

0 Introduction

Membership of the TOYCRED scheme is available to any concern involved in the toy industry. The TOYCRED scheme is designed to ensure that Members are adopting good practice and it provides an independent assessment of the procedures adopted by Members to comply with the law. The conditions of TOYCRED Membership are given in Document T.1

0.1 Definitions

- 0.1.1 Member** fully accredited and paid up Member of the TOYCRED Scheme
- 0.1.2 Staff** any employed staff Member or retained person acting on behalf of the *Member*
- 0.1.3 Management** Directors, Managers, Secretaries or similar officers of the body corporate (or any other person acting in that capacity), partners or proprietors.
- 0.1.4 Supplier** Person or Organisation from whom the *Member* purchases products
- 0.1.5 Control system** a system of management and operations designed to control the business of the *Member* on a day to day basis
- 0.1.6 Complaint** query from any person relating to the safety of a supplied product

1 General Requirements

- 1.1** The *Member* must demonstrate that the requirements of this standard are met at all times.

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- 1.2 The **Member** may only use the TOYCRED Logo or make reference to TOYCRED Membership in accordance with rules issued from time to time by the TOYCRED Secretariat.
- 1.3 The **Member** shall inform the TOYCRED Secretariat whenever there is a change in an aspect of the **Member's** status or operations which affects compliance with the TOYCRED Accreditation standards.
- 1.4 The **Member** shall inform the TOYCRED Secretariat whenever it is suspected that the TOYCRED Logo has been used incorrectly or is being misused.

2 Organisation and Management

- 2.1 The **Member** shall ensure that **Staff** are aware of their responsibilities.
- 2.2 **Management** shall ensure that sufficient resources are provided to allow the scheme to be properly operated and **Staff** should agree to comply with the requirements to the best of their ability.
- 2.3 The **Member** shall appoint one person (however named) designated as the Primary Contact with the TOYCRED Secretariat. The Primary Contact shall be responsible for ensuring that the requirements of this standard are met on a day to day basis. The Member shall immediately inform the TOYCRED Secretariat on any changes of the details of the Primary Contact on Notification Form T.6.
- 2.4 The **Member** shall appoint a person or persons suitably qualified who can demonstrate a working knowledge of relevant trading standards legislation including, but not limited to;

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The Consumer Protection Act

The Toys (Safety) Regulations

The General Product Safety Regulations

The Pencils & Graphic Instruments (Safety) Regulations

The Food Imitations (Safety) Regulations

The Trade Descriptions Act

- 2.5 The person appointed in accordance with 2.4 shall have direct access to the **Management** of the **Member** and may be employed or retained by the **Member**.

3 TOYCRED Manual

- 3.1 The **Member** shall operate a **Control System** that is appropriate to its operations. The system must be capable of ensuring that the requirements of the standard are met.
- 3.2 All relevant **Staff** shall be kept fully up to date with, and be required to comply with the **Control System**.
- 3.3 The **Control System** shall be described in a TOYCRED Manual, which shall be maintained up to date and written in the English language.
- 3.4 The TOYCRED Manual shall have a statement of the policy of the **Member** given by the **Management**. The policy shall include a statement that the **Member** shall comply with the requirements of the standard.

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- 3.5 The TOYCRED Manual shall also include the following details of the **Member**
- a) Name, registered number and registered office address of the **Member**
 - b) Legal status of the **Member**
 - c) All trading addresses of the **Member**
 - d) Organisation and **Management** structure
 - e) Activities of the **Member** to which this standard is applied
 - f) Recall procedures
 - g) Product purchasing assessment procedures
 - h) Inspection and other checking procedures
 - i) **Complaint** procedures
 - j) **Staff** training procedures
 - h) Details of the Home Trading Standards Authority and contact officer
- 3.6 The **Member** shall provide the TOYCRED Secretariat with a controlled copy of the TOYCRED Manual ("the Manual").
- 3.7 The Manual shall be given in such detail as to describe fully the operations of the **Member** in a way that ensures that **Staff** are fully aware of their responsibilities.
- 3.8 The Manual shall be a controlled document and shall be made available to all relevant **Staff**. There shall be a documented system to control the issue, amendment, withdrawal and retrieval of copies of the Manual.
- 3.9 The Manual shall include a description of the procedures that are adopted when it is discovered that the TOYCRED standard has not been followed.

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- 3.10** The Manual shall include a description of procedures that are followed when the safety of a supplied product has been called into question.
- 3.11** The Manual shall include a description of procedures that are followed in exceptional cases where there is a valid reason for not complying with the standard or with the *Member's* documented policies. The procedures shall identify those responsible for endorsing these departures from normal practice. Where a departure is warranted there shall be full written justification of the departure within the relevant records.
- 3.12** A *Member* which operates a formal documented quality assurance system accredited to recognised standards (e.g. BS EN ISO 9000) shall ensure that all the requirements of the standard are covered in that system. In these cases, special rules exist for auditing by the TOYCRED Secretariat (see T.1).

4 Audit and Review

- 4.1** The *Member* shall audit the system periodically and conduct an annual review in order to ensure that the stated policies and procedures are being followed. Audits and review conducted in accordance with this requirement shall be in addition to the annual audit arranged by the TOYCRED Secretariat.
- 4.2** A procedure shall exist which ensures that matters which are found by audit not to comply with this standard are corrected without undue delay.

5 Product Compliance

- 5.1** The **Member** shall have a system for ensuring that products supplied comply with all relevant UK and EU safety legislation.
- 5.2** The **Member** shall assess suppliers for their ability to supply products, which are of consistent quality.
- 5.3** The **Member** shall inform all **Suppliers** that compliance with relevant EU legislation is a prerequisite of all orders.
- 5.4** All products shall be assessed for compliance before and after shipment into the EU. The procedures adopted by the **Member** for the assessment shall be described in the Manual and shall include at least;
- Terms & conditions of order
 - Terms & conditions of payment
 - Pre-order checking/inspection
 - Pre-shipment checking/inspection
 - Advanced sample checking/inspection
 - Delivery sampling and checking/inspection
 - In-house and Independent testing
 - Re-checking repeat orders
- 5.5** Where a **Member** conducts in-house testing of product, the methods of test shall be documented in a controlled manual. Testing **Staff** shall be suitably trained and the equipment used shall be fit for the intended purpose.
- 5.6** All records of practical relevance to the checking, inspection or testing of products shall be retained for a period of not less than six years in technical files. The records shall include the addresses of the places of manufacture and storage of the products and detailed information concerning their design and manufacture.

6 Complaints and non compliance

- 6.1** The **Member** shall notify the TOYCRED Secretariat in the event that an Enforcement Authority serves a summons, a formal caution, or any other notice in relation to a safety matter on the **Member**. Such notification shall be kept confidential between the **Member** and the Secretariat and is provided for information only and to assist in the future auditing of the **Member** under this scheme.
- 6.2** The **Member** shall immediately notify the TOYCRED Secretariat in the event of a recall of a product from the market.
- 6.3** In the event of the prosecution of any **Member**, the TOYCRED Secretariat shall be informed without delay of the details of the legal action and the outcome. Such notification shall be made on TOYCRED Notification form T.6
- 6.4** The **Member** shall have documented policies and procedures to be followed for the resolution of **Complaints** received from customers, members of the public and Enforcement Authorities. Records shall be kept for all such **Complaints** including the actions taken to resolve them.
- 6.5** The **Member** shall have documented policies and procedures to be followed in the event that a product should be recalled from the market. The procedures shall describe both public recall and recall from immediate customers.

7 Insurance

- 7.1** All **Members** must maintain an up to date policy of product liability insurance with a minimum cover of £2,000,000