

ZBR Zibara Pty Ltd

QUALITY ASSURANCE

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QUALITY VISION SCOPING FRAMEWORK

This document provides background and context to the ZBR Zibara Quality Assurance Framework. This outlines the methodology employed to ensure that ZBR Zibara's product safety risks are being appropriately managed in line with our commitment to quality assurance and compliance. Products within this scope include apparel.

This framework adopts a risk based approach to QA where products are categorised into 4 levels with the degree of QA and assurance activities varying from Levels 1-4. Brands, products and vendors determined to be higher-risk will be subject to more QA and assurance activities than those with lower risk.

In addition, this document outlines the Quality Assurance Assessment, testing and Compliance Auditing process for ZBR Zibara products.

2.0 Quality Vision

To enable our customers to have complete trust in the quality and therefore, the value of the products we supply at ZBR Zibara.

3.0 Quality Mission

To influence the quality of products by increasing the technical involvement in the product development lifecycle earlier and to minimise product risk by providing technical, safety and regulatory expertise while operating within legal and regulatory boundaries.

4.0 Determining the QA Level for each product

A decision tree has been developed to assist us in determining the appropriate QA level required. The QA Level is determined by three components of risk: the brand, the vendor and the product.

It is important when considering the risk of the vendor that this is done with the specific brand product in mind – for example a vendor may be very reputable but if they are new to producing the product in question then more rigorous QA will be necessary.

4.1 Brand Assessment

All products branded ZBR Zibara will always be subject to the highest level of QA because the risks to our brand are higher.

4.2 Vendor Assessment Guidelines

Vendors who are recognised positively in the Australian market or industry will typically be deemed a lower risk vendor.

The following criteria will be applied when making this assessment:

Whether;

- The vendor supplies this product to other Australian retailers
- The vendor can demonstrate that they have a quality assurance, compliance and monitoring program in place
- The vendor can demonstrate that they have a crises management program (including procedures for product recalls) in place
- The vendor has not received any recent negative press in relation to product quality or manufacturing practices
- The vendor has not been the subject of any regulatory activity, legal or enforcement action
- The vendor has their factories audited (for quality and ethical practices).

4.3 Classifying the product risk

Any product that is either subject to safety standards, or subject to a product specific standard under either the Trade Practices Act or various Commonwealth state and territory legislation, will be typically classified as having a higher risk. There are also some products that ZBR Zibara considers to be high risk notwithstanding that they are not specifically legislated. These will also be classified as High Risk for QA purposes.

All product standards in place have been assessed using the decision point “Is this product subject to ZBR Zibara regulatory product safety standards?” to determine whether they are High Risk or Non High Risk.

4.4 Risk rating by Level

For each QA Level, the inherent risk has been determined in the following categories: Product Safety, Financial, Reputational, and legal. The inherent risk is the risk that exists to the ZBR Zibara business if no QA activities were completed. The residual risk is that remaining after a degree of QA assessment and activities are completed.

The inherent risk determines the type of QA activities required, how often they need to be completed and by whom. The risk increases as you move across the QA Levels from 1 to 4 and therefore more QA activities are required to reduce the residual risk to acceptable levels. Where the residual risk is Medium or above, management need to make a business decision to determine whether or not this level of risk is acceptable.

5.0 Category/ Product Standards

Our standards adhered to are national standards that should be used to specify products, and refer to, specific labelling, marking and instructions and 3rd party test reports that may be needed.

Some of the regulations that our products are subject to:

Trade Practices Act	Fair Trading Act legislation
General product safety regulations	Energy Efficiency regulations
Water Efficiency Regulations	Customs Regulations
Australian/ New Zealand Standards	

6.0 QA & Ethical Sourcing Audits

All ZBR Zibara vendors are asked to comply with our Ethical Sourcing Policy. Each audited vendor will be given a status; Approved, At Risk or a Conditionally Approved with a corrective action plan for non conformances that arise from the audit.

7.0 Product Sample Assessment

For level 3 and 4, management will undertake a QA assessment of the submitted product sample using appropriate internal assessment methods, standard test methods and judgement to ensure that ZBR Zibara products will meet requirements. These assessments can take the form of the following:

- Product safety
- Legal compliance
- Fit for purpose/ functionality
- Packaging Assessment
- Validation and investigation of 3rd party test reports

8.0 3rd Party Testing

ZBR Zibara requires vendors to acquire relevant testing against Australian Standards and legislation to be done by independent testing needs to be carried out by external accredited test companies and relevant reports submitted.

ZBR Zibara will only accept test reports from the following testing houses:

SGS	Qualspec	Bureau Veritas
Intertek	ITACS	RMIT
AusTest Laboratories	EMC Technologies	Comtest
Testing & Verification Aus	TQRTM	Nigbo Quality Assurance