

Quality Assurance

*AAFES Commitment
to Excellence*



Find us at <http://www.aafes.com/qa>

The Quality Assurance Mission

To provide our customers with the highest possible level of consumer protection for the full range of merchandise offered by AAFES worldwide.

Definition of Quality

Fitness for Use

QA Mission

- Accomplished through four broad programs:
 - Inspection
 - Supplier Quality Assistance Program (SUPQAP)
 - Product Testing and Analysis
 - Food and Sanitation



Inspection

Random sampling inspections of selected merchandise shipments:

- At the four AAFES Distribution Centers:
 - Atlanta DC
 - Dan Daniel DC
 - West Coast DC
 - Waco DC
- At suppliers' facilities around the world/Inplant Inspections



Inspection Priorities

- Instocks at DC
- Military Optional Clothing & Accessories
- New Suppliers/New Products
- Suppliers with a Poor Quality History
- Large or High Dollar Promotional Shipments

Inspection Charges

- Shipment Fails – DC or Inplant
- Futile Visit – Merchandise not ready when inspector arrives at the facility
- DC Screening Charges



Inplant Inspection

Contact for Scheduling Inplant Inspection:

- Terry Grissom
- E-mail: GrissomT@aafes.com
- Phone: (214) 312-3411

Supplier Quality Assistance Program (SUPQAP)

- On-site quality system/inspection system audits.
- Assistance to suppliers in installation of inspection and test programs.
- Opportunity for suppliers to become certified with AAFES.

Product Testing & Analysis

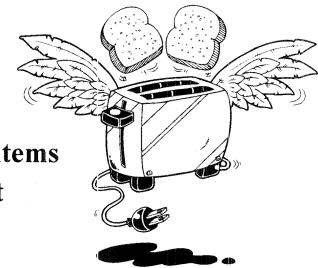


Testing and product analysis are conducted on a variety of items in order to:

- assist buying decisions
- check performance, safety, and various features of an item
- verify customer complaints/returns, and
- answer store level questions
- conduct product recalls

Types of Products Tested

- Clothing
- Toys
- Appliances
- Sporting goods
- Outdoor living items
- Exchange Select items



Food & Drug Safety (Office of Staff Veterinarian)

- Monitors quality of food and drugs
- Coordinates corrective actions after on-site inspections are performed by installation medical personnel
- Assists in development of food procurement specifications
- Advises on public health matters
- Coordinates testing of Exchange Select Health and Beauty Care items.
- Liaison with FDA, USDA and other agencies.

Social Responsibility

- In the U.S.
Fair Labor Standards Act (FLSA)
- Overseas
Your Code of Conduct
AAFES Labor Standards

Social Accountability Issues

- **Child Labor**
- **Leave**
 - No policy on maternity leave or child bearing allowance
 - Not informing workers about leave and other benefits
- **Overtime**
 - Working more than 7 consecutive days/more than 60 hours

Social Accountability Issues

- **Safety**
- No fire drill
- Fire exits not clearly marked or blocked
- Fire extinguishers not fully charged
- No First Aid boxes
- Not providing protective clothes
- No certificate of fire dept. inspections
- No fire alarms

Social Accountability Issues

- **Personnel**
- Not registering juvenile workers (16-18)
- Not offering physical exams to juvenile workers
- No individual labor contracts
- **Records**
- Inaccurate records-no record of workers' time-no record of age

Social Accountability Issues

- **Wages**
 - Not paying for sickness leave or for workers social insurance benefits
 - Not paying wages on time or partial payments of wages
 - Not providing pay stubs
 - Not calculating overtime correctly

Quality Assurance

**About AAFES
Quality Assurance Program**

www.aafes.com


DEPARTMENT OF DEFENSE
 ARMY AND AIR FORCE EXCHANGE SERVICE
 DALLAS, TX 75236-1598
 DEPARTMENT OF THE NAVY
 NAVY EXCHANGE SERVICE COMMAND
 VIRGINIA BEACH, VA 23452-5724
 DEPARTMENT OF THE NAVY
 UNITED STATES MARINE CORPS
 QUANTICO, VA 22134

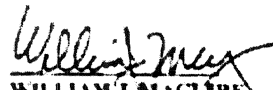
**POLICY OF SOCIAL RESPONSIBILITY AND LABOR STANDARDS
 FOR PRIVATE LABEL MERCHANDISE**

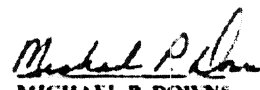
The Army and Air Force Exchange Service (AAFES), Navy Exchange Service Command (NEXCOM) and Marine Corps Exchange (MCX) have a very rich and proud heritage of serving the men and women of the uniformed services and their families. Our mission is global; we are citizens of many worldwide communities, supported by a very diverse workforce. Our endeavor is deeply rooted in the tenets of integrity, accountability, and compassion, which are embodied in our core values. Consistent with those values, AAFES, NEXCOM and MCX require their suppliers and/or manufacturers of private label merchandise, or manufacturers of merchandise imported directly by AAFES, NEXCOM and MCX, to assess their practices, as well as those of their subcontractors, for compliance with these Social Responsibility and Labor Standards.

AAFES, NEXCOM and MCX shall each implement a program that assures that private label exchange or direct imported merchandise is not produced by child or forced labor. This program shall be based on the Standards of Social Responsibility and Labor Standards outlined below.

AAFES, NEXCOM and MCX shall continue to expect that all brand name merchandise suppliers comply with all applicable federal or international laws and regulations concerning Social Responsibility and Labor Standards, and shall take appropriate contractual or other action if this expectation is not met.


 KATHRYN G. FROST
 Major General, U.S. Army
 Commander, AAFES


 WILLIAM J. MAGUIRE
 Rear Admiral, Supply Corps
 U.S. Navy, NEXCOM


 MICHAEL P. DOWNS
 Director, Personal & Family
 Readiness Division, MCX

Standards of Social Responsibility and Labor Standards

Child Labor: Suppliers shall comply with the child labor laws of the country where the production facility is located. In cases where there are no local laws governing child labor, no person under the age of 14 years shall be employed.

Forced Labor: Suppliers shall not use forced or other compulsory labor in the manufacture of products intended for AAFES. Suppliers shall not require employees to lodge "deposits" or identity papers upon commencing employment with the company.

Working Hours: Suppliers shall comply with applicable local laws on working hours.

Compensation and Benefits: Suppliers shall ensure that wages paid for a standard workweek are consistent with local/national laws.

Disciplinary Practice: Suppliers shall not engage in or support the use of corporal punishment, mental or physical coercion, and verbal abuse.

Freedom of Association & Right to Collective Bargaining: Suppliers shall respect the right of all employees to form and join trade unions of their choice, consistent with prevailing local/national law and to bargain collectively nor enter into any activity that impedes or suppresses freedom of association. Suppliers shall ensure that representatives of such employees are not subject to discrimination and that such representatives have access to their members in the workplace.

Discrimination: Suppliers shall be consistent with local laws regarding discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, disability, gender, sexual orientation, maternity status, union membership, or political affiliation.

Safe and Healthy Workplace: Suppliers shall provide their employees with a safe and healthy workplace in compliance with local laws.

A copy of these standards, translated in the language(s) of the workers shall be posted in a location, visible to all employees at all production facilities that manufacture goods and merchandise for the Army & Air Force Exchange Service.

Any person(s) having knowledge of any violation of these standards are encouraged to contact:

Army and Air Force
Exchange Service
Chief, Quality Assurance
3911 S. Walton Walker Blvd.
Dallas, TX 75236 U.S.A

or
Fred Bluhm
Chief, Media Relations
Branch
bluhm@aafes.com
214-312-6702

Marine Corps Exchange
Retail Operations
3044 Catlin Ave
Quantico, VA 22134 U.S.A

Navy Exchange Service
Command
Chief Merchandising Officer
3280 Virginia Beach Blvd.
Virginia Beach, VA 23452
U.S.A.