

LICENSEE COMPLIANCE MANUAL

Responsible Leadership, 2024



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Updated March 15, 2024

Overview

Demonstrating responsible leadership, New Balance Athletics, Inc. (“New Balance”) builds global brands that athletes are proud to wear, associates are proud to create, and communities are proud to host. Licensees are a part of this global brand and are expected to meet the standards set out in the New Balance Code of Conduct.

The New Balance Licensee Compliance Program is designed to ensure that licensees meet or exceed New Balance standards in the areas of labor, employee health and safety, and the environment; and to provide tools to help improve performance in these areas over time. This manual outlines the requirements of the Licensee Compliance Program and replaces all previous editions of the Licensee Social Compliance, Product Integrity and Restricted Substance (SPIR) Compliance Program manual (“Prior Manual”) and accompanying documents. Any reference to the Prior Manual in the license agreement shall be deemed to reference this manual.

The Licensee Compliance Program applies to all brands associated with New Balance including New Balance and Warrior. Program requirements apply to all licensees and distributors who are a party to a license agreement with New Balance or its affiliates.

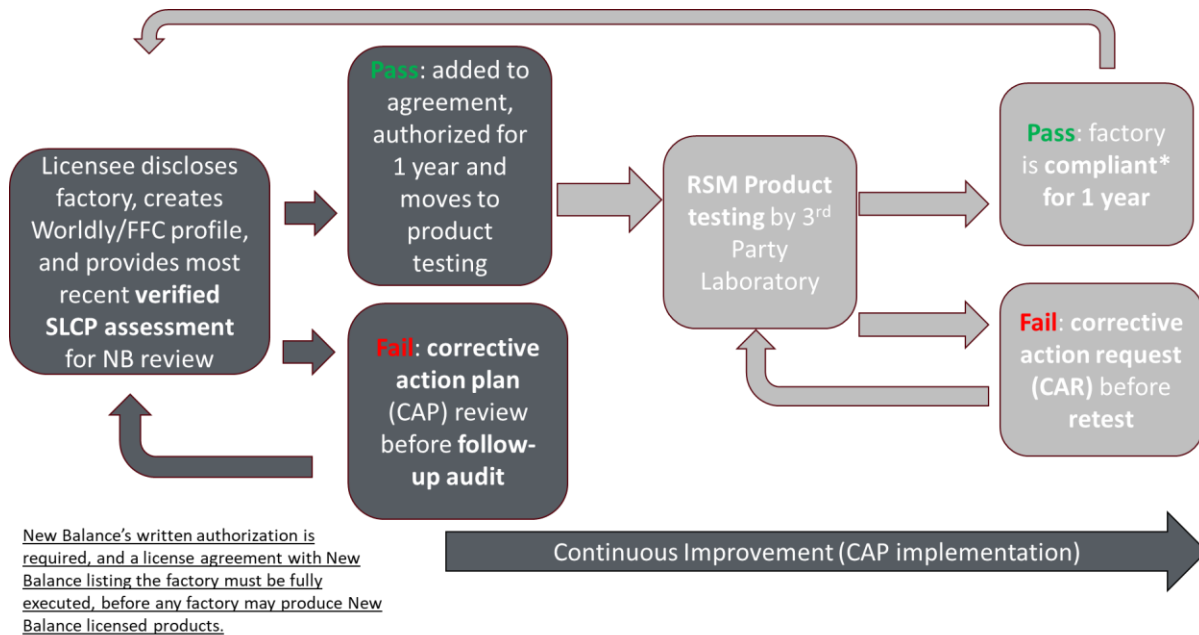
The Licensee Compliance Program encompasses two requirements that must be met prior to first product shipment, and annually thereafter for the duration of the license agreement:

1. Factory authorization
2. Product testing

Compliance requirements are multi-step. While a factory is authorized to produce licensed product after a passing audit, a factory is not considered fully compliant until all applicable requirements are met.



Licensee Compliance Program Overview



Licensees found to be in violation of compliance requirements, including but not limited to producing in an unauthorized factory, failing audit or product test, or completing compliance requirements late may lose authorization to produce and sell New Balance products, and be subject to suspension or termination of the license agreement.

How to use this manual

This manual provides an overview of New Balance's licensee compliance requirements as well as step-by-step procedures on how to meet each requirement. See Appendix A for definitions of key terms and Appendix B for copies and examples of the relevant forms.

Questions may be directed to LicenseeCompliance@newbalance.com.



Requirement 1: Factory Authorization

New Balance seeks to ensure that the people who make New Balance products are treated with dignity and respect while working in a safe and healthy environment. Licensees, their factories, and approved subcontractors must adhere to the [New Balance Code of Conduct](#) and the standards outlined in the [New Balance Supplier Standards Manual](#). Licensees are expected to have the knowledge, capacity, and oversight of their supply chain to ensure that New Balance's standards are met. New Balance's written authorization is required, and a license agreement with New Balance listing the factory must be fully executed, before any factory may produce New Balance licensed products.

Disclosure

The first step in the factory authorization process is disclosure. Licensees are required to disclose basic information about the factories where licensed product will be manufactured by completing the NB New Factory Profile and the Factory & Product Information form found in Appendix B. Licensees are expected to update the form and notify New Balance's Licensee Compliance and Licensing departments when information changes (e.g., change in name, addition of a subcontractor, change in factory address, change of factory point-of-contact), and when licensees cease production at an authorized factory. For clarity, no new subcontractors or factories may manufacture New Balance products until (i) New Balance Responsible Leadership has approved such new subcontractor(s) or factory(ies) and (ii) such approval has been memorialized in an Amendment to the applicable licensee's License Agreement. All factories where licensed product is manufactured will be disclosed on New Balance's public licensee supplier list on the New Balance Responsible Leadership [website](#). This list includes the factory name, address, country, number of workers, and product type and is updated at least annually.

Permitted Sourcing Countries

Licensees are only permitted to source from countries approved by New Balance and included in the Manufacturing Territory specified in the License Agreement. Please note prohibited countries are listed below. For questions about any new sourcing countries, please check with New Balance Licensee Compliance as this list is subject to change.

Licensees are not permitted to manufacture New Balance product in Bangladesh, Cuba, Iran, Myanmar, North Korea, South Sudan, Sudan, Syria, the Xinjiang Uyghur Autonomous Region of China, or any facility employing North Korean labor. This policy applies to all licensee factories and subcontractors.



Subcontractors

Subcontractors should be used on a limited basis. Licensees must identify and disclose all subcontractors involved in the production of licensed New Balance branded products. Subcontractors include any company that works on the production of New Balance licensed products, on behalf of a licensee factory. Subcontractors do not include raw material or component suppliers. In cases where subcontractors are responsible for the manufacture of finished product (i.e., when production is outsourced to a subcontractor), the subcontractor is subject to the factory authorization requirement and must receive New Balance's written authorization, including through a fully executed License Agreement or License Amendment, as the case may be, before the factory may produce New Balance licensed product.

Licensees must ensure that subcontractors adhere to the New Balance Code of Conduct and the Supplier Standards Manual.

New Balance Compliance Assessment

To produce goods bearing any of the New Balance brands (New Balance, Warrior, and Brine), all factories where licensed product will be manufactured are required to complete the SLCP (Social and Labor Convergence Project) Converged Assessment Framework and the HIGG-FEM assessment.¹ The SLCP assessment is then converted into the New Balance audit tool. All assessments must receive a passing score to be approved for production. Audits are valid for one year and must be repeated on an annual basis for the factory to remain authorized for production. Annual audits must be conducted within 30 days of the anniversary of the previous year's audit, regardless of whether there is active production. The licensee is responsible for the scheduling and costs associated with the audit and the fee which the New Balance designated third party service provider charges to convert the SLCP assessment into the New Balance audit tool.

Audits are scored on a scale of zero (failing) to five stars. Factories must pass the audit with a score of two stars or higher to be authorized for production. New license agreements or amendments, as the case may be, will not be signed prior to factory authorization. In addition to SLCP, New Balance has the right to audit any licensee factory at any time, for any reason, and licensee factories may be selected for random audits by New Balance.

¹ Audits are only required for finished goods manufacturers. Audits are not required for separate facilities involved in the processing or manufacturing of raw materials, components, trims, or chemicals.



Compliance Audit Scoring

Audit Result	Authorized for Production	Next Audit Date	Corrective Action Plan (CAP) Management
Fail (Annual or Initial Audit)	Not authorized	Follow-up audit permitted after 90 days	CAP Review required before follow-up audit
<i>Fail (Follow-up Audit)</i>	Not authorized	After 12 months	
** (Two-star)	Authorized	After 12 months	CAP managed by licensee
*** (Three-star)	Authorized		
**** (Four-star)	Authorized		
***** (Five-star)	Authorized		

Audit results are accompanied by a Corrective Action Plan (CAP) detailing the issues identified during the audit and recommendations for remediation. New Balance encourages the licensee to work closely and collaboratively with the factory on remediation, regardless of audit score. Effective CAP management seeks to address the root causes behind audit findings and result in systems improvements, leading to improved compliance performance. New Balance can provide additional resources for sustainable remediation upon request.

If a factory fails an audit, it is not authorized for production. Production may begin after the following process is complete:

1. Complete the CAP and address the issues identified during the audit.
2. Undergo CAP Review from an approved third-party service provider and/or New Balance.
3. Pass a follow-up assessment.

When a factory fails an annual audit and production is ongoing, the licensee is permitted to complete open purchase orders. No new production or new purchase orders are permitted until the factory passes a follow-up audit.

If a factory fails a follow-up audit, it remains unauthorized for production and may not undergo audit again for one year, pending CAP Review and New Balance approval.



Better Work

The Better Work program is a partnership between the United Nation's International Labor Organization (ILO) and the International Finance Corporation (IFC), aimed at improving working conditions in garment factories across the globe.² New Balance is a Buyer Partner in the Better Work program and encourages licensees sourcing from factories in Cambodia, Egypt, Haiti, Indonesia, Jordan, Nicaragua, Pakistan, and Vietnam to participate in the Better Work program. New Balance will accept Better Work program assessment reports in lieu of an SLCP assessment. Factories must still pass the audit conversion to be authorized for production. Factories must still complete the Higg-FEM assessment annually.

Higg-FEM

The Higg Facility and Environmental Module (FEM) is a tool used to assess the environmental impact of product manufacturing at facilities. The FEM helps outline the facility's environmental impacts and captures every stage of the production process – from water use to waste management, to chemical and energy use. All licensee facilities are expected to complete FEM annually. The current version for FEM is version 4.0. Facilities are expected to provide a verified Level 1 assessment but can provide up to Level 3. More information on FEM can be found [here](#).

Shared Factories

If a licensee sources from a factory with which New Balance has a direct sourcing relationship, New Balance bears responsibility for the compliance audit. New Balance will keep the licensee informed of factory status and share the CAP report. The licensee will still be responsible for product testing. If New Balance ceases production at a shared facility, New Balance will inform the licensee and the licensee will then bear responsibility for the compliance audit. The licensee must still inform New Balance if they cease production at the facility.

C-TPAT Compliance

New Balance participates in the Customs-Trade Partnership Against Terrorism (CTPAT) supply chain security program, a voluntary public-private sector partnership with US Customs and Border Protection aimed at strengthening international supply chains and improving United States border security. If eligible, licensees and their non-US factories are expected to demonstrate compliance with CTPAT minimum security criteria.

² <https://betterwork.org/about-us/the-programme/>



Workday Extended Enterprise

New Balance uses Workday as its Global Human Capital Management System and Learning Management System (LMS). Workday Extended Enterprise allows New Balance to provide licensees and suppliers with secure access to the LMS portion of the system. It gives NB the ability to share online training, learning materials, updated policies and procedures, and compliance focused content. Licensees have the ability to enroll as many participants as desired from the organization. There is no cost to access this system.

This tool is critical to New Balance's ability to support its licensee base. Having the ability to broadly share training content using an online system improves New Balance's scope and impact. It provides licensees with an easy-to-use system where team members can complete online learning content shared by NB. Licensees are expected to enroll members of their CSR, compliance, health & safety, and/or product chemistry teams. Currently, only licensees have access to this system, not **licensee suppliers**.

Traceability

A significant portion of our supply chain impacts stem from the activities of the suppliers of our suppliers and licensees' suppliers. Though we do not work with them directly, these suppliers provide materials and services that go into New Balance licensed products. Traceability efforts help inform our risk-based approach to managing environmental and social concerns in our extended supply chain. New Balance expects that licensees and their suppliers can and will be able to trace their product back to raw material origin in the event of detention, and present any required documentation upon request. In addition, licensees and their suppliers are expected to meet emerging, passed, and pending legislation around the world for reporting and due diligence.



Factory Authorization Procedure

Before beginning the factory authorization process:

- Become familiar with New Balance’s Supplier Standards, Code of Conduct, and Restricted Substances Manual ([RSM](#)).
- Understand the New Balance Code of Conduct and post a copy in a **prominent place** in the factory in the language(s) spoken by workers. The Code of Conduct is available in over 30 languages upon request to LicenseeCompliance@newbalance.com.
- Ensure that the factory has an FFC ID and a Worldly ID. If the factory is unable to or exempt from completing SLCP and FEM, ensure that the factory has completed the subscription for the “FFC Custom Assessment”. This annual subscription is required for factories where New Balance will conduct a non-SLCP audit. More information on how to create a Worldly account can be found [here](#).
- Prepare and arrange for SLCP. Note that the entire process of scheduling and completing SLCP can take up to 4 months to complete. More information related to SLCP can be found [here](#).
- Ensure that factories complete or update the **Chemical Information List (CIL)**, available in Appendix B. Each factory is required to maintain this list documenting all chemicals used in manufacturing and associated processes (e.g., stain removers, disinfectants, air fresheners, dyes, machine oil). The list will be checked during the compliance audit.
- Review guidance on how to manage compliance data and actions in the [Fair Factories Clearinghouse \(FFC\) database](#).

Factory authorization and annual renewal:

1. The licensee completes the following forms (all in Appendix B) for each factory intended to manufacture licensed product:
 - a. **Factory and Product Information form** – this form ensures that all factory information are complete and up to date.³
 - b. **Audit Booking form** – check “Initial Audit” for a new factory, “Annual Audit” for a current factory due for annual renewal, or “Audit Conversion” for a conversion from an SLCP or other third-party audit.
 - c. **Chemical Information List (CIL)** – a list of all chemicals used in manufacturing and associated processes.

³ Refer to page 3 for more information on subcontractors.



- *If a factory is no longer in use, licensee must notify New Balance at licenseecompliance@newbalance.com within 10 business days.*
- 2. The licensee submits both completed forms to the service provider, Bureau Veritas (BV), with copy to LicenseeCompliance@newbalance.com.
- 3. The licensee completes payment for the audit conversion following the procedure outlined by the service provider. Following payment, the service provider provides the audit conversion to New Balance and the licensee (typically, this is provided within one week of payment).
- 4. The audit score and CAP are provided to the licensee and to New Balance.
 - a. **Passing audit result (2-5 stars)** – factory is authorized for one year unless otherwise stated by New Balance and moves on to *product testing*. The licensee is expected to schedule the SLCP assessment each year (should take place within 30 days of the previous year’s audit date to ensure that the factory remains authorized). The licensee works with the factory on the CAP during the year toward continuous improvement. The licensee must work with New Balance licensing and legal departments to ensure the approved factory is memorialized in a License Agreement or a License Amendment. The licensee may request a letter of customs authorization for export if required.
 - b. **Failed audit result** – factory is not authorized for production. For a new factory, no orders may be placed. For a factory that was previously authorized (a current factory undergoing annual audit), the licensee may complete orders that were placed prior to the failed annual audit but may not place new orders with the factory. The licensee proceeds to **CAP Review** or notifies New Balance (LicenseeCompliance@newbalance.com) if discontinuing use of the factory. Pending CAP Review and approval by New Balance, a follow-up audit may take place after 90 days. The NB Responsible Leadership team will also inform all relevant internal parties of a factory’s failed audit result.
 - c. **Failed follow-up audit result** – factory is not authorized for production. The licensee proceeds to **CAP Review** or notifies New Balance (LicenseeCompliance@newbalance.com) if discontinuing use of the factory. Pending CAP Review and approval by New Balance, a follow-up audit may take place after one year.



If a factory fails an audit, a **CAP review and reaudit** are required. A **CAP Review** is required as outlined:

1. The licensee works with the factory management to complete the CAP and monitor its implementation.
2. The licensee submits the completed CAP with supplemental evidence indicating resolution of audit findings (e.g., photographs, work orders, certificates, permits, training materials and attendance sheets) to a third party, New Balance, or service provider. If the licensee has the service provider conduct the review, then the licensee must also submit the **Audit Booking form** (check “CAP Review”).
3. Service provider issues an invoice to the licensee.
4. Following payment, the service provider reviews the CAP and provides **Acceptable** or **Needs Improvement** rating. Keep Licenseecompliance@newbalance.com copied on all correspondence.
5. New Balance reviews for final approval.
 - a. When CAP is **Acceptable**, the third-party service provider books a Follow-Up Audit.
 - b. If CAP **Needs Improvement**, the licensee takes recommended action and re-submits the CAP.

5. If the licensee requires a **customs authorization for export**, the licensee must:
 - a. Confirm that the factory is authorized by New Balance and is listed in the licensee’s License Agreement.
 - b. Send a request along with the Factory and Product Information form (Appendix B) to LicenseeCompliance@newbalance.com. Ensure that the factory name and address in English and local language are in Microsoft Word format or plain text characters in the body of the e-mail request (Chinese will be copied and pasted into a template).

The authorization may only be issued for the name of the factory of manufacture (not a separate export agency, vendor, or other entity which did not manufacture the product). Authorizations are typically available one week after the request. NB will reply to the request confirming that the factory is authorized in the database. Neither the licensee nor the factory will receive a separate letter. It is the licensee’s responsibility to track authorization dates.



Instructions for Social Labor Convergence Program (SLCP) verified assessments

Starting in 2024, factories will be instructed to complete SLCP/HIGG FSLM on the Worldly Platform. The licensee must work with the factory to complete the following:

1. For new factory, licensee notifies NB of intent to onboard a factory and sends factory and product information form, CIL, and audit booking form to NB (LicenseeCompliance@newbalance.com) and Bureau Veritas (nb.bvcpsenquiry.hk@hk.bureauveritas.com). NB will activate or create an FFC ID for the factory.
2. If they have not done so already, factory must create an account on Worldly. Instructions [here](#).
3. Factory must link their FFC and Worldly profiles.
4. Factory must share the SLCP assessment to Worldly and then share the assessment with New Balance on the Worldly platform. Full sharing details can be found [here](#).
5. Email BV and New Balance that they can now access the report. BV will review the assessment and provide converted score and CAP to New Balance and the licensee.

Instructions for Better Work Factories

For factories participating in the ILO's Better Work Program, New Balance will accept Better Work assessment reports in lieu of a separate initial/annual audit. Learn more about the Program at the following link:

<https://betterwork.org/our-partners/brands-and-retailers/>. Factory authorization instructions for licensees sourcing from Better Work factories are as follows:

1. [Register with Better Work as a Participant](#).
2. See the Report-Sharing Authorization Guidelines and complete and submit the report-sharing form to Better Work (buyers@betterwork.org). Follow payment instructions.
3. Complete and submit Factory and Product Information form (Appendix B) to New Balance.
4. Await factory authorization notification from New Balance.



Requirement 2: Product Testing

The New Balance Restricted Substances Program is designed to protect the environment of the communities where New Balance products are made, the health of workers and consumers, and brand integrity. New Balance's [Restricted Substances Manual](#) (RSM) is updated at least annually, available in both English and Chinese, and applies to all licensee manufactured footwear, apparel, accessories, and equipment. Licensees are expected to be familiar with the RSM and to ensure that their products are compliant.

Following factory authorization, licensees are responsible for completing finished product testing for each authorized factory on an annual basis, and for demonstrating that all products with performance property claims meet applicable standards. Testing requirements and frequency may vary based on the product type, volume, and history of licensee testing performance. The minimum testing requirement is one product test per factory per year. The product test will verify RSM compliance (standards outlined in the RSM) and performance property claims (standards can be provided upon request). The licensee is responsible for the costs associated with product testing. Licensees must conduct product testing at the New Balance designated third-party laboratory or another New Balance approved laboratory (see the RSM).

Licensees are expected to have their own internal processes and controls in place to ensure product integrity, and New Balance may request formal documentation from licensees on a case-by-case basis. In addition to meeting the requirements outlined in the RSM, licensees must:

- Meet applicable product safety standards in countries of sale.⁴
- Address product test failures, including managing Corrective Action Requests (CARs) in a timely fashion (within 10 business days).
- Maintain a formal product recall process.

Licensees making products outside of the three categories covered by the RSM (footwear, apparel, and equipment) may be subject to additional requirements and/or testing and are responsible for ensuring that these products meet applicable legal requirements and industry standards. These products include children's wear, products with hydration/food contact, shoe care, accessories, and sports medicine products.

⁴ E.g., Guobiao (GB) standards for products sold in China, Korea Certification Mark (KC Mark) for products sold in South Korea, CPSIA for children's products sold in the USA.



If products are found to be in violation of the RSM after mass production, the licensee is responsible for recalling and/or destroying the non-compliant products using a licensed waste disposal vendor and to provide evidence of destruction to New Balance.

Product Claims – Licensees are responsible for demonstrating that all products with a New Balance performance technology claim (NB DRY, NB DRY X, NB ICE, NB ICE X, UV Protection, QMAX, NB HEAT, WIND DEFY, WIND DEFY X, WATER DEFY, WATER DEFY X) meet the standards detailed in the material performance testing standards (can be provided upon request). Licensees must either test each finished product with a claim or test the material to be used for products with claims. Product claims tests may be conducted by a New Balance approved third-party laboratory equipped to conduct American Association of Textile Chemists and Colorants (AATCC) and/or American Society for Testing and Materials (ASTM) tests.

Any product claims, other than New Balance technologies, such as “antimicrobial”, “odor-resistant”, etc., must be communicated to New Balance (LicenseeCompliance@newbalance.com), and are subject to review and approval.



Product Testing Procedure

1. Following the annual audit, the service provider will communicate directly with the licensee to arrange product tests. The service provider may request a list of upcoming styles which should include images of the styles, quantities planned for production, colorways, and material composition.
LicenseeCompliance@newbalance.com must be copied on all communication and reserves the right to select products for testing. Product testing must take place within 30 days of the audit date or within 30 days of starting production.
2. The service provider and/or the licensee identify the style(s) for testing based on product risk, considering age group, treatments/finishes, product recalls/test failures, supplier compliance history, total quantity, NB material/color risk level (see RSM) and complexity of trims/garment composition.
3. The licensee completes pages 1 and 2 of the **Product Test Request form (TRF)** and submits the form and five (5) product samples to one of the designated third-party laboratories at the addresses listed on page 12-13 of the [RSM](#). If using BV, the licensee must submit the TRF and test sample to nb.bvcpsenquiry.hk@hk.bureauveritas.com and the specific lab and follow the payment instructions provided. The licensee or factory should clearly state the product test is for the “New Balance Licensing Program.”
4. The product test report(s) is/are provided to the licensee (typically two to three weeks after product samples arrive at the laboratory) with the following results:
 - a. **Passing product test(s)** – factory is fully compliant and authorized for ongoing production until the next annual audit date. The licensee carries out product tests annually to ensure the factory remains fully compliant.
 - b. **Failed product test** – if the failure is caused by the presence of restricted substances (RS failure), the licensee must stop the production of the failed product unless otherwise instructed by New Balance. A **Corrective Action Request (CAR)** and Product Retest may be required prior to recommencing production or sale of the product.
 - **Product disposal** – the licensee is required to ensure the safe and responsible disposal of non-compliant products that cannot be corrected and sold. The licensee must use a licensed waste disposal vendor and provide proof of disposal to New Balance.

A note on product testing vs. product *claims* testing:

While New Balance requires one product test per factory each year, *licensees must ensure that all products with performance property claims meet industry standards, and as such, should maintain claims testing documentation on all products bearing New Balance technology or other claims hangtags/packaging. Test reports may be requested by New Balance.*



For a product test failure, a **CAR and Product Retest** are required as outlined, unless otherwise instructed by New Balance:

1. The licensee stops the production of the non-compliant product and works with the factory to identify the root cause of the product test failure and complete the CAR (Appendix B).
2. The licensee submits the completed CAR to New Balance at LicenseeCompliance@newbalance.com.
3. New Balance reviews the CAR to ensure that the corrective action proposed is sufficient and advises the licensee accordingly.
4. Pending New Balance approval, the licensee and factory implement the approved corrective action and submit the Product Test Request form with samples for retest.



Appendix A: Key Terms

Term	Definition
AATCC	American Association of Textile Chemists and Colorists – A textile industry professional association responsible for standards and test guidelines that apply to products with performance technology claims.
ASTM	American Society for Testing and Materials – An international standards organization responsible for standards and test guidelines that apply to products with performance technology claims.
BV	Bureau Veritas – The designated third-party service provider and laboratory for the New Balance Licensee Compliance Program’s audit, CAP Review, and product test requirements.
CAP (for audit)	Corrective Action Plan – A list of actions and associated timetable for addressing issues identified during a factory audit.
CAR (for product test)	Corrective Action Request – Following a product test failure, this form must be completed and sent to New Balance for approval.
CIL	Chemical Information List – A list documenting all chemicals used in a factory in manufacturing and associated processes (stain removers, disinfectants, air fresheners, dyes, machine oil). The list is checked during the compliance audit.
COC	Code of Conduct – Sets forth the basic requirements that New Balance suppliers, including licensee factories and subcontractors, must meet.
CPSIA	Consumer Product Safety Act of 2008 – A US law mandating third-party testing and certification for toys and children’s products.
C-TPAT	Customs Trade Partnership Against Terrorism – A planning security compliance program for licensees importing products for sale in the USA.
FFC/Worldly	Fair Factories Clearinghouse/Worldly – A third-party sharing platform for factory information used by New Balance for compliance data and program management.



NB Sprint	New Balance's social compliance audit tool. The tool includes 150+ questions of varying severity level. Facilities must receive a score of at least 2 stars to be cleared for production.
RSM	Restricted Substances Manual – This document defines the substances banned or limited in the production of components, packaging materials, and materials used for New Balance products.
SLCP	Social & Labor Convergence Program – provides a single comparable data set of social compliance information for a factory and facilitates collaboration between stakeholders.
Subcontractor	Any company that works on the production of New Balance licensed products, on behalf of a licensee factory. Subcontractors do not include raw material or component suppliers.
TRF	Test Request Form – Document to be completed to request an annual product test.



Appendix B: Forms

NB New Factory Profile – to be provided to each licensee

Factory & Product Information Form

Licensee name:

Date:

Factory Information:

Factory Name (English):		Factory Address (English):	
Factory Name (Local Language)		Factory Address (Local Language)	
New/current factory: New (authorization) <input type="checkbox"/> Current (renewal) <input type="checkbox"/>		FFC/Worldly ID (if new, N/A):	
Latitude/Longitude:			
Production Process(es):		Product(s): Choose an item.	
Number of Employees:		Percentage Female/Male:	
Does the factory employ foreign migrant workers? (Y/N):		If yes, list nationalities:	
Language(s) spoken by employees:			
Countries/Markets where product will be sold:			

Subcontractor Information (This is required if applicable. Please use extra sheets if needed):

Subcontractor Name	Subcontractor Process(es)	Subcontractor Address



Factory & Product Information Form *Example*

Licensee name: Clear Winners Inc.

Date: August 01, 2023

Factory Information:

Factory Name (English):	Address	
ENGLISH: Best T-Shirt Co., Ltd	No. 14 Wuxi Road, Dongsheng Town, Zhongshan, Guangdong Province, China	
LOCAL LANGUAGE: 佳艺制衣有限公司	中国广东省中山市东升镇五西路	
New/current factory: New (authorization) <input type="checkbox"/> Current (renewal) <input checked="" type="checkbox"/>	FFC/Worldly ID (if new, N/A): 111789	
Latitude/Longitude: 22.623252601730073, 113.29127224403157		
Production Process(es): Cutting	Product(s): Apparel	
Number of Employees: 457	Percentage Female/Male: 68/32	
Does the factory employ foreign migrant workers? (Y/N): N	If yes, list nationalities: N/A	
Language(s) spoken by employees: Chinese		
Countries/Markets where product will be sold: USA		

Subcontractor Information (This is required if applicable. Please use extra sheets if needed):

Subcontractor Name	Subcontractor Process(es)	Subcontractor Address
Z-Printco 1	Printing	No. 8 Third Industry Park, Sanxiang Town, Zhongshan, Guangdong Province, China



Audit Booking Form

New Balance Licensee Compliance Program			
Service Type Requested:			
<input type="checkbox"/> Initial Audit Conversion (new factory) <input type="checkbox"/> Annual Audit Conversion (current factory annual renewal) <input type="checkbox"/> Follow-up Audit (failed factory re-audit) <input type="checkbox"/> Audit Conversion Select type <input type="checkbox"/> CAP Review			
All audits will be scheduled within 30 days of receipt of this form & payment			
Licensee Name:			
Address:			
City:	Province or state:	Postal Code:	
Additional notes:			
Factory Name (audit site):			
Factory Address:			
FFC/Worldly ID:			
Directions to factory if needed:			
Product(s): Choose an item.		No. of Employees:	
Language(s) spoken by employees (inc. foreign migrant workers):			
Audit Payee: (licensee, factory, or other – please specify)			
We apply for the above services and agree that all services will be carried out subject to the Bureau Veritas Consumer Products Services quotation and/or proposal received by our company as amended by the special terms and conditions stated in the program.			
Date:	Authorizing name:	Signature and company chop:	
Total Quotation (For BV use only):	Per Manday:	Mandays:	Travel quotation if applicable: N/A
New Balance Licensee Program			
Report Type (For BV use only):	BVPAS SA _New Balance		



Chemical Information List (CIL)

Licensee factories are responsible to maintain and update this CIL and ensure that all chemicals used meet all New Balance Restricted Substance Manual (RSM) requirements.								
Factory Name:					Licensee Name:			
Chemicals, Solvents, Primers, Cements, Inks/Paints, Cleansers & Additives								
NO.	Name (Commercial)	Product Code	Supplier Name	Manufacture Location	Why is it used?	MSDS (Y/N)	Meet NB RSM (Y/N)	RSM Test Report (if any)



Chemical Information List (CIL) *Example*

Licensee factories are responsible to maintain and update this CIL and ensure that all chemicals used meet all New Balance Restricted Substance Manual (RSM) requirements.								
Factory Name: Best T-Shirt Co., Ltd					Licensee Name: Clear Winners Inc.			
Chemicals, Solvents, Primers, Cements, Inks/Paints, Cleansers & Additives								
NO.	Name (Commercial)	Product Code	Supplier Name	Manufacture Location	Why is it used?	MSDS (Y/N)	Meet NB RSM (Y/N)	RSM Test Report (if any)
1	Cleanmax Z100	4839	Major Chemical Supply, Ltd.	Dongguan PRC	Used for degreasing machinery	Y	Y	2167-5036 (SGS report maintained at factory)
2	Fresh Linen	N/A	Industry Supply Corps	Shenzhen PRC	Washing detergent	Y	Y	N/A, common detergent product
3	WF77 Series	7728	Trust Inks	Ho Chi Minh City, Vietnam	Screen printing ink	Y	Y	3122-8970 (Intertek)



Test Request Form (TRF) – to be provided by test lab

Corrective Action Request (CAR)

Licensee:	Factory:	Test Report #:	Laboratory:	Test Date:
Licensee Contact:	Factory Contact:	List Restricted Substance (RS) Failures:	RS Failure concentration:	New Balance RS Limit:
Region of sale: Quantity produced: Check if failed product on market: <input type="checkbox"/>		CAS#:	Failed Material/Component/Product description:	

1. Why is this chemical used in your process?
2. What is your action plan and timetable to correct this problem? Include all actions that will be implemented for production to prevent failures in the future. What is the chemical replacement or production process change to ensure compliance with New Balance standards?
3. Who will be responsible for managing the action plan and communicate back to New Balance?

Signature:

Date:

Submit form to New Balance for approval at LicenseeCompliance@newbalance.com.

By signing this document, the licensee acknowledges that their material/component and/or product have been found to be non-compliant with the New Balance Restricted Substances Manual. The licensee bears all responsibility for the cost of implementing approved corrective actions, product retest, and failed product recall/disposal where applicable.



Corrective Action Request (CAR) Example

Licensee: 123 Athletics	Factory: W Performance Sports	Test Report #: (5216)-145-0531	Laboratory: Bureau Veritas HK	Test Date: January 28, 2023
Licensee Contact: Anne Smith asmith@123athlet ics.com	Factory Contact: humanresources@wper formancesports.com	List Restricted Substance (RS) Failures: PAHs (naphthalene)	RS failure concentration: 11.2 mg/kg	NB RS Limit: 10
Region of sale: USA Quantity produced: Check if failed product on market: <input type="checkbox"/>		CAS#: 91-20-3	Failed Material/Component/Product description: Shoe insole	

1. Why is this chemical used in your process?

This chemical was not present in raw materials—after investigation it appears that the chemical was a byproduct of a high-temperature assembly process.

2. What is your action plan & timetable to correct this problem (include all actions that will be implemented for production to prevent failures in the future? What is the chemical replacement or production process change to ensure NB RSM compliance)?

After discussing possible causes of the failure with laboratory technicians, we intend to reduce temperature during the assembly process and reduce the amount of approved adhesive used for polymer assembly.

3. Who will be responsible to manage the action plan and communicate back to New Balance?

Anne Smith, Compliance Manager at BN Athletics, will coordinate with Kay Allen and the materials team at W Performance Sports factory to ensure the change is made.

Signature:

Date:

Submit form to New Balance for approval at LicenseeCompliance@newbalance.com.

By signing this document, the licensee acknowledges that their material/component and/or product have been found to be non-compliant with the New Balance Restricted Substances Manual. The licensee bears all responsibility for the cost of implementing approved corrective actions, product retest, and failed product recall/disposal where applicable.