual labels that will be applied on the AUS & JAP samples.
   b) Of the submitted garments, submit a fully labeled & packaged / shelf ready item for each country of distribution. Example: If testing to USA + AUS + JAP, then within the 6 garments submitted, one must have USA labeling, one must have AUS labeling, and one must have JAP labeling. The remaining 3 samples can be for USA, AUS, or JAP.
   c) Combination of above option a) & b).

## Appendix 7.a Sample Size Requirements - FOOTWEAR

### Piece Goods Stage
1. 3 pieces of A4 size uppers and/or lining materials.
2. 24 pieces of components.

### Final Product Stage
1. Minimum of two pairs of each size booked with the minimum total number of pairs being equal to or greater than 12.
2. If less than 6 different sizes are booked, then the total number of pairs still need to be 12.
3. If 8 different sizes are booked, then the total number of pairs would be equal to 16.
Appendix 7.b

Hardlines Pre-Production Laboratory Evaluation Sample Requirements

<table>
<thead>
<tr>
<th>Pre-Pro Eval Level</th>
<th>Standard Number of Samples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Production Testing</td>
<td>2 per Market of Distribution</td>
</tr>
<tr>
<td>Material &amp; Piece Goods Testing</td>
<td>Costumes: follow Softlines Sample Requirements</td>
</tr>
<tr>
<td></td>
<td>All else, contact lab for material quantity/volume requirements</td>
</tr>
<tr>
<td>Design Evaluation</td>
<td>2 samples or 1 set of technical drawings</td>
</tr>
<tr>
<td>Warnings Assignment</td>
<td>1 sample</td>
</tr>
<tr>
<td>Packaging &amp; Labeling Review</td>
<td>1 sample with packaging or artwork</td>
</tr>
<tr>
<td>Cosmetic/Food Ingredient Review</td>
<td>No samples. Submit Cosmetic Ingredient Review TRF</td>
</tr>
</tbody>
</table>

The Softlines Sample Requirements, which should be applied to costumes submitted for Material and Piece Goods Testing, can be found in Appendix 7.

Hardlines Production Evaluation Sample Requirements

<table>
<thead>
<tr>
<th>Product Type</th>
<th>US</th>
<th>CAN</th>
<th>EU</th>
<th>Australia</th>
<th>Japan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toys</td>
<td>12</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Children’s Items Non-Toy</td>
<td>12</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Adult Items</td>
<td>6</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Large Bulky Items or Items with a Retail Price of &gt;$100</td>
<td>4</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
</tbody>
</table>
Appendix 8

Toys"R"Us Inc.
PRE-PRODUCTION LABORATORY EVALUATION REQUEST FORM

RULES FOR USING THIS FORM:
- This form should only be used for pre-production laboratory evaluation submissions of newly-developed Private Brand Toys & Juvenile Hardlines developed by the Global Private Brand Team at "R"HQ in Wayne, NJ (includes all Global and Regional Import (FCB) items).
- Only those items selected for pre-production laboratory evaluation by the TRU Global QA Team should be submitted using this form.
- Submissions should only be for the laboratory pre-production evaluation type specified by the TRU Global QA Team.
- Submissions of items not selected by TRU Global QA and submissions of items for evaluation types not specified by TRU Global QA will be at the vendor’s expense.

INSTRUCTIONS FOR USING THIS FORM:
- Please type or print in BLOCK LETTERS.
- Please submit a separate form for each sample submitted.
- Failure to complete required fields = sample will be put on hold.
- Include completed form in box with sample(s).

Vendor:
- Must complete all other fields.

Pre-Production Evaluation Type(s): select all that apply.
- Cosmetic Ingredient Review: STOP! Use Cosmetic Ingredient Review Request Form
- Pre-Pro Testing: physical and mechanical testing of the item to the same requirements which will be applied at production testing.
- Design Evaluation Only: evaluation of the product’s design for potential safety, regulatory compliance and quality issues. Samples may consist of drawings, spec sheets, etc., and may not be full samples.
- Material/Price Goods Testing: evaluation of the safety, compliance and quality aspects of materials which will be used in the final product.
- Packaging Requirements Assessment: evaluation of a sample to determine required Global warnings, instructions and symbols for the product label, packaging and other written and graphic materials. Conducted before packaging, labeling and other materials are printed.
- Packaging/Labeling Review: evaluation of the compliance of the item’s packaging, labeling, instructions and other written materials. Conducted after packaging, labeling and other materials are printed.

Markets of Distribution:
- U.S.
- Canada
- United Kingdom
- France
- Germany/CE
  - Includes Poland, Austria, Switzerland
- Spain/Portugal
- Australia
- Japan
- Hong Kong
- Malaysia
- Singapore
- Taiwan
- Macau
- Thailand
- Philippines
- Indonesia
- Other

PD Manager:
Name: [Type text]
Email: [Type text]
Fax: [Type text]

TRU CIO:
Name: [Type text]
Email: [Type text]
Fax: [Type text]

PL Brand Name: Babies "R" Us
(List Main Brand, not Sub)
Season: Fall
Spring
Summer
Basic

Style # (MFR #):
Item #/SKU: [Type text]
Intended Age Grade Packaging: [Type text]

Sample Description:
- Samples submitted for evaluations are not correct material. Material for production will be [Type text]
- Samples submitted for evaluation are not correct colors.
- Samples contain magnets
- Samples contain metal
- Samples contain liquids, pastes, putties, or gels
- Product will ship with user applied labels that are not included in sample.
- Plastic labels
- Paper labels
- Other: Test to ASTM F1004-13 expansion gates and expandable enclosures.

Vendor Name: [Type text]
Contact Person: [Type text]
Phone: [Type text]
Fax: [Type text]

Factories Name: [Type text]
Country: [Type text]

Tracking Number of Samples Sent to Lab:
Messendered # of Samples: [Type text]
# of Boxes (if separate): [Type text]
Sample Return: (AT VENDOR EXPENSE) [Yes] [No]

Date Form Sent to Vendor by TRU: [Type text]
Date Product Sent to Lab by Vendor: [Type text]

Version 10: 6/24/15
Appendix 9

Testing Quote

GENERAL RULES
- Applies to all Global Own/Private Brand, Regional Direct Import Own/Private Brand and Vendor/National Brand Direct Import items.
- The Testing Quote should be obtained from the Toys"R"Us Nominated Lab Partners which will conduct the production evaluation of the item. See TRU Nominated Lab List (Appendix 3) to identify the appropriate lab and lab location.
- For questions regarding quoted test requirements, contact Global Product Safety and Compliance.

PROTOCOLS:
- All quotes will be made against the requirements of the applicable TRU Global Product Protocol(s) available from the TRU Nominated Labs.
- If a TRU Global Product Protocol has not been created, quoting will be done against existing generic protocols created by the lab.

QUOTE ACCURACY
- The accuracy of the testing quote depends upon, but is not limited to:
  - Whether an actual sample can be submitted and how representative the sample is of actual production; and
  - The completeness and accuracy of information provided regarding:
    - The intended countries of distribution
    - Whether product is Own/Private Label or Vendor/National Brand
    - The function, intended use and intended user of the product
    - The number of substrate components in the product
    - The variety of substrate materials used in the product
    - The variety of surface coatings applied to the product
    - The labeling claims made
    - The variety of separate products included in an assortment or set and the number of identical Materials, Substances, Components, Coatings or Bundled Items that the submitted products have in common.
    - Design information & drawings together with parts or List of Bill of Materials/Bill of Substances "BOM/BOS" (Appendix 4) with Safety Data Sheets for chemical parts.

VENDORS SHOULD OBTAIN A PRODUCTION TESTING QUOTE/ESTIMATE FROM A TRU NOMINATED LAB BEFORE NEGOTIATING COST OF GOODS.

<table>
<thead>
<tr>
<th>Product Types</th>
<th>Testing Quote</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global</td>
<td>Yes</td>
</tr>
<tr>
<td>Direct Import</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic/ POE</td>
<td>Yes</td>
</tr>
<tr>
<td>Regional</td>
<td>Yes</td>
</tr>
<tr>
<td>Direct Import</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic/ POE</td>
<td>Yes, but not as a mandate</td>
</tr>
<tr>
<td>Local</td>
<td>Yes, but not as a mandate</td>
</tr>
<tr>
<td>Vendor/National Brand</td>
<td>Yes-US, CA, AU, JP</td>
</tr>
<tr>
<td>Direct Import</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic/POE</td>
<td>No</td>
</tr>
</tbody>
</table>

VENDORS MUST OBTAIN THE APPLICABLE TRU GLOBAL PRODUCT PROTOCOL(S), GUIDANCE DOCUMENTS FROM TRU NOMINATED LAB PARTNERS AND STUDY THEM CAREFULLY BEFORE PROCEEDING WITH PRODUCTION
PROCESS STEPS

- Vendor contacts lab for quote. See TRU Nominated Lab List (Appendix 3) for links to each lab’s test quote request tools.
- Vendor completes the Bill of Materials / Bill of Substances (Appendix 4) available via the lab’s website.
- If possible, an actual sample representative of production should be submitted for a testing quote. If no actual sample is available, please submit:
  - An actual sample of a similar product along with a complete and accurate Bill of Materials; OR
  - A graphic representation of the product (e.g., image, sketch, technical drawing) along with a complete and accurate Bill of Materials / Bill of Substances.
- Each distinct product must be listed on the request.
- Multiple distinct products that have identical Materials, Substances, Components, Coatings or Bundled Items in common (e.g., assortment, sets, and bundled items) should be submitted together on one Bill of Materials; to avoid redundant testing charges.
  - The Bill of Materials / Bill of Substances: will give you an opportunity to list the Materials, Substances, Components, Coatings or Bundled Items that these distinct products have in common; AND
  - The Bill of Materials / Bill of Substances: will allow you to link these common Materials, Substances, Components, Coatings or Bundled Items to the multiple distinct products in which they are used.

QUOTE

- Lab assesses submitted sample(s) and Bill of Materials against applicable TRU Global Product Protocol(s) to determine what test lines are applicable.
- Package Pricing: if protocol test lines are part of a package price including other protocol test lines, the package price will be quoted for all protocol test lines included under that package price.
- A la carte Pricing: if protocol test lines are not part of a package price, the testing cost for each such test line will be itemized.

Global Safety & Compliance Guidance Documents

- GD-400 Children’s Sleepwear
- GD-401 Children’s Apparel
- GD-403 Home Textiles
- GD-408 California Prop 65
- GD-700 Global Medical Device

Note: All Guidance Documents can be obtained from TRU Nominated Labs.
Appendix 10  Product Technical File Requirements-European Safety Directives

- Product Specification, including:
  - Color image of the toy
  - Description of intended function/operation/performance
  - Age grading
- Packaging specification:
  - Artwork of packaging
  - Artwork of instruction, manual and other leaflet
- Manufacturing drawings, for example, conceptual design drawing, engineering drawing, parts drawing, exploded diagram, circuit diagram, any explanation of the draw
- Description of manufacturing process
- Bill of Materials/Bill of Substances (Appendix 4) with following information:
  - Part description
  - Part number
  - Supplier
  - Material / Chemical name
  - CAS no. if available
  - Quantity used
- Supplier list
- Safety datasheets of hazardous chemicals used, if applicable, and associated risk assessment reports
- Notified body verification/EC type examination used and the justification, if applicable
- Internal production control (e.g. QA/QC and IQC plan), if applicable
- The addresses of the places of manufacture and storage
- A copy of the EC declaration of conformity, for branded products, listing relevant standards applied to product conformity
- Test reports
- Copy of the EC type-examination certificate, if available
- Copies of documents that the manufacturer has submitted to a notified body
Appendix 11

Toys “R” Us Production Test Result Transfer Guidance

Below are examples of document transfer scenarios. Contact TRU Nominated Lab Partners or TRU Global Product Safety and Compliance for more details.

Example 1:

August 1, 2014, Item A is submitted for evaluation for distribution to the US, including testing for total lead and soluble heavy metals (Antimony, Arsenic, Barium, Cadmium, Chromium, Lead, and Mercury). The item passes and receives a 12 month COC.

a. February 1, 2015, Item A is submitted for evaluation for distribution to Canada, including testing for soluble heavy metals in accessible substrate.

b. Results of August 1, 2014 testing for soluble heavy metals should be transferred to February 1, 2015 submission of Item A, because US and Canada soluble heavy metals requirement and test methods are comparable. **NOTE: Review protocols to ensure analytical requirements are comparable.**

c. If all other criteria are met through testing and/or document review, Item A should receive a COC for Canada distribution which will be set to expire no later than August 1, 2015.

Example 2:

a. August 1, 2014, Item B, a toy for children under 36 months, is submitted for evaluation for distribution to the US, including testing for physical and mechanical requirements (ex: sharp points/edges). Item B passes and receives a 12 month COC.

b. February 1, 2015, Item B is submitted for evaluation for distribution to Australia, including testing for physical and mechanical requirements (ex: sharp points/edges).

c. Results of August 1, 2014 testing for physical and mechanical requirements (ex: sharp points/edges) should be transferred to February 1, 2015 submission of Item B, only because US and AU physical and mechanical requirements (ex: sharp points/edges) and testing are comparable. **NOTE: Review protocols to ensure physical and mechanical requirements are comparable.**

d. If all other criteria are met through testing and/or document review, Item B should receive a 1-yr COC for AU distribution which will be set to expire no later than August 1, 2015.

Example 3:

a. August 1, 2014, Item C is submitted for evaluation for distribution to the US, including testing for total lead and soluble heavy metals (Antimony, Arsenic, Barium, Cadmium, Chromium, Lead, and Mercury). Item C fails.


c. August 31, 2014, Item C passes and receives a 3 month COC (expiration on November 30, 2014).

d. December 1, 2014, Item C is submitted for evaluation for distribution to Europe, including testing for soluble heavy metals in accessible substrate.

e. Results of the August 31, 2014 testing for soluble heavy metals cannot be transferred to the December 1, 2014 submission of Item C, even though the August 31, 2014 testing occurred less than one year prior, because the August 31, 2014 retest COC expires on its face prior to the December 1 submission.

Example 4:

a. February 1, 2014, Item D, a liquid-filled toy, is submitted for evaluation for distribution to the US, including evaluation for microbiological preservative effectiveness.

b. The vendor provides a USP 51 test report dated June 1, 2013.

c. February 15, 2014, the item passes and receives a 12 month COC for the US.

d. March 1, 2015, Item D is submitted for evaluation for distribution to Europe, including evaluation for preservative effectiveness.

e. Results of February 15, 2014 evaluation for preservative effectiveness should be transferred to March 1, 2015 submission of Item D, because:

   i. **February 15, 2014, evaluation for preservative effectiveness was based on a June 1, 2013 USP 51 test report which is valid under the TRU program for 2 years; AND**

   ii. **USP 51 and the British Pharmacopoeia requirements and test methods are comparable.**

f. If all other criteria are met through testing and/or document review, Item D should receive a 1-yr COC for EU distribution.
As the world's leading dedicated toy and baby products retailer, we understand that parents trust us to ensure the safety and ethical production of the products we sell and to provide only the safest shopping environment for them and their families. We take this responsibility very seriously, as one of the important parts of our mission is to help parents keep their kids safe. As such, we simply cannot allow unsafe products on our store shelves, and failure by our vendor partners to meet our safety requirements will result in consequences up to and including termination of our business relationship.

We are writing to reiterate that the products that you sell to us must comply with all laws, regulations and Toys"R"Us requirements. Vendors are required to routinely review the Toys"R"Us, Inc. global product protocols for current details on the regulatory chemical restrictions and Toys "R" Us, Inc. global requirements, some of which may exceed and/or be more stringent than the limits specified by law.

Please note that the company's global product protocols may include substances that are not the subject of current legislation, but are nevertheless of potential concern to human health and the environment. Our vendor partners are expected to make every effort to reduce or eliminate these substances in their products and avoid substituting substances of equal or greater concern. Some of these potentially hazardous substances may be found on lists promulgated under Washington’s Children's Safe Products Act, Maine’s Toxic Chemicals in Children’s Products law, California’s Proposition 65 and the European Union’s Regulation on Registration, Evaluation, Authorization and Restriction of Chemicals (REACH).

TRU vendor partners must ensure that the products they provide to Toys"R"Us are in compliance with Proposition 65 (“Prop 65”) when they are sold in the state of California. California Proposition 65, the Safe Drinking Water and Toxic Enforcement Act of 1986, was enacted as a ballot initiative in November 1986. The Proposition was intended by its authors to protect California citizens and the State's drinking water sources from chemicals known to cause cancer, birth defects or other reproductive harm, and to inform citizens about exposures to such chemicals.

Additionally, please refer to TRU’s Guidance Document 408 for a list of products covered under Prop 65 Settlements.

For further information on Prop 65, please click on the links below.

- The California Environmental Protection Agency's Office of Environmental Health Hazard Assessment (OEHHA).
- Current Prop 65 List
Appendix 14  Washington’s Children’s Safe Products Act

Toys"R"Us, Inc. would like to advise you on our updated requirements for the Washington State Children's Safe Products Act (“CSPA”). Toys"R"Us, Inc. requires vendors to report any applicable product directly to the State of Washington on behalf of Toys"R"Us, Inc. The CSPA reporting rule requires the reporting of Chemicals of High Concern to Children (“CHCC”) when they are intentionally added, or when they are present as contaminants in accessible component parts of children's products. For your use and reference, see WA State Department of Ecology reporting flowchart below.

The CSPA defines “children’s products” as:

- Toys;
- Children’s cosmetics (intended for use by or marketed to children under the age of 12);
- Children’s jewelry (intended for use by or marketed to children under the age of 12);
- Products designed or intended by the manufacturer to help a child with sucking or teething, to facilitate sleep, relaxation, or the feeding of a child, or to be worn as clothing by children; and
- Child car seats.

Furthermore, if you, the vendor, are the importer of record, you can report your product(s) electronically by accessing the Secure Access Washington (SAW) link at https://secureaccess.wa.gov/. To access the reporting service, your organization must first be registered and be provided with a PIN number. If your organization is going to be reporting any applicable product on behalf of Toys"R"Us, Inc., you will need to reference our PIN number, which is z4ye31hu. For reporting purposes, Toys"R"Us, Inc. is classified as a Largest manufacturer.

For additional information please copy links below into your browser.

- Washington State CSPA Law:
  http://apps.leg.wa.gov/

- Ecology has developed a new Reporting Guidance page, including sections answering the questions "Do I Have to Report?" and "What Information Do I Need to Report?" All the existing guidance documents are included on this page, as well as several additional guidance documents.

- Washington State DEP CSPA webpage:
  http://www.ecy.wa.gov/programs/swfa/cspa/

- Ecology has also developed new Help files for using Ecology's reporting database.
  http://www.ecy.wa.gov/programs/swfa/cspa/entry.html
For your reporting cycle, see **PHASE-IN SCHEDULE** and/or read **WAC 173-334-110**.
## Appendix 15
### Chemical Requirements for Children’s Products

<table>
<thead>
<tr>
<th>State</th>
<th>Act</th>
<th>Substances</th>
<th>Scope</th>
<th>Requirement</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maine</td>
<td>Toxic Chemicals in Children's Products Law</td>
<td>Arsenic, Cadmium, Mercury</td>
<td>Bedding, Childcare Articles, Clothing, Cosmetics, Craft Supplies, Footwear, Games, Jewelry and Embellishments, Safety Seat, Occasion Supplies, Personal Accessories, Personal Care Product, School Supplies, Toys</td>
<td>Reporting required: If intentionally at the practical quantification limit (PQL) and For contaminants, at a concentration of 100ppm</td>
<td>Nov 28, 2014</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BPA</td>
<td>Infant Formula and Baby Food; Toys, Child care articles and Tableware</td>
<td>Reporting required: If intentionally at the practical quantification limit (PQL) and For contaminants, at a concentration of 100ppm</td>
<td>Jul 8, 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Formaldehyde</td>
<td>Bedding, childcare articles, clothing, cosmetics, craft supplies, footwear, games, jewelry and embellishments, safety seats, occasion supplies, personal accessories, personal care products, school supplies, and toys</td>
<td>Reporting required: If intentionally at the practical quantification limit (PQL) and For contaminants, at a concentration of 100ppm</td>
<td>December 18, 2015</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Nonylphenol and Nonylphenol ethoxylates</td>
<td>(1) Household and commercial cleaning products, (2) Cosmetics and personal care products, and (3) Home maintenance products sold, marketed to or intended for use by consumers</td>
<td>Reporting required: If intentionally at the practical quantification limit (PQL) and For contaminants, at a concentration of 100ppm</td>
<td>Jul 8, 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phthalates (BBP, DEP, DBP, DEHP)</td>
<td>Clothing, footwear, craft supplies, building &amp; home maintenance products, cosmetics &amp; personal care products, household &amp; commercial cleaning products, household furniture &amp; furnishings, and personal accessories &amp; jewelry</td>
<td>Reporting required: If intentionally at the practical quantification limit (PQL) and For contaminants, at a concentration of 100ppm</td>
<td>December 18, 2015</td>
</tr>
<tr>
<td>State</td>
<td>Act</td>
<td>High Priority Chemicals of Concern (66 chemicals)</td>
<td>Reporting required for chemicals of concern to the Oregon Health Authority (OHA):</td>
<td>Reporting effective date:</td>
<td>First biennial notices due date:</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------</td>
<td>--------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>--------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Oregon</td>
<td>Toxic Free Kids Act</td>
<td>Accessible and inaccessible components of Children's Products intended for and marketed for ages 12 and younger.</td>
<td>For intentionally added chemicals at the practical quantification limit (PQL) and For contaminants, at a concentration of 100 ppm OHA can grant exemptions to manufacturers for reporting chemicals as contaminants in products based on Manufacturing Control Programs.</td>
<td>January 1, 2016.</td>
<td>no later than January 1, 2018.</td>
</tr>
<tr>
<td>Vermont</td>
<td>Chemicals of High Concern in Children's Products Rule</td>
<td>Children's product means any consumer product, marketed for use by, marketed to, sold, offered for sale, or distributed to children 12 and younger in the state of Vermont, including toys; children's cosmetics; children's jewelry; a product designed or intended by the manufacturer to help a child with sucking or teething, to facilitate sleep, relaxation, or the feeding of a child, or to be worn as clothing by children; and child car seats</td>
<td>Reporting required: If intentionally at the practical quantification limit (PQL) and For contaminants, at a concentration of 100 ppm Exemptions maybe granted for reporting chemicals of concern as contaminants in products if manufacturing control programs are implemented.</td>
<td>July 1, 2016</td>
<td></td>
</tr>
<tr>
<td>Washington</td>
<td>Children's Safe Products Act</td>
<td>Children's products as listed below for ages 12 yrs and younger: (i) Toys; (ii) Children's cosmetics; (iii) Children's jewelry; (iv) A product designed or intended by the manufacturer to help a child</td>
<td>Reporting required: If intentionally at the practical quantification limit (PQL) and For contaminants, at a concentration of 100 ppm</td>
<td>Reporting required starting August 2012 based on manufacturer category and tier classification of product.</td>
<td></td>
</tr>
</tbody>
</table>
Vermont

The state of Vermont sign into law Bill S239 requires manufacturers of products with certain chemicals of high concern to disclose when toxic chemicals are present in children’s products. Children’s products are defined as products marketed to, sold, or offered for sale, or distributed to children under 12 years of age. These products include toys, children’s cosmetics, children’s jewelry, child car seats, and products intended to facilitate sucking, teething, sleep, relaxation, feeding, or clothing for a child. Note, this law is similar to Washington State Children’s Safe Product Act (CSPA).

Requirements:

1. The bill provides a list of 66 chemical of high concern to children (“CHCC”). This list is similar to the 66 CHCCs under the Washington Children’s Safe Products Act.

2. **Beginning July 1, 2016**, a manufacturers or importer must disclose CHCC(s) required if:
   a. The CHCC was intentionally added, or
   b. The CHCC is present as a contaminant above 100 ppm.
   c. The fee for reporting is $200 per chemical for each reporting period. A manufacturer may list multiple products containing the same chemical in one report with one fee.

3. A manufacturer may be exempt from the reporting requirements, if the manufacturer has implementing a manufacturing control program and exercises due diligence to minimize the presence of the CHCC contaminant in the children’s product. Specific exemptions may be found in section 6 of Vermont’s Department of Health Chemical Disclosure Program Guidance Document.

4. Manufacturers may begin to report chemical disclosures now, and are required to do so by 1/1/2017. A “Manufacturer” usually means the entity whose name is affixed to the product, if that entity has a physical presence in the US. If the entity whose name is affixed to the children’s product does not have a physical presence in the US, then, the entity who sells the product in Vermont is considered the manufacturer. Note, a trade association representing a manufacturer of children’s products may report on behalf of the manufacturer.
5. Party responsible for reporting:

- Domestic manufacturer
- Own/Private labeler
- Sells product to retailer, i.e. importer of record

Helpful links:

- Vermont's Toxic-Free Families Act on Toxic Chemicals
- VT Disclosure Program Manufacturer Guidance Document & Flowchart
- Vermont's Online Reporting System
- Vermont's 15-minute webinar

Maine's Toxic Chemicals in Children's Products law

Effective October 9, 2013, a manufacturer selling products in the State of Maine containing any of Maine's priority chemicals in an amount greater than the De minimis level, which has not already been reported to the "Department", Maine Department of Environmental Protection, must do so within 30 days of the product's availability in Maine. This is a one-time reporting requirement.

De minimis level. "De minimis level" means:

A. For a chemical of high concern or priority chemical that is an intentionally added chemical to a children's product or component of a children's product, the practical quantification limit; or

B. For a chemical of high concern or priority chemical that is a contaminant present in a children's product or component of a children's product, a concentration of 100 ppm.

Additionally by November 28, 2014, manufacturers selling certain categories of children's products in Maine which contain cadmium, mercury, and/or arsenic, above de minimis levels, are required to submit a report to Maine's Department of Environmental Protection using a form, which can be downloaded from the link below.

Product categories to be reported include the following:

- Bedding
- Childcare Articles
- Clothing
- Cosmetics
- Craft Supplies
- Footwear
- Games
- Jewelry and Embellishments
- Safety Seats
- Occasion Supplies
- Personal Accessories
- Personal Care Product
- School Supplies
- Toys

The required reporting forms may be download and submitted electronically to the Safer Chemicals Program at kerri.malinowski@maine.gov.

Helpful links:

1. Toxic Chemicals in Children's Product's Law:
   http://www.mainelegislature.org/legis/statutes/38/title38ch16-D.pdf
2. Reporting Guidance
Oregon's Toxic Free Kids Act

The Toxic-Free Kids Act was passed in 2015. This law requires manufacturers of children’s products sold in the state of Oregon to report products that contain one or high priority chemicals of concern for children’s health ("HPCC") health and authorizes the Oregon Health Authority ("OHA") to establish and maintain a list of HPCCs used in production of these children’s products.

This list is identical to the lists of 66 Chemicals of High Concern to Children (CHCCs) for Washington State and Vermont.

Products that fall under this law are those that are marketed to or intended for children under 12 years of age. Children’s products include:

- Car seats
- Childcare products intended to facilitate sucking, teething, sleep, relaxation, feeding or drinking
- Clothing and footwear
- Cosmetics
- Jewelry
- Toys

Requirements:

A. Reporting is required if the HPCC is:
   - Intentionally added and exceeds the practical quantitation limit ("PQL") or
   - A contaminant that exceeds 100 ppm

B. The first biennial notice will be no later than January 1, 2018.

Helpful Links:

Chemicals of Concern for Children's Health
Toxic Free Kids Act: Rules and Implementation

Maryland's recycling Program

Maryland’s Statewide Electronics Program requires a manufacturer selling or offering to sell an electronic device in the State of Maryland to register with, and pay an applicable registration fee to Maryland’s Department of Environment (MDE). An electronic device means a computer or video display device (e.g., tablet) with a screen that is greater than 4 inches measured diagonally. Therefore, as a Toys"R"Us vendor providing electronic products to us you must comply with all laws, federal and state regulations and Toys“R”Us requirements.

Helpful Links:

Maryland's Department of Environment (MDE)
FAQ
### Table of Contents

**Matrix**

Global Children's Product Protocol—Updated XXXXXXXX

*Note: This table is not the full content of the document but a snapshot of the main criteria.*

#### Requirements

<table>
<thead>
<tr>
<th>Test Line #</th>
<th>Type</th>
<th>Evaluation</th>
<th>Citation/Method</th>
<th>Reg/Ind</th>
<th>Crit/Non-Crit</th>
<th>Criteria</th>
<th>Doc/Issue</th>
<th>Max Age of Doc/Issue</th>
<th>US</th>
<th>EU</th>
<th>CA</th>
<th>JP</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>444</td>
<td>SCOPE</td>
<td>Non-Toy Items containing or packaged with a Toy</td>
<td>BC Requirements</td>
<td>Y</td>
<td>C</td>
<td>All toys, whether packaged with, sold with or contained within a non-Try item or otherwise, must meet the applicable requirements of the Toy Protocol.</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>444</td>
<td>SCOPE</td>
<td>Seasonal Products</td>
<td>SEO</td>
<td>C</td>
<td>Outland Seasonal Products are not covered by this protocol. See the last page of this protocol for a list of seasonal products not covered by this protocol. To obtain the protocols for these products, please contact the Toys&quot;R&quot;Us nominated laboratory.</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>447</td>
<td>SCOPE</td>
<td>Toys or Other Children's Products with Cosmetics</td>
<td>BC Requirements</td>
<td>Y</td>
<td>C</td>
<td>Cosmetics packaged or sold with toy or other children's products must be tested to the Cosmetic Protocol.</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>1</td>
<td>ANALYTICAL</td>
<td>Benzene Total Balloon-blowing Kit</td>
<td>Trade Practices (Consumer Product Safety Standards) Regulations 1979 as amended</td>
<td>Reg</td>
<td>C</td>
<td>Product-blowing kit that contains a substance capable of being used to make inflated balloons shall not contain Benzene.</td>
<td>Y</td>
<td>2 yrs</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2</td>
<td>ANALYTICAL</td>
<td>Benzene Total Formulated Products, Substances &amp; Mixtures</td>
<td>32 PA No. 1907/2006 and its amendments Annexe VII Item No. 5</td>
<td>Reg</td>
<td>C</td>
<td>Formulated Products, Substances &amp; Mixtures shall not contain Benzene in excess of 0.1% (1000 ppm) of the weight of the product.</td>
<td>Y</td>
<td>2 yrs</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4</td>
<td>ANALYTICAL</td>
<td>Bisphenol A Total Mouthable &amp; Food/Beverage Contact Articles</td>
<td>EU Requirements / Various state laws / 27 Public Act 810-1989 and MN Chapter 43.5F 810 / The Toxic-free Toddler Dental Items (29-27-94) / ORS 463-015-000-094-000 / CAS/ENACS/CI numbers</td>
<td>Reg</td>
<td>C</td>
<td>Components that go in the mouth or that are in contact with food or beverages shall not contain any detectable levels of Bisphenol A (BPA) (OR requiring limit is 1 ppm). Only components that go in the mouth or that are in contact with food made of polycarbonate and epoxy resin will be tested.</td>
<td>Y</td>
<td>1yr</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>6</td>
<td>ANALYTICAL</td>
<td>Cadmium Total Children's jewelry</td>
<td>US ASTM F2923, Section 9.1</td>
<td>Reg</td>
<td>C</td>
<td>Earring Cadmium in surface coatings or accessible Cadmium materials of jewelry for children under 14 yrs. shall not exceed 600 ppm (0.06%) by weight.</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>7</td>
<td>ANALYTICAL</td>
<td>Cadmium Total Plastics, Paints, Metal jewelry</td>
<td>EU REACH Regulation: EC No. 1907/2006 Annex VI and its amendments Item no. 23 / EN 1122:2001 / AOAC 974.02 modified</td>
<td>Reg</td>
<td>C</td>
<td>The following components in an article shall have cadmium content comply with following requirement: (a) All accessible and inaccessable plastic materials shall not contain total cadmium equal to or in excess of 0.01%. (b) All accessible and inaccessable paints on a painted article shall not contain total cadmium equal to or in excess of 0.01%. (c) All accessible and inaccessable painted parts with zinc content exceeding 10% by weight of the paint, shall not contain total cadmium equal to or in excess of 0.1%. (d) All accessible and inaccessable recovered PVC shall not contain total cadmium equal to or in excess of 0.01%. (e) All accessible and inaccessable metal part in jewelry shall not contain total cadmium equal to or in excess of 0.01%. Notes: Requirement (d) is applicable to article marked with &quot;Contains recovered PVC&quot; or with the pictogram mentioned in Commission Regulation (EU) No. 494/2011.</td>
<td>Y</td>
<td>2 yrs</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

#### Notes

- In lieu of testing, a third-party test report will be accepted.
- In lieu of testing, vendor may submit 1) Raw material supplier test reports; OR 2) Letter of Guarantee; AND 3) BOM/BOS including CAS/ENACS/CI numbers.
- In lieu of testing, vendor may submit a third-party test report.
- In lieu of testing, vendor may submit a third-party test report.

---

**Appendix 17**

QA Process for SEA Own/Private Brand, & Branded Direct Import items

42609-3
Global Own/Private Label Products distributed into SEA countries:

- If there is a regulatory requirement by which the SEA countries accept US or EU regulatory requirements (such as ASTM or EN71 standards), TRU 3rd party lab partners will issue a COC for the specific country based on acceptance of US or EU requirements. CoC testing for US/EU will satisfy the regulatory requirements for the SEA countries that accept US/EU/ISO standards.

- The vendor shall select all SEA countries listed in the TRF when product is submitted for Global CoC testing. Lab will issue a COC listing the SEA countries based on this Global CoC testing.

Example: A toy being distributed in the US market is tested to applicable requirements of ASTM F963 Standard Consumer Safety Specification for Toy Safety. Under the regulatory scheme in the SEA countries, compliance to ASTM F963 is accepted. The lab will issue a CoC with the SEA countries listed on the CoC. Similarly, EN 71 or ISO 8124 are also acceptable regulatory standards under the regulatory scheme in these SEA countries and a CoC can be issued based on testing to the requirements of these standards.

Own/Private Label Products distributed only into SEA countries, and US/EU/ISO standards are accepted in those countries:

- Vendors must provide their test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (E.g. ASTM F833-13b references 16 CFR 1303, & 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). Vendor must provide test report and/or certification to these requirements in order to receive CoC. Failure to do so will result in physical testing being conducted.

- TRU Global Product Protocols include requirements that go above and beyond the regulatory requirement in these standards (US/EU/ISO standards) for a particular product type. In these scenarios the testing would include the additional TRU requirements. The vendor can provide their test reports showing compliance to these requirements. Lab will issue a COC listing the SEA countries based on this testing, & the vendor’s test reports and/or certification.

Example: Under the regulatory scheme in the SEA countries compliance to ASTM F963 is accepted. Based on test report and/or certification to ASTM F963 provided by the vendor, and testing to the additional TRU requirements in the protocol the lab will issue a CoC with these countries listed on the CoC. Similarly, EN 71 or ISO 8124 are also acceptable regulatory standards under the regulatory scheme in these countries and a CoC can be issued based on a test report and/or certification showing compliance to the requirements of these standards.

Own/Private Label Products distributed only into SEA countries, and do not have a regulation to adhere to even though a US/EU/ISO standard exists for the product type:

- TRU will accept vendors test reports and compliance to either US/EN/ISO standards;

- Vendors must provide their test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (E.g. ASTM F833-13b references 16 CFR 1303, & 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). Vendor must provide test report and/or certification to these requirements in order to receive CoC. Failure to do so will result in physical testing being conducted.

- TRU Global Product Protocols include requirements that go above and beyond the regulatory requirement in these standards (US/EU/ISO standards) for a particular product type. In these scenarios the testing would include the additional TRU requirements. The vendor can provide their test reports showing
compliance to these requirements. Lab will issue a COC listing the SEA countries based on this testing, & the vendor’s test reports and/or certification.

**Example:** Infant Bath Tubs are regulated in the US under ASTM F2670–13, but are not regulated in Hong Kong under Schedule 2 of the Toys and Children's Products Safety Ordinance. In this case the Vendor must provide test report and/or certification to ASTM F2670–13 in order for the lab to issue the CoC.

**Own/Private Label Products distributed only into SEA countries are not regulated in those countries and a US/EU/ISO standard does not exist for the product type:**

- TRU Global Product Protocols include requirements that go above and beyond the regulatory requirement for these standards (US/EU/ISO standards) for a particular product type. In this scenario the testing should default to the minimum US regulatory/state requirements in the product protocol. A review of the TRU requirements will be conducted by Global Product Safety and Compliance to determine the applicability of all these requirements for the SEA countries.

**Example:** A Bath Sling is not regulated in the US or EU, and is also not regulated in any of the SEA countries. In this scenario the testing would include Analytical, Physical/Mechanical, Flammability, & Labeling testing required to show compliance only to applicable US Regulatory requirements.

**Branded Direct Import Products distributed only into SEA countries, and are regulated in those countries under a US/EU/ISO standard:**

- Vendors must provide a Letter of Guarantee (LOG) along with their supporting test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (E.g. ASTM F833-13b references 16 CFR 1303, & 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). Vendor must provide test report and/or certification to all these requirements in order for TRU to ship the product into the SEA countries.

**Example:** Under the regulatory scheme in the SEA countries compliance to ASTM F963 is accepted. Based on the LOG, & test report and/or certification to ASTM F963 provided by the vendor, TRU will import the product into the SEA countries. Similarly, EN 71 or ISO 8124 are also acceptable regulatory standards under the regulatory scheme in these countries and a LOG can be issued based on a test report and/or certification showing compliance to the requirements of these standards.

**Branded Direct Import Products distributed only in SEA countries, but are not regulated in those countries even though a US/EU/ISO standard exists for the product:**

- Vendors must provide a Letter of Guarantee (LOG) along with their supporting test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (E.g. ASTM F833-13b references 16 CFR 1303, & 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). Vendor must provide test report and/or certification to all these requirements in order for TRU to ship the product into the SEA countries.

**Example:** Infant Bath Tubs are regulated in the US under ASTM F2670–13, but are not regulated in Hong Kong under Schedule 2 of the Toys and Children's Products Safety Ordinance. Based on the LOG, & test report and/or certification to ASTM F2670–13 provided by the vendor, TRU will import the product into the SEA countries.

**Branded Direct Import Products distributed only in SEA countries, but are not regulated in those countries, & a US/EU/ISO standard does not exist for the product:**

42609-3
• Recommend vendor provide a Letter of Guarantee (LOG) that the product is safe and fit for purpose. The vendor must have tested the product to basic or minimal regulatory requirements, (such as US CPSIA requirements) to support the LOG.

Appendix 17b CoC Process for Australia Own/Private Brand, & Vendor Branded Direct Import items

Global Own/Private Label Products distributed into Australia:

• If there is a regulatory requirement in Australia by which US or EU regulatory requirements (such as ASTM or EN standards) are accepted, TRU’s 3rd party lab partners will issue a COC for Australia based on
acceptance of these US or EU requirements (e.g., document review). CoC testing for US/EU will satisfy the regulatory requirements for Australia by which US/EU/ISO standards are acceptable.

- If an Australian standard for a specific product requires evaluation to additional requirements in the Australian standard, those requirements must be evaluated as well before a COC can be issued.

- The vendor shall select Australia as the country of distribution on the Test Request Form (“TRF”) when product is submitted for Global CoC testing. TRU’s 3rd party lab partner will ill issue a COC listing Australia based on this Global CoC testing.

- If the product is an add-on product for Australia the vendor shall select Australia as the country of distribution in the TRF, and note in the TRF that it had been tested for the US or EN, and cite the report #.

Example: A High Chair being distributed in the US market is tested to applicable requirements of ASTM F404 Standard Consumer Safety Specification for High Chairs; under this regulatory scheme in Australia (AS 4684 standard), compliance to ASTM F404 is accepted. Similarly, EN 14988 or ISO 9221 are also acceptable regulatory standards under the regulatory scheme in Australia.

In addition to the US, EN, and ISO standards, the Australian standard AS 4684 also requires testing to certain clauses in the standard. TRU’s 3rd party lab partner will issue a CoC for Australia based on testing to the requirements of the US, EN, or ISO standards, and the additional clauses in the Australian standard for High Chairs.

Own/Private Label Products distributed only into Australia, and US/EU/ISO standards are accepted in Australia:

- Vendors must provide test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards, which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (e.g. ASTM F833-13b references 16 CFR 1303 and 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). Vendor must provide test report and/or certification to these requirements in order to receive a CoC. Failure to do so will result in testing being conducted.

- If an Australian standard for a specific product requires evaluation to additional requirements in the Australian standard, those requirements must also be evaluated to receive a COC.

- TRU’s Global Product Protocols include requirements that go above and beyond the regulatory requirement in these standards (US/EN/ISO standards) for a particular product type. In these scenarios, the testing scheme would include the additional TRU requirements. The vendor can provide test reports showing compliance to these requirements. TRU’s 3rd party lab partner will issue a COC for Australia based on this testing, & the vendor’s test reports and/or certification.

Example: Under the regulatory scheme in the Australia compliance to ISO 8124 is accepted. Based on test report and/or certification to ISO 8124 provided by the vendor, and testing to the additional TRU requirements in the protocol, TRU’s 3rd party lab partner lab will issue a CoC with these countries listed on the CoC.

Own/Private Label Products distributed only into Australia, and do not have a regulation to adhere to even though a US/EU/ISO standard exists for the product type:

- TRU will accept vendors’ third party test reports and compliance to either US/EN/ISO standards.
• Vendors must provide test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (E.g. ASTM F833-13b references 16 CFR 1303 and 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). Vendor must provide test report and/or certification to these requirements in order to receive a CoC. Failure to do so will result in testing being conducted.

• TRU Global Product Protocols include requirements that go above and beyond the regulatory requirement in these standards (US/EU/ISO standards) for a particular product type. In these scenarios, the testing would include additional TRU requirements. However, the vendor can provide test reports showing compliance to these requirements. TRU’s 3rd party lab partner will issue a COC for Australia based on this testing, and the vendor’s third party test reports and/or certification.

Example: Infant Swings are regulated in the US under ASTM F2088, but are not regulated in Australia. In this case, the vendor must provide test report and/or certification to ASTM F2088 in order for the lab to issue a CoC.

Own/Private Label Products distributed only into Australia, are not regulated in Australia, and a US/EU/ISO standard does not exist for the product type:

TRU’s Global Product Protocols include requirements that go above and beyond the regulatory requirement for these standards (US/EU/ISO standards) for a particular product type. In this scenario, the testing should default to the minimum US regulatory/state requirements in the product protocol. A review of the TRU requirements will be conducted by Global Product Safety and Compliance team in collaboration with TRU’s Lab Partners to determine the applicability of all these requirements for Australia.

Example: An Infant floor seat is not regulated in the US or EU, and is also not regulated in Australia. In this scenario, the testing would include Analytical, Physical/Mechanical, Flammability, & Labeling testing required to show compliance only to applicable US Regulatory requirements.

Vendor Branded, Direct Import Products, distributed only into Australia, and are regulated in Australia under a US/EU/ISO standard:

• Vendors must provide test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (E.g. ASTM F833-13b references 16 CFR 1303 and 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). The vendor must provide test report and/or certification to all these requirements in order for TRU’s 3rd party lab partner to issue a CoC to ship the product into Australia.

Example: Under the regulatory scheme in the Australia compliance to ISO 8124 is accepted; based on a Letter of Guarantee (“LOG”) and test report(s) and/or certification to ISO 8124 provided by the vendor, TRU will import the product into Australia.

Vendor Branded, Direct Import Products, distributed only in Australia, but are not regulated in Australia even though a US/EU/ISO standard exists for the product:

• Vendors must provide test reports demonstrating compliance to either US/EN/ISO standards. If there are other requirements unique to those standards which require additional supporting evidence, test reports should be provided for all other requirements referenced in the main US/EN/ISO standards (E.g. ASTM F833-13b references 16 CFR 1303 and 16 CFR 1500. EN 1888 requires testing to EN 71-3:1994 for Heavy metals, and EN 1103 for Flammability). Vendor must provide test report and/or certification to all these requirements in order for the lab to issue a CoC, for TRU to ship the product into Australia.
Example: Infant Swings are regulated in the US under ASTM F2088, but are not regulated in Australia. In this case, the Vendor must provide test report and/or certification to ASTM F2088 in order for the lab to issue the CoC.

Vendor Branded Direct Import Products distributed only in Australia, but are not regulated in Australia, & a US/EU/ISO standard does not exist for the product:

- Recommend vendor provide a Letter of Guarantee (LOG) indicating that the product is safe and fit for purpose. The vendor must have tested the product to basic or minimal regulatory requirements, (such as US CPSIA requirements) to support the LOG.

Certificate of Compliance (CoC) process for TRU Own/Private Brand Products imported by TRU into Australia
Certificate of Compliance (CoC) process for Vendor Brand Products imported by TRU into Australia
Appendix 18

China Compulsory Product Certification (CCC):

The CCC certification is required for products to be imported, sold, or used in China:
- the factory that manufactures the product, and
- the product in order to affix the 3C mark

TRU Own/Private Label Products distributed only into Australia

- US/EN/ISO standards accepted by Australian regulation
- No Australian regulations/standards exist but US/EN/ISO standards exist for the item
- No Australian regulations/standards or US/EN/ISO standards exist for the item

Testing performed to US/EN standards must be submitted by Vendor for CoC evaluation. TRU Lab partner will conduct a document review.

Testing performed to US/EN/ISO standards must be submitted by Vendor for CoC evaluation. TRU Lab partner will conduct a document review.

Testing should default to the minimum US regulatory/state requirement in TRU protocol. TRU Lab partner will conduct a document review.
Toy Products (GB 6675)-
Plastic toys
Metal toys
Projectile toys
Baby dolls
Toy bicycles
Electrically driven ride-on vehicles for children
Other toy vehicles
Electric toys (GB 19865 required in addition to GB 6675)

Non-Toy Products-
Bicycles for young children - GB 14746
Child tricycles - GB 14747
Wheeled child conveyances - GB 14748
Baby walking frames - GB 14749

Note: For detailed description of the above product categories contact TRU nominated Lab partner or Global Product Safety and Compliance.

The certification process for the factory, and the product usually takes sixty to ninety days. The factory will require certification for each category of toy, or non-toy being manufactured at the facility.

Example - Factory produces Plastic toys, & Electric toys. The Factory will require a certification for the Plastic Toys, and a second separate certification for the Electric toys.

The factory & product certification process includes the below steps:

- **Preparation and Application** - Preparation and submission of application with supporting documentation (e.g. Production flowchart, product photos, BOM, business license, factory questionnaire, factory Org chart, etc.). Factories must apply to their regional CQC office. The cost for a factory audit is roughly 2000 RMB per day (approximately 327 USD)
- **Product Tests** - A China’s Certification and Accreditation Administration (CNCA) designated test laboratory in China will test product samples.
- **Factory Audit** - China Quality Certification Centre (CQC/CCLC) will send representatives to audit the manufacturing facilities. The audit usually takes two days.
- **Evaluation** - The factory inspection report as well as the product’s test report is submitted to CQC for review and approval.
- **Approval of the CCC Certificate** - Upon 3C certification, the CCC stickers may be purchased from CNCA or CNCA may grant printing authorization. The sticker is to be displayed on the product.
- **Follow-up Factory Inspection** - Inspections for the factory will be required every 12 months. The CCC Certificate is valid for a period of 5 years.

**Appendix 19**

**Stuffed Article labeling /Bedding Registration**

Law labels are designed to provide the consumer with information regarding the product’s stuffing / or filling or flammability characteristics. Generally, a law label is required on any product a consumer uses to lie, rest, or recline, see product examples below.
Depending upon the law labeling requirements of the state, the manufacturer must register in one of the designated states and receive a unique registration number (RN). This RN identifies the company as the manufacturer of the products and must be printed on the law labels attached to the products. For your use and reference, see law labeling requirements by state and applicable processing fees below.

**Products Requiring Law Labels**

The list below shows typical TRU product that require a law label. If your product has stuffing/filling and you don’t see your product listed, please contact your TRU lab partner for a determination.

- Baby Changing Pads
- Bean Bags
- Bed/Decorative Pillows
- Bumper Pads
- Children’s Car Seats
- Comforters
- Crib
- Cushions
- Mattress Pads
- Mattresses
- Padded Baby Carriers
- Quilts
- Sleeping Bags
- Sleeping Pads
- Stuffed Toys
- Upholstered Chairs

**States with Law Labeling Requirements: Registration Required**

- California
- Connecticut
- Delaware
- Detroit (MI)
- Massachusetts
- New York
- North Carolina
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- Texas
- Utah
- Virginia
- West Virginia

**States WITHOUT Law Labeling Tagging Requirements**

- Alabama
- Alaska
- Georgia
- Idaho
- Iowa
- Kansas
- Louisiana
- Maine
- Maryland
- Michigan
- Mississippi
- Montana
- Nebraska
- New Mexico
- North Dakota
- Oregon
- Puerto Rico
- South Carolina
- South Dakota
- Virgin Islands
- Washington
- Wyoming

**Canadian Law Labeling Requirements:**

Three Canadian provinces have harmonized regulations on stuffing and stuffed articles, these provinces are: Québec, Ontario, and Manitoba. Each manufacturer must hold a permit in each province in which the stuffing or stuffed articles are to be sold and a legal label must be affixed on the stuffing and stuffed articles. Additionally, a manufacturer located outside these three provinces must register in each province.

**States with Law Labeling Requirements: Registration NOT Required**

- Arizona
- Arkansas
- Colorado
- District of Columbia
- Florida*
- Hawaii
- Illinois
- Indiana
- Kentucky
- Minnesota
- Missouri
- Nevada*
- New Hampshire
- New Jersey
- Nevada*
- New Mexico
- New York
- North Carolina
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Virginia
- Washington
- West Virginia
- Wyoming

---

42609-3
Registration fees for U.S. States and Canadian Provinces

<table>
<thead>
<tr>
<th>States</th>
<th>Expire Dates</th>
<th>State Fees</th>
<th>LLS Fee</th>
<th>Total Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>California - CA</td>
<td>2 Years</td>
<td>$650</td>
<td>$79</td>
<td>$729</td>
</tr>
<tr>
<td>Connecticut - CT</td>
<td>April 30</td>
<td>$100</td>
<td>$79</td>
<td>$179</td>
</tr>
<tr>
<td>Delaware - DE</td>
<td>December 31</td>
<td>$50</td>
<td>$79</td>
<td>$129</td>
</tr>
<tr>
<td>Detroit - DET</td>
<td>December 31</td>
<td>$150</td>
<td>$79</td>
<td>$229</td>
</tr>
<tr>
<td>Massachusetts - MA</td>
<td>June 30</td>
<td>$300</td>
<td>$79</td>
<td>$379</td>
</tr>
<tr>
<td>North Carolina - NC</td>
<td>January 31</td>
<td>$720-$50</td>
<td>$79</td>
<td>$799-$129</td>
</tr>
<tr>
<td>New York - NY</td>
<td>1 Year</td>
<td>$150</td>
<td>$79</td>
<td>$229</td>
</tr>
<tr>
<td>Ohio - OH</td>
<td>1 Year</td>
<td>$50</td>
<td>$79</td>
<td>$129</td>
</tr>
<tr>
<td>Oklahoma - OK</td>
<td>June 30</td>
<td>$5</td>
<td>$79</td>
<td>$84</td>
</tr>
<tr>
<td>Pennsylvania - PA</td>
<td>1 Year</td>
<td>$60</td>
<td>$79</td>
<td>$139</td>
</tr>
<tr>
<td>Rhode Island - RI</td>
<td>3 Years</td>
<td>$630</td>
<td>$79</td>
<td>$709</td>
</tr>
<tr>
<td>Texas - TX</td>
<td>2 Years</td>
<td>minimum $220</td>
<td>$79</td>
<td>$299</td>
</tr>
<tr>
<td>Utah - UT</td>
<td>December 31</td>
<td>$105</td>
<td>$79</td>
<td>$184</td>
</tr>
<tr>
<td>Virginia - VA</td>
<td>1 Year</td>
<td>$100</td>
<td>$79</td>
<td>$179</td>
</tr>
<tr>
<td>West Virginia - WV</td>
<td>June 30</td>
<td>$50</td>
<td>$79</td>
<td>$129</td>
</tr>
<tr>
<td>All Canadian Provinces</td>
<td>1 Year</td>
<td>$1124</td>
<td>$375 (save $72)</td>
<td>$1499</td>
</tr>
<tr>
<td>Manitoba Canada -</td>
<td>1 Year</td>
<td>$400</td>
<td>$149</td>
<td>$549</td>
</tr>
<tr>
<td>Ontario Canada</td>
<td>1 Year</td>
<td>$400</td>
<td>$149</td>
<td>$549</td>
</tr>
<tr>
<td>Quebec Canada -</td>
<td>1 Year</td>
<td>$324</td>
<td>$149</td>
<td>$473</td>
</tr>
</tbody>
</table>

Appendix 20

GPSQ&C Corporate Product Policies

- Bath Seats
- Drop Side Cribs
- Crib Bumpers
- Sleep Positioners
- Non-Full-Size-Replacement Mattress Pads
- Toy Guns
- Chemical Compliance
- Self-Balancing Scooters
- Sharp Tools and Needle Control

For copies of the policies please email the Global Products Safety Quality and Compliance team at Global.QA@toysrus.com

EXHIBITS

Corrective Action & Preventative Action Form “CAPA”
**Toys "R" Us Certificate of Compliance**

**CORRECTIVE ACTION PREVENTIVE ACTION (CAPA) FORM**

<table>
<thead>
<tr>
<th>Date:</th>
<th>Style #: Material #:</th>
<th>Product Distribution:</th>
<th>Global</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Name:</td>
<td></td>
<td>Factory Name:</td>
<td></td>
</tr>
<tr>
<td>Product Description:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country of Distribution:</td>
<td>United States</td>
<td>Canada</td>
<td>Europe</td>
</tr>
<tr>
<td>Item #: SKU/SKU #:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report #:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report Date:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

List all the Countries of Distribution ("COD") that apply to this product with the corresponding report #’s, report dates, and report ratings regardless if the item has passed or failed.

<table>
<thead>
<tr>
<th>Fall Type:</th>
<th>Critical</th>
<th>Yes</th>
<th></th>
<th></th>
<th>Fall Reason</th>
<th>Heavy Metals</th>
<th>Other:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Important:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Was failure communicated to all parties: | GSO Team | GSO Engineering | GSO QA | Global Safety & Compliance |

Percent of Production Completed that Failed: | Less Than 10% |

**Containment Action**

List Action Plan to Correct Unfinished Production:

List Action Plan to Correct Finished Production:

Root Cause Determination

List Why Failure Occurred:

List actions required to remove the underlying cause:

Corrective Action to address the Root Cause

Preventive Action (Process Change, SOP Updated, etc.)

List steps to ensure failure does not occur again:

Were Technical Drawings revised? | Yes | No

| Were processes document Revised? | Yes | No |
| Were the BOM/BOS Revised? | Yes | No |
| Was an in house safety evaluation performed? | Yes | No |
| Was in house testing performed? | Yes | No |

Was the product’s packaging revised? | Yes | No

Comments:

CAPA Implementation Date: | Vendor Signature: | Date: |

**DO NOT WRITE BELOW THIS LINE - FOR TRU INTERNAL USE ONLY**

<table>
<thead>
<tr>
<th>Disposition:</th>
<th>Approved</th>
<th>By GSO / Product Development</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disposition:</td>
<td>Approved</td>
<td>GSO Quality Engineering</td>
<td>Date:</td>
</tr>
<tr>
<td>Disposition:</td>
<td>Approved</td>
<td>GSO QC &amp; C</td>
<td>Date:</td>
</tr>
</tbody>
</table>

Note: The CAPA must be completed and accompany the test request form when sending product for testing.

Email completed form to chinaqa@toysrus.com and as requested by Toys “R” Us.

**Toys “R” Us Certificate of Compliance**
**CERTIFICATE OF COMPLIANCE “COC” / GENERAL CONFORMITY CERTIFICATE “GCC”**

**CHILDREN’S PRODUCT CERTIFICATE “CPC” / DECLARATION OF CONFORMITY “DOC”**

**CERTIFICAT DE CONFORMITÉ / KONFORMITÄTSBESCHEINIGUNG / CERTIFICADO DE CONFORMIDAD**

### Countries of Distribution:
- Pays de Distribution
- Vertriebsländer
- Países de distribución:

### Issuer Name:
- Toys"R"Us – Delaware, Inc.

### Issuer Address:
- One Geoffrey Way
- Wayne, NJ 07470-2030

### Phone #:
- 973-617-3300

### Email Address:
- US_QA_Hardlines@toysrus.com
- US_QA_Softlines@toysrus.com

### Issue Date:
- m/d/y

### *Expiration Date:
- m/d/y

### Issued As:
- Own/Private Labeler: ☐ AND/OR Importer: ☐

### Under no circumstances may this form ever be used when Toys”R”Us is not the Own/Private label or importer of the product:
- (En aucun cas, cette forme jamais être utilisé lorsque Toys "R" Us n’est pas l’étiquette privée ou de l’importateur du produit)
- (Unter keinen Umständen darf diese Form immer verwendet werden, wenn Toys “R” Us ist nicht das Own/Private Label oder Importeur des Produkts)
- (En ningún caso este formulario cada vez se utiliza cuando Toys "R" Us no es la marca de distribuidor o importador del producto)

### Vendor Name:
- Nom du déclarant:
- Ausstellername:
- Nombre del emisor:

### Factory Name:
- Nom de l’usine
- Factory –nombre
- Nombre de la farica

### Address:
- Adresse du déclarant:
- Ausstelleradresse:
- Dirección del emisor:

### Phone #:
- N.º de teléfono:

### Email Address:
- Adresse Email:
- E-Mailadresse:
- Dirección de correo electrónico:

### Product Description:
- Description du produit / Produktbeschreibung / Descripción del producto:

### Style/MFR#:
- Modèle/Mfr#:
- Style/Mfr#:
- N.º Estilo/Fabricante:

### Item/SKN/SKU:
- Article #
- Artikelnr.
- N.º de artículo

### UPC #

### Insert Image(s) of Item(s)

- Insérer une image (s) de l’article (s)
- Bild einfügen (n) der Artikel (s)
- Insertar Imagen (s) de artículo (s)

### Date of Manufacture:
- Date de fabrication:
- Herstellungsdatum:
- Fecha de fabricación:

### Final Test Report #:
- N.º de rapport final de tests:
- Prüfberichtsnr.
- N.º de informe de la prueba final:

### Date:
- Date des derniers résultats de tests:
- Datum der Prüfberichte:
- Fecha del informe de la prueba final:

### Test Lab/Notified Body:
- Laboratoire de tests:
- Prüflabor:
- Laboratorio de pruebas:

### Address:
- Adresse:
- Adresse:
- Dirección:

### Phone #:
- N.º de teléfono:

### Shipping Release:
- This product meets all applicable Toys "R"Us requirements for shipping to the countries of distribution listed above.

- Approbation d’embarquement: Ce produit est conforme aux conditions de Toys R Us et peut être embarqué vers les pays de distribution de la liste ci-dessus.
- Entrega de envío: Este producto cumple con todos los requisitos de Toys R Us para el envío a los países de distribución mencionados anteriormente.
US Children’s Product Certificate/General Conformity Certificate: Toys“R”Us hereby certifies that the product described above complies with the following applicable rules, bans, regulations and standards enforced by the CPSC (CPSC list of product regulations):

- 16 CFR 1303 Total Lead Content in Paint
- 16 CFR 1501 Small Parts
- 16 CFR 1500.48 & 49 Sharp Point & Sharp Edge
- 16 CFR 1500.3 (c)(6)(vi) Flammability
- ASTM F963 Standard Consumer Safety Specification for Toy Safety
- Federal Hazardous Substance Act §3: Total lead content (CPSIA H.R. 4040 Title I section 101)
- Consumer Product Safety Act §8: Phthalate content (CPSIA H.R. 4040 Title I section 108)

EU Declaration of Conformity: The object of the declaration described above is in conformity with the relevant Community harmonisation legislation.

- Directive 2001/95/EC General product safety (note this applies in the absence of a specific European regulation)
- Directive 2006/95/EC Electrical Equipment Designed for Use with Certain Voltage Limits
- Directive 2009/48/EC Toy safety
- Directive 2011/65/EU Restriction of use of certain hazardous substances in Electrical and electronic Equipment (RoHS)
- Directive 89/686/EEC Personal protective equipment (PPE)
- Directive 93/42/EEC Medical Devices
- Directive 94/61/EC Packaging and packaging waste
- Regulation 1223/2009 Regulation of cosmetic products
- Regulation 1907/2006 Registration, Evaluation, Authorization and Restriction of Chemicals (REACH)

A technical file for the product described above, containing the documentation specified in EU Directive, may be obtained upon request to: Toys “R” Us, Geoffrey House, Maidenhead Office Park, Maidenhead, Berkshire, SL6 3QH, UK.

Signature: 
Typed Name: 
Title:
# Toys R Us Product Inspection Request Form

**Instruction:**
- Vendors fill in this form and send to QA Mailbox / CC our CBO Sourcing team.
  - South China: daniel@toysrus.com (or: tony.tsang@toysrus.com)
  - Vietnam: trang.chien@toysrus.com
  - India: bangladesh@toysrus.com (or: arun.ghosh@toysrus.com)
  - Cambodia, Thailand, and Vietnam: cambodia.inspection@toysrus.com (or: james.nuot@toysrus.com)
- The name of this request document is **Vendor name** + **Factory name** + **Desired inspection date**.
- The inspection request form should be sent at least 5 working days before the inspection date and the request form should be sent 3 working days before the inspection date.
- Vendor should make the FRI arrangements 3 days before the shipment begins.

**Requirement:**
- TRU inspection sample must be available at the factory for inspection.
- SIP file must be complete at the factory for TRU inspector review (please check the below and verify whether the SIP file is available)

<table>
<thead>
<tr>
<th>Data Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Form Submit Date</td>
</tr>
<tr>
<td>Inspection Type</td>
</tr>
<tr>
<td>Vendor Name &amp; Vendor Code</td>
</tr>
<tr>
<td>Inspection Report Distribution Email</td>
</tr>
<tr>
<td>Factory Name</td>
</tr>
<tr>
<td>Factory Address (In English)</td>
</tr>
<tr>
<td>Factory Address (In Chinese)</td>
</tr>
<tr>
<td>Division / Brands</td>
</tr>
</tbody>
</table>

**Product Detail Information:**

<table>
<thead>
<tr>
<th>Product Name / Description</th>
<th>Style No. (MPS)</th>
<th>Item No.</th>
<th>PQ Number</th>
<th>Quantity</th>
<th>Available Quantity</th>
<th>Shipment Date</th>
<th>Country of Destination</th>
<th>Date Code</th>
<th>First Shipment</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**STANDARD INSPECTION PACKAGE DETAILS**

42609-3
**Approval Sample**

The Approval Sample is the sample or elements of a sample approved for Measurement, Specification, Styling, and Workmanship including any feedback from PD HQ. Vendor makes duplicate copies of any samples submitted to PD. Samples are sent to Product Development Manager and to TRU-Global-Sourcing as the standard for production and final inspection.

There must be an approval sample in each factory that is producing the product.

**Hardlines/Toys**

Vendor must prepare 3 pre-production finished samples and send to 2 samples to TRU-Global-Sourcing and 1 sample to TRU-US-Product Development Manager.

a. Upon approving the sample, Product Development will send email to TRU-Global-Sourcing.

b. TRU-Global-Sourcing will date and sign one pre-production sample and send to factory/vendor.

c. Factory/vendor must use this pre-production sample as the standard of production and for inspection reference. The remaining sample will be kept in the Global Sourcing Office.

**Appearance**

a. Once fit has been approved by TRU-US-Technical Design, vendor must prepare 2 pre-production finished samples in all sizes and colors and send to TRU-Global-Sourcing. Once approved by TRU-Global-Sourcing, one set will be sent to TRU-US-Product Development to review and approve.

b. Product Development will send email to TRU-Global-Sourcing upon approving the sample.

c. TRU-Global-Sourcing will sign and approve one piece in the core size of the range (for example 6/9 months) to factory/vendor to be used as the standard of production and for inspection reference. The remainder of the samples will be kept in the Global Sourcing Team.

**Technical Specs & Construction**

All products should have a spec provided and vendors must keep copies of the spec details. Photos should also be included for inspector reference. Spec information should match the approval sample and the Inspector checks that an approved spec is provided. The construction, dimension detail, material list should be included in the Technical Specs.

**Hardline/Toys: Product Quote sheet**

**Apparel: Tech Pack**

---

**APPENDIX A - STANDARD INSPECTION PACKAGE DETAILSITEM**

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purchase orders or EDI PO</strong></td>
</tr>
<tr>
<td>Vendor download and print copies of the Purchase orders from EDI system with Style/Color/Size/Quantity and delivery information. Vendors must also ensure to check on a daily basis to make sure that they are aware of any changes. Where there are changes, vendor must download and print latest version to keep their SIP records up to date. A PO is needed at the time of the FRI. Domestic orders should contact TRU-US-QA for exemption. Inspector will compare shipping window of PO to the date of FRI. FRI is considered on time if inspection is before the PO cancel date.</td>
</tr>
</tbody>
</table>

| **Production Color/Finish Representation** (Includes Color Swatches, Shade bands, Fabric Swatches, Strike offs, finish quality and artwork) |
| Where product undergoes additional finishing or is made from natural materials, production raw material swatches, 1st dye-lot bulk approvals and approved shade band to be included. Shade B and may be given in the form of actual samples or swatches/cuttings, depending on the nature of the product. They must be clearly marked and included in the SIP. Approved samples, cuttings, swatches must be attached to a card. BULK production Fabric/Raw material quality hand feel standard must match client’s approved standard. Chopped/stamped and signed by Global sourcing team (Based on approval from PD). Shade Bands should be used for products with added or deleted color altering finishes, for natural fiber/material in a product staying with the natural color. Examples include but are not limited to: Soft Goods Pigment dyed textiles and/or Washed or finished textiles. |

<p>| <strong>COC Testing Results</strong> |
| If the COC and testing report has been issued, factory must be ready for final inspection. If not, the FRI can be arranged without the COC. |</p>
<table>
<thead>
<tr>
<th>Floor Ready Requirements</th>
<th>Apparel and Shoes only</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>As applicable, a sample of the following must be included: hangtags/stickers, price tickets, J hooks, poly bags, vinyl bags, vinyl bag zipper tape &amp; puller, acetate/color box, face paper/tissue, linings, insert cards, bellybands and zoning size stickers etc. Packaging guide available. The entire floor Ready accessory must be approved by Global Sourcing team.</td>
</tr>
</tbody>
</table>

| Carton marks and Labels | Carton marks and labels must be included for final inspection to verify that carton marks have been done correctly. |

| Factory Performed Inline inspections | Copies of the factory QC (DQA-Designated Quality Assurance) inspection results must be included in the SIP File. Factories are expected to perform their own in-line and DUPRO inspection (10% and again at 50% of available finished product) and FRI inspections (70% packed goods). Where either of these inspections fail, 100% re-inspection to be done and defective units to be removed. Thereafter, factory to perform random audits through to FRI. |

<table>
<thead>
<tr>
<th>Item</th>
<th>Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspection Reports</td>
<td>The inspections reports (in-line &amp; DUPRO's &amp; FRI's) as provided to vendor/factory after inspection must be included in the SIP file. These are to be signed by factory QA Manager and TRU inspector at the time of inspection completion.</td>
</tr>
<tr>
<td>Completed Packing List</td>
<td>Vendors must keep a copy of the packing list in factory.</td>
</tr>
<tr>
<td>Factory Calibration Reports</td>
<td>Vendor/factory must have updated calibration report for all testing equipment.</td>
</tr>
</tbody>
</table>

CORRECTIVE ACTION FORM - INSPECTION
Corrective Action Plan

<table>
<thead>
<tr>
<th>No.</th>
<th>Defect Description</th>
<th>Follow Up /Action Plan</th>
<th>Factory Internal Re-Inspection Date</th>
<th>Factory Internal Re-Inspection Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>MMDDYYYY</td>
<td>Passed / Rejected</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Action Plan Remarks

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

Rework Photos

<table>
<thead>
<tr>
<th>Photo</th>
<th>Photo</th>
<th>Photo</th>
<th>Photo</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rework Description</td>
<td>Rework Description</td>
<td>Rework Description</td>
<td>Rework Description</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Photo</th>
<th>Photo</th>
<th>Photo</th>
<th>Photo</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rework Description</td>
<td>Rework Description</td>
<td>Rework Description</td>
<td>Rework Description</td>
</tr>
</tbody>
</table>

Contact E-Mail ADD: South China H/L Toys: HL.Inspection@toysrus.com / South China Apparel: SL.Inspection@toysrus.com / North China INS: ChinaINSP@toysrus.com / India/Bangladesh/Sri Lanka: IndiaInspection@toysrus.com / Cambodia-Thailand-Vietnam: CambodiaInspection@toysrus.com
**Inspection Certificate**

**Toys“R”Us**  
**Babies“R”Us**  
**F·A·O·SCHWARZ**

**INSPECTION CERTIFICATE**

This certificate is valid:  
☐ Hereinafter mentioned PO / Style only  
☐ Hereinafter mentioned style is valid to

**Issue Date:**

**Brands:**

**MR Name:**

**Vendor Name:**

**Vendor Contact Person:**

**Factory Name:**

**Factory Address:**

**Factory Contact Person:**

<table>
<thead>
<tr>
<th>Style Number</th>
<th>Product Description</th>
<th>PO Number</th>
<th>Order QTY</th>
<th>Shipment QTY</th>
<th>Total Cartons</th>
<th>SHIP DATE</th>
<th>Country Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Remark:**


---

**This certificate is valid only after chopped & signed by Toys R Us / Baby R Us’s QA Team.**

<table>
<thead>
<tr>
<th>TRU signature / Date</th>
<th>Vendor signature / Date</th>
<th>Factory signature / Date</th>
</tr>
</thead>
</table>

**Disclaimer:**

The above reflects our finding at the time of inspection with random samples selected in accordance with a statistical sampling standard. For inspection rendered before 100% of a production lot has been produced, the findings will only extend to the items that were produced at the time of inspection.

This certificate does not discharge or release vendor / factory from their commercial, legal or contracted obligations with regard to quality/quantity of delivery nor does it prejudice the Toys R Us right of claim toward the vendor / factory for compensation for any apparent and/or hidden defects not detected during the random inspection or occurring thereafter.

Toys R Us  
Branch: China  
Address: 7/F., CTS Tower, No.4011 Shennan Boulevard, Futian District, Shenzhen, China

[www.toysrus.com](http://www.toysrus.com)  
Tel: (86) 755 36985300  
Fax: (86) 755 36985380
Letter of Guarantee

I hereby declare that the below item(s) is/are in compliance with the following listed test standard/regulation, and as such agree to take full responsibility for any matter arising due to this issue.

<table>
<thead>
<tr>
<th>Style/Mfr. #</th>
<th>Item Description</th>
<th>Brand Name</th>
<th>Test standard/regulation (please specify):</th>
<th>Test report# &amp; Laboratory/Notified Body name</th>
</tr>
</thead>
<tbody>
<tr>
<td>e.g. 733382</td>
<td>e.g. WALKER-X-FRAME WITH TOY TRAY</td>
<td>e.g. BRU</td>
<td>e.g. Heavy Metals Content in Packaging Materials (94/62/EC)</td>
<td>e.g. 8513490720 Laboratory/Notified Body Or N/A</td>
</tr>
</tbody>
</table>

Insert Product Picture here-

Authorized Vendor Signature : ______________________________
Signatory Name (please print) : ______________________________
Vendor Name : ______________________________
Date : (mm/dd/yyyy)

<Your Company Letter Head> (must insert)
Letter of Guarantee (LoG) for Chemicals of High Concern (CHC)

“I, (insert Vendor name) am responsible to understand and comply with all federal, state, provincial, local, directives, laws and regulations as well as Toys “R” Us requirements as regards to Chemicals of High Concern. I (insert vendor name) have reviewed the Toys“R”Us, Inc. Global product protocols for current details on the regulatory chemical restrictions and Toys “R” Us, Inc. Global requirements.

☐ I certify that my product does not contain any Chemicals of Concern or SVHC's.
☐ I certify that my product does contain Chemical(s) of High Concern to Children (“CHCC”) that have been intentionally added, and I have reported the information to the State of Washington, Maine, Vermont, & Oregon as required.
☐ I certify that my product does not contain any Asbestos, or Asbestos like fibers, including but not limited to actinolite, amosite, anthophyllite, chrysotile, crocidolite, cummingtonite, fibrous erionite and tremolite

Any failure on our part to meet Toys “R” Us Safety requirements will result in consequences up to and including termination of the business relationship with Toys “R” Us.”

<table>
<thead>
<tr>
<th>Style/Mfr. #</th>
<th>Item Description</th>
<th>Brand Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>- e.g. 733382</td>
<td>- e.g. STROLLER</td>
<td>- e.g. BRU</td>
</tr>
</tbody>
</table>

Insert Product Picture here-

Authorized Vendor Signature:
Signatory Name (please print):
Vendor Name:
Date (mm/dd/yyyy):

Cosmetic Ingredient Review Test Request Form
COSMETIC INGREDIENT REVIEW TEST REQUEST FORM

PD Manager is Required to Fill Out GREEN section. Vendor is Required to Fill Out BLUE sections.
File should be named: TRUI-CLIR-<brand code>-<MFR>.xls
Email subject: TRUI - COSMETIC INGREDIENT SUBMISION <brand code>-<MFR>

* indicates required field
Use specific INCI approved names, group names are not acceptable.
Fill out a separate list for each component type that uses similar formula except for colorant and fragrances. e.g.

<table>
<thead>
<tr>
<th>Component Description:</th>
<th>* Net weight/volume each:</th>
<th>* Net weight/volume total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Number of pcs this component:</td>
<td>Weight Format: NET 2.5 oz (70.8 g)</td>
<td>Fluid Format: NET 8 fl oz (236 mL)</td>
</tr>
<tr>
<td>* INCI Name (International Nomenclature of Cosmetic Ingredients)</td>
<td>CAS No. (Chemical Abstracts Service number)</td>
<td>% by wt/volume</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 0.00

Colorants (must be listed as Colorants with % in the ingredient list above):

<table>
<thead>
<tr>
<th>piece #</th>
<th>Name</th>
<th>CAS No.</th>
<th>C. I. number</th>
<th>% by wt/volume</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 0.00

Fragrances (must be listed as Fragrances with % in the ingredient list above):

<table>
<thead>
<tr>
<th>piece #</th>
<th>Name</th>
<th>CAS No.</th>
<th>C. I. number</th>
<th>% by wt/volume</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 0.00

US EU Canada Australia