RH

icw
compliance made easy
®

PRODUCT TESTING FOR PARTNERS

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RH
TESTING
OVERVIEW

- Products need to be tested and receive passing test results (or grouped to a like product that has current passing test results).

- RH Compliance determines which products and which tests to perform.

- Partners should always produce extra samples for testing.

- Tested product should not be shipped back to RH for resale purposes.

- Regulatory retesting is required for all re-ordered products.

- Children's Products require retesting every year (If at anytime during this one-year period the design, components, parts, factory or partner changes, this product must be resubmitted for testing).

- Teen and Main Brand Products require retesting every three years (If at anytime during this three-year period the design, components, parts, factory or partner changes, this product must be resubmitted for testing).

- Testing is done at the Partner's expense. Product should be built to ensure that test standards and regulations will be met to avoid corrective action tests. Baby, Child, and Teen Partners ONLY - Please continue to bill RH AP in iCW.

- For Product Safety and Compliance requirements, see the RH Testing Requirements Matrix applicable to your product. The current versions of the Matrices are available on the Partner Operations Manual Chapter 7 – Product Testing. https://secure.grovesite.com/login

TESTING IN ICW

- iCW is the online platform RH uses to communicate and track testing.

- All RH Partners must have an iCW account. If you do not have one, please reach out to partneroperations@rh.com.

- RH gives Partners testing direction through iCW.

- Partners accept testing direction in iCW and must fill out the Test Request Form (TRF).

- Partners submit TRF to RH approved test labs in iCW.

- Testing progress is tracked in iCW.

- Labs submit test results in iCW and upload test reports.

- Failing results trigger generation of retest request form in iCW unless RH waives failure in iCW.

LOGGING IN TO iCW
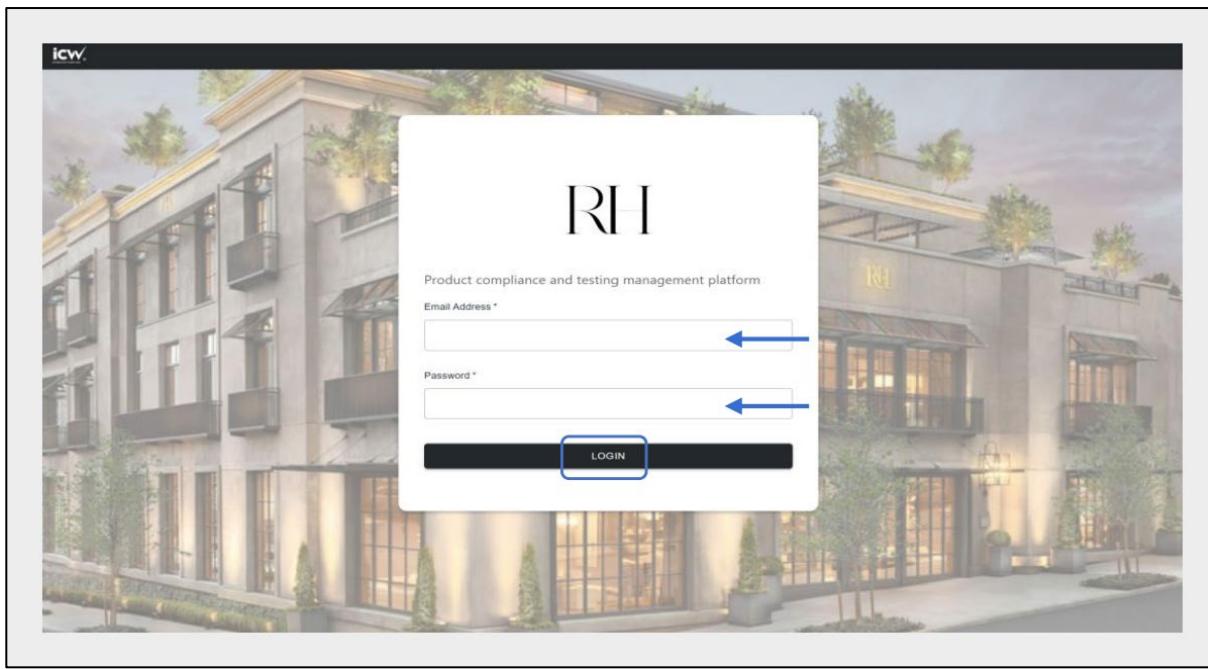
Log in to the platform: **rh.icw.io** with your assigned email and password

You can now start managing product testing, view test matrix, and collaborate with RH, agents and labs in this platform

1. Enter the Email Address.
2. Enter the Password.
3. Select LOGIN.

First-time user:

Fill in the Supplier Profile

1. Enter the Address.
2. Enter the Contact Person.
3. Enter the Contact Number.
4. Enter the Contact Email.
5. Select SAVE.

For support with login:
support_rh@icw.io

To obtain a new login:
partneroperations@rh.com

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ICW STATUSES & SKU GROUPING

The testing status can be distinguished by the Traffic Lights; colors and shapes shown in the legend below:

(All SKU page)

Icon Shape	Require Testing	Icon
PRIME SKU	Yes	● or ◎
PIM SKU	No (share result of Prime SKU)	▲ or ▲

Priority	Status		Definition
Highest ⬇	● ▲	CAP Rejected	RH Compliance reviewed and rejected the proposed Corrective Action (CAP), Partner must resubmit.
⬇	● ▲	Rejected - Request CAP	RH Compliance reviewed the completed Test Report and requested a Corrective Action to resolve a failure.
⬇	● ▲	Rejected - Update Report	RH Compliance may reject incomplete Test Report back to the Lab and request that Lab updates the results.
⬇	● ▲	Completed - Fail	Lab completed the task with FAIL result.
⬇	● ▲	CAP Pending Approval	Partner submitted the CAP and awaiting RH Compliance's approval to move forward with retesting.
⬇	● ▲	Task Pending	A new task has been assigned. Partner must acknowledge, request a quote and prepare samples for testing.
⬇	● ▲	Task Pending (Retest)	The SKU went through the CAP flow and has a retest test request open. Awaiting partner to acknowledge and open task.
⬇	● ▲	Waiting for Lab Quote	Awaiting a quote from the Lab.
⬇	● ▲	Quote Available	A quote is available for review.
⬇	● ▲	Quote Confirmed	Partner confirmed the quote and submitted Test Request Form(TRF)
⬇	● ▲	Sample Sent	Partner sent the sample for testing and provided sample sent information.
⬇	● ▲	Sample Received	Lab received the sample for testing and provided Estimated Completion Date (ECD).
⬇	● ▲	Pending	Taks is in queue for testing.
⬇	● ▲	In Progress	Testing in progress.
⬇	● ▲	In Progress - Update Result and Reports	Awaiting Test Report upload.
⬇	● ▲	Completed	Lab completed the task with PASS result.
⬇	◎ ▲	Completed -Pending	Testing partially completed, awaiting Full Protocol (all test levels) result.
⬇	● ▲	Completed - Conditional approved	Testing completed and approved - Ready to ship.
⬇	● ▲	Completed – Approved	Testing completed and approved - Ready to ship.
⬇ LOWEST	● ▲	Cancelled	The task is cancelled.

THE SKU GROUPING PROCESS

Grouping is the process whereby Compliance reviews new items and determines which need to be tested. Typically, RH Compliance selects only a few of the new items from each new collection for testing. PRIME SKUs in iCW (or Test SKUs) are those which are selected for testing because they are unique, or they are representative of other items in the same collection.

Grouped Items, or PIM SKUs, are those which share the same materials and construction with a Prime SKU, are expected to perform the same as the Prime SKU and therefore, can share the results of the Prime SKU.

PRIME SKUs will be requested for FULL PROTOCOL TESTING in iCW. Test Levels will be requested based on the assigned matrix on all newness and regardless of how they were tested prior. You may upload a valid product or component test report for the Lab to review in lieu of testing. See page 11 for the instructions to upload.

TEST LEVELS

- Analytical (A)
- Flammability (F)
- Performance & Construction (P)
- Labeling (L)
- Quality (Q)
- Colorfastness (C)

PRODUCT TESTING WORKFLOW

RH Issues New PO and Uploads SKU(s) in iCW → RH Compliance Selects SKUs and Test Level(s) and Submits Request to Partner → Partner Acknowledges and Submits Request for Quote to Lab

Lab Provides Quote, Partner Confirms and Submits Test Request Form (TRF) → Partner Ships Sample and Updates Sample Status in iCW → Lab Reviews TRF and Updates Sample Received and Task Status in iCW

Lab Completes Test Task and Uploads Test Report and Invoice in iCW → RH Reviews Test Results → RH May Reject Incomplete Report Back to Lab; Lab Updates Results

Fail Test Report

Passing Test Report Approved → Report Saved in iCW

Corrective Action Plan (CAP) Generated → Partner Submits CAP

RH Accepts

RH Rejects

THE NEXT 5 PAGES ARE THE STEP-BY-STEP INSTRUCTIONS TO ACKNOWLEDGE TEST REQUEST AND SUBMIT REQUEST FOR QUOTE

RH Issues New PO and Uploads SKU(s) in iCW → RH Compliance Selects SKUs and Test Level(s) and Submits Request to Partner → Partner Acknowledges and Submits Request for Quote to Lab

ACKNOWLEDGE AND QUOTE

TWO WAYS TO FIND TEST REQUESTS OR TASK PENDING
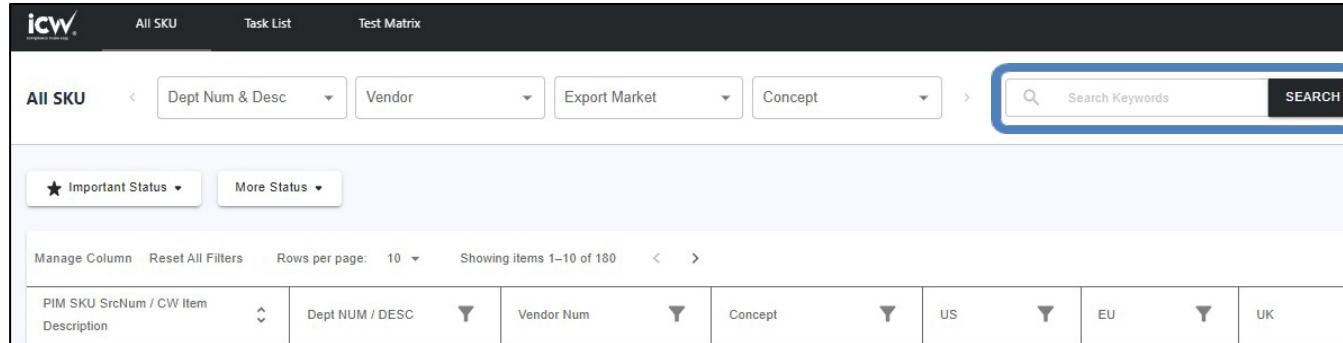
1. Partner will receive an email notification from RH that lists the specific SKU for testing. Partner can then search that SKU in the iCW search bar
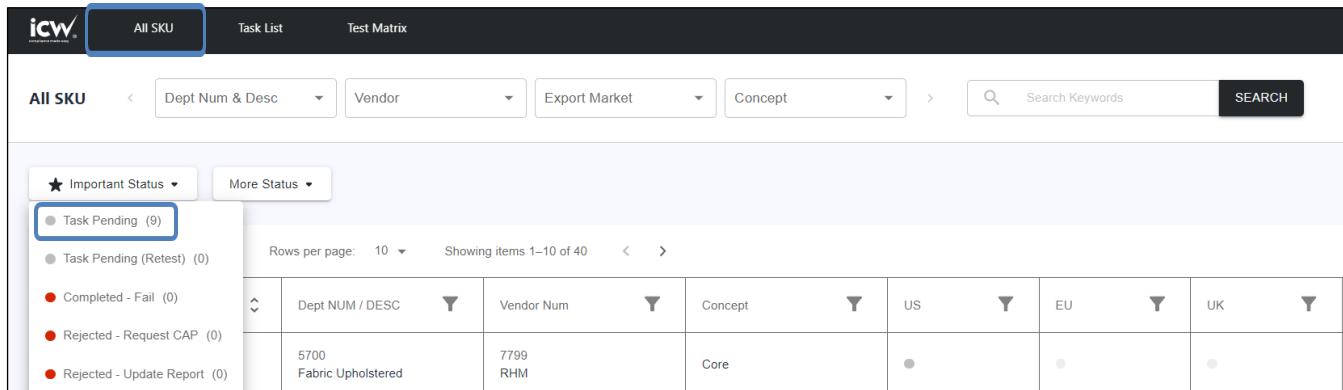
OR Partner can go to **"ALL SKU PAGE"**, to find 'Task Pending' under "Important Status"
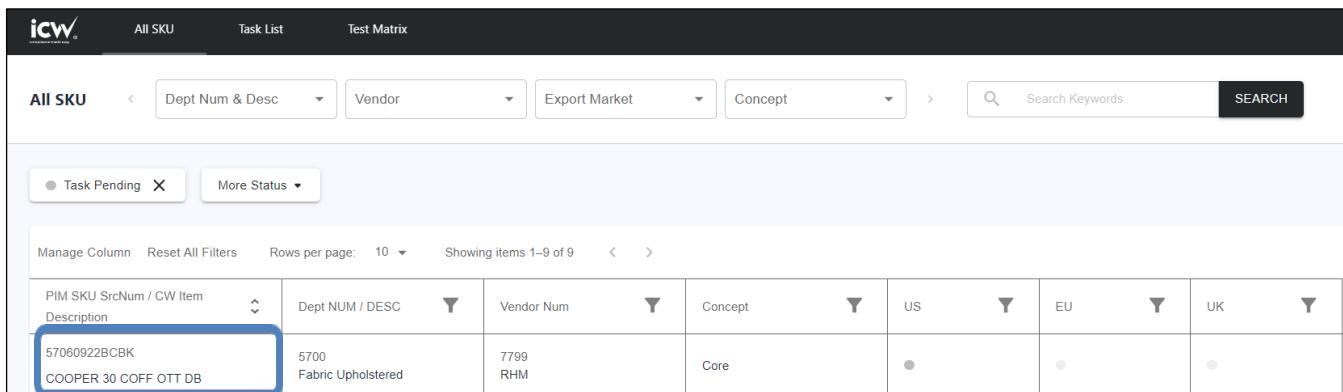
2. Select the SKU to acknowledge

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IN **"ALL SKU PAGE"** ➔ Select the **TASK** > Select **START ACKNOWLEDGE & QUOTE**

Upload Document

1. Product Photo

Drag and drop an image file here or click

2. Compliance Documents / Valid Test Reports

*Need to be within 12 months of issue date, COC for RSL

◉ Applicable   ○ Not applicable

[UPLOAD]

Remark

Please enter remark here

3. RH approved Self-Declarations

*Creosote, TSCA Title VI, Asbestos

◉ Applicable   ○ Not applicable

[UPLOAD]

4. All applicable labelling

*UPC, general warnings, GPSD

◉ Applicable   ○ Not applicable

[UPLOAD]

5. Product/Specs

◉ Applicable   ○ Not applicable

[UPLOAD]

6. BOM

◉ Applicable   ○ Not applicable

[UPLOAD]

CONTINUE

Partner Acknowledges and Submits Request for Quote to Lab

Note: Including a photo of the product is **mandatory.**

NEXT ➔ Upload **Document** when applicable > Select **CONTINUE**

ICW TIPS: HOW TO GET THE MOST ACCURATE TESTING QUOTES IN ICW
Get the most accurate quotes from your preferred Labs in the iCW Testing Platform by uploading as many product images as possible, existing or valid test reports, Bill of Materials (BOM), Specifications and Drawings, and Self Declarations
when applicable.

Factory Details List

NEW FACTORY DETAILS

Factory A (Code: N/A)
Contact Person
Contact Person Email
Contact Person Phone Number
Address

EDIT   DELETE

Factory B (Code: N/A)
Contact Person
Contact Person Email
Contact Person Phone Number
Address

EDIT   DELETE

CONTINUE

Create Factory Info

Factory Company Name

Factory Location
Factory Address

Factory Address (in Local Language)

Factory Country
Fill in factory country

Factory City
Fill in factory city

Contact Person Information
Contact Person Name

Contact Person Email

Contact Person Phone Number

CANCEL   CREATE

Partner Acknowledges and Submits Request for Quote to Lab

Next → First time iCW users will be directed to this page to create a factory profile

NOTE: Established Partners will have the option to add more factories and select from a drop-down list, the next time they login

Select Lab

1. Selecting Testing Level

Testing level

Analytic / Flammability / Labelling / Performance ▾

RH pre assigns testing level. Skip this step and go directly to **Select Testing Laboratory.**

2. Selecting Testing Laboratory
*Please select at least 1 Lab

UL	Lab 1	☐ UL - USA Rogers AR (Hardlines) ☐ UL VS ☐ UL Shenzhen ☐ UL Guangzhou ☐ UL Nansha ☐ UL Holland ☐ UL Shanghai ☐ UL Shanghai ☐ UL Admin ☐ UL Ho Chi Minh City ☐ UL Shanghai ☐ UL Gurgaon
TUV SUD	Lab 2	☐ TUV SUD Vietnam ☐ TUV SUD Shanghai ☐ TUV SUD Shenzhen ☐ TUV SUD Italy ☐ TUV SUD US ☐ TUV SUD India

☐ MTS Bangladesh   ☐ MTS Cambodia   ☐ MTS UK

If you choose only one lab or to skip quote, go straight to page 17 and submit Test Request Form (TRF). Otherwise, follow the instructions to :

-Select Labs

-Choose, "No, I need a quotation".

-Provide Billing Information (next slide)

-Wait for Quote (next slide)

Do You Wish to Skip Quote? (Please Select)

Since you have only chosen 1 lab, did you intend to skip quote?

○ Skip Quote

○ No, I need a quotation

CANCEL   CONFIRM

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Partner Acknowledges and
Submits Request for Quote to Lab

Next ➔ Provide **Billing Information** and **CONTINUE**

Test Task is now created and can be found in **"TASK LIST PAGE" with** Status **"Waiting for Lab Quote".**

Select **More Status➔ "Waiting for lab quote"** to view all related test tasks.

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THE NEXT 3 PAGES ARE THE STEP-BY-STEP INSTRUCTIONS TO CONFIRM QUOTE, SUBMIT TRF AND SHIP SAMPLE
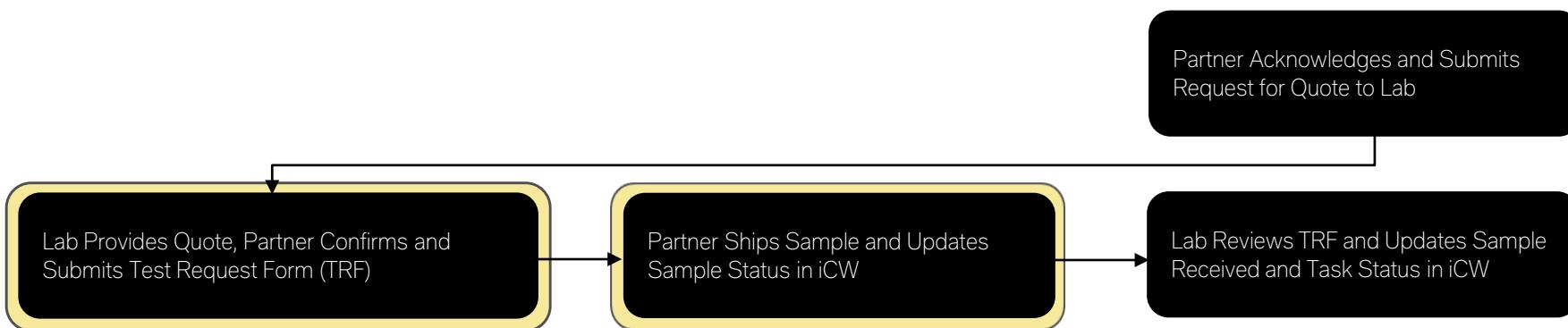
Partner Acknowledges and Submits Request for Quote to Lab

Lab Provides Quote, Partner Confirms and Submits Test Request Form (TRF)

Partner Ships Sample and Updates Sample Status in iCW

Lab Reviews TRF and Updates Sample Received and Task Status in iCW

VIEW AND ACCEPT QUOTE

(Task List page)

Select **Important Status>Quote available.**
Select specific task to continue.

In "TASK LIST PAGE" → Select **Important Status > Quote available >** Select task to continue

View the quotation by expanding it and select **ACCEPT QUOTATION**.

NEXT GO TO THE QUOTATION TAB → View the quotation by expanding it and select **ACCEPT QUOTATION**

FILL IN TEST REPORT FORM

Next ➔ Fill in **TRF** and **CONTINUE**

To download the TRF, go to the "Task List" page and click the document title.

iCW Tips: TRF will only be visible to view after a quote is confirmed and TRF is submitted. To view the testing requested for a specific task in Task List Page, click on the Task and Select the Test Matrix Tab.

SAMPLE SUBMISSION

THIS STEP IS REQUIRED FOR ALL PARTNERS

In "TASK LIST PAGE" → Select **Important Status > Quote Confirmed**
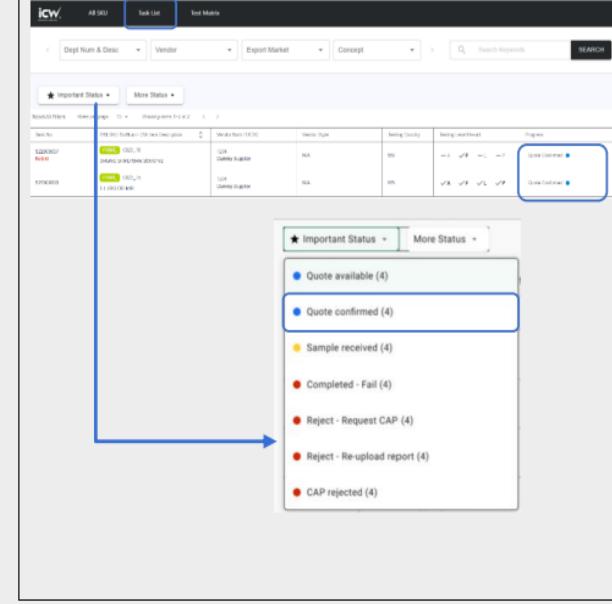
Select **UPDATE** in **SAMPLE TAB**
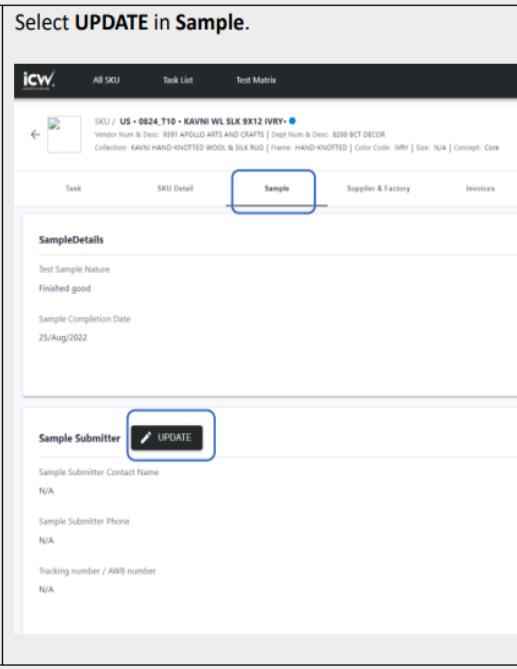
Provide ALL Sample Submitter details → Select CONTINUE.

THE NEXT 2 PAGES ARE THE STEP-BY-STEP INSTRUCTIONS TO REVIEW TEST RESULTS & SUBMIT A CORRECTIVE ACTION PLAN (CAP)

Partner Acknowledges and Submits Request for Quote to Lab

Lab Completes Test Task and Uploads Test Report and Invoice in iCW → RH Reviews Test Results → RH May Reject Incomplete Report Back to Lab; Lab Updates Results

Partner can now review test result (pass or fail) → Fail Test Report

Passing Test Report Approved → Report Saved in iCW

Corrective Action Plan (CAP) Generated → Partner Submits CAP

RH Accepts   RH Rejects

REVIEWING TEST RESULTS

WHAT HAPPENS AFTER TESTING IS COMPLETED AND THE LAB UPLOADS THE REPORTS INTO ICW?

RH reviews test results submitted by labs in iCW
Safety and Compliance failures must be addressed through corrective action followed by retesting
Failures must be addressed and receive passing test results prior to shipping
Quality failures must either be addressed through corrective action or waived by RH Quality team
Only quality failures can be waived

<table>
<tr>
<td>

<u>If it's a PASS</u>,
it is then saved and the status will now be
"COMPLETED APPROVE"
Or
"COMPLETED-CONDITIONALLY APPROVED"
in iCW
Note: All passing QC tasks will only say "COMPLETED"

</td>
<td>

<u>If it's a FAIL</u>,
RH will conditionally approve the results;
OR
Partner will have to follow steps to submit a Corrective Action Plan.
Follow the flow on the next page.

</td>
</tr>
</table>

CAP SUBMISSION & RETEST

(All SKU page)

Select **Important Status>Rejected-Request CAP** or **Important Status>CAP Rejected.**
Select specific task to continue.

Select **Rejected-Request CAP** to view Approval Details. Select **Submit CAP.**

Fill in **CAP** and **Submit.**

In **"ALL SKU PAGE"** → Select Important Status > Rejected- Request CAP or Important Status > CAP Rejected > Select Task

Next → Fill in the Corrective Action Form and Click Submit

(All SKU page)

Select **Important Status>Task Pending - Retest.**
Select specific task to continue.

Note:

Follow steps of **ACKNOWLEDGE & QUOTE** illustrated above to initiate / skip quotation for retest.

After RH Approved the Corrective Action Plan, Partner shall continue with retesting.

In **"ALL SKU PAGE"** → Select Important Status > Task Pending – Retest > Select Task and Follow the instruction as if it's a new test request starting on page 9 – Acknowledge & Quote.

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REQUEST ADDITIONAL QUOTES
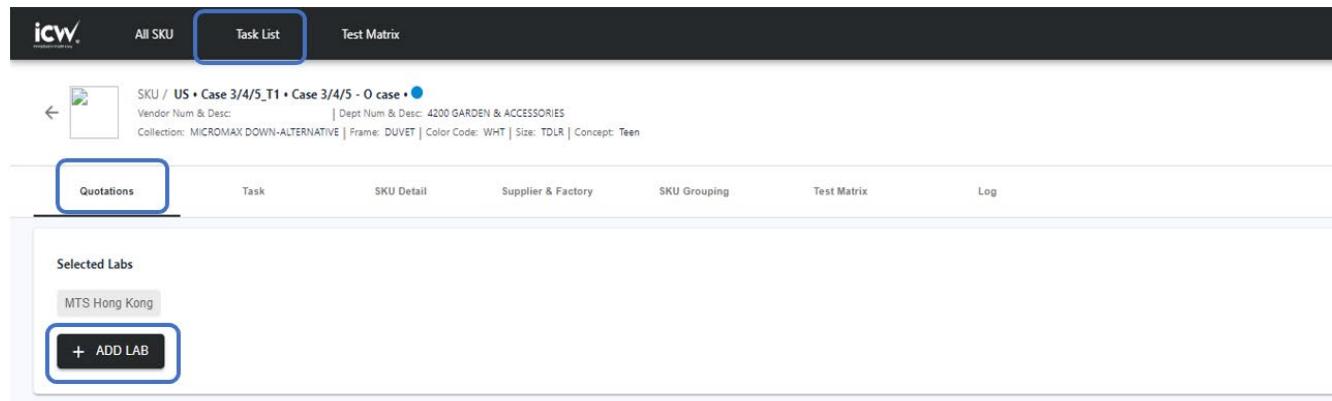
In "TASK LIST PAGE" → Select **Important Status > Waiting for Lab Quote >** Select task to continue

NEXT GO TO THE QUOTATION **TAB** → Under Selected Labs, click **+ADD LAB** (black button)

*Note: You cannot select **+ADD LAB** to request more quotations once the task's status is "quote confirmed"

Repeat Steps on pages 10 – 13

CANCEL A TASK
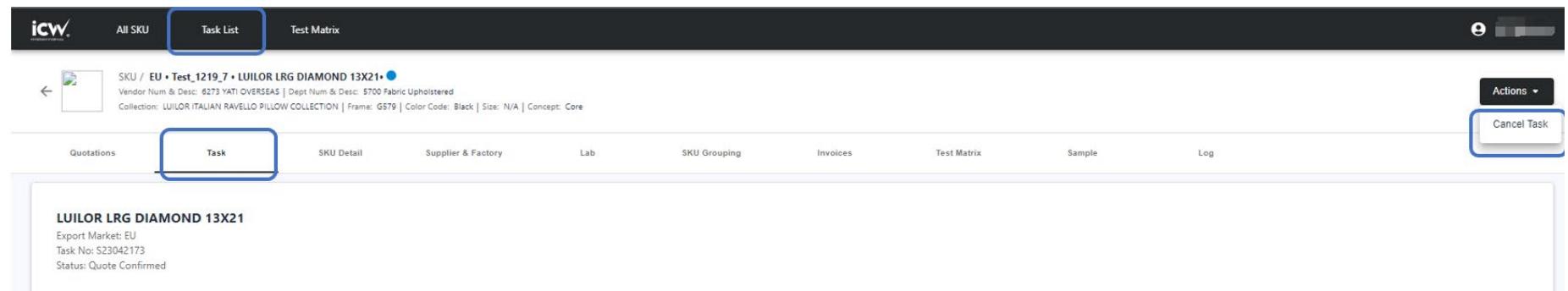
In "TASK LIST PAGE" → Select task to be cancelled > Actions > Cancel Task

Repeat Steps on pages 9 – 13

VIEW & EXPORT TEST MATRIX

To **VIEW** a SKU's chosen test matrix:

In "**ALL SKU**" Page ➔ Select SKU to be viewed > Task > Chosen Export Market > Test Matrix Detail

To **EXPORT** a SKU's chosen text matrix:

In "**TASK LIST**" Page ➔ Select task to be viewed > Test Matrix > click **EXPORT**

*Note: The test matrix can only be exported once the **"Acknowledge and Quote"** process has been completed

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