

INNOVATION LINE'S COMMITMENT TO SAFE, COMPLIANT AND QUALITY PRODUCTS

Innovation Line, Inc. strives to provide you, our loyal customer, with innovative, safe and quality products that will protect your company and its brand from potential harm and reputational damage.

All of our products are designed, engineered, manufactured, tested and inspected to exceed all applicable mandatory and voluntary product safety standards and regulations. We believe in having an extra margin of safety to protect you and consumers from potential and foreseeable risks.

We are committed to using the best Product Responsibility Practices in the industry so that you have the greatest confidence when buying your promotional products from us. If you have any questions about our policies and procedures in the Product Responsibility area, please do not hesitate to contact us and we will be glad to assist you.

We Believe in Making Safe Products

Innovation Line truly desires to provide you and your customers with the safest and highest quality products in the promotional products industry, but more than that, we also want to make it easy for you to *verify that our products are safe and compliant*.

- **We have a Very Robust Product Safety and Compliance Program:** It is our primary goal, in addition to providing effective promotional products to you, to continually improve our company's processes and supply chain to make better and safer products for you. Several important areas of our product development, procurement and validation processes have been improved to meet the requirements of our compliance program to ensure that you have the confidence in our products to not only provide exceptional promotional value but to ensure your valuable name is protected as well.
- **Compliance starts at the Product Selection Stage:** At Innovation Line, our clients' needs are carefully reviewed to ensure that we choose the best product to promote your brand, but our analysis does not stop there. Each order is carefully reviewed during the product selection stage to source the safest products that will have the best designs and use the safety materials to eliminate potential safety hazards that can injure consumers and quality issues that can result in a poor reflection of your brand. By carefully considering the preliminary designs, materials specifications, tooling, manufacturing methods and packaging, we can effectively reduce the number of potential safety hazards and defects in the finished product. By reducing the potential for product defects and performance failures in the hands of the end-user, we know that our clients' valuable brands are provided greater protection against potentially embarrassing and damaging claims, lawsuits, bad P.R., and product safety recalls.

- **Buying from the Best Vendors:** Innovation Line sources its products from only the most qualified and verified vendors and suppliers in North American and Asia. Our owners, and compliance and operations personnel carefully vet each vendor and its factories to ensure that they exceed our standards for product quality and safety, social responsibility and environmental stewardship. Our factory vetting includes face-to-face interviews, meetings, detailed vendor compliance questionnaires, and thorough periodic factory audits and inspections. Our vendors' factories must be audited to meet our Social Accountability requirements as listed in our company Code of Conduct.
- **Validating Safety Through Rigorous Testing:** Innovation Line strongly believes that the safety and compliance of our products must be verified through third-party testing to reduce the risks of unsafe products reaching you, your staff and consumers. Our products must undergo this high level of testing before we will sell them to you. Our testing program is one of the most stringent in the promotional products industry; our products are tested by a third-party CPSIA-accredited laboratory to *exceed mandatory and voluntary requirements* for each product. We have rigorous testing protocols for virtually every category of products we produce to ensure that we are testing at the highest level to reduce product risk to protect you. These testing protocols have been carefully determined by its own product compliance consultant and the technical experts at its world-recognized and certified third-party labs to verify compliance with all applicable CPSIA, FDA, Cal Prop 65 and other regulations.
- **Product Quality Assurance through Third-party Inspections:** Innovation Line's products are thoroughly inspected to ensure that they exceed our exceptional quality, performance, and aesthetic standards prior to leaving our vendors' factories. At great expense, our appointed third-party inspection company is assigned to our vendors' factories to conduct a comprehensive pre-shipment inspection of our products before they are released for shipment. We have created an extensive set of inspection specifications for the factories to use during production, and for inspectors to use to verify the products before the goods are released for shipment. Products are once again inspected by our in-house staff upon arrival at our U.S. warehouses to confirm the inspection results received from the third-party inspector. Only after the shipment is proven to meet our quality inspection standards are they then released for production, decorating and distribution.

Consumer Product Safety Improvement Act ("CPSIA") Compliance

As mentioned, Innovation Line's products are validated through third-party testing to exceed all applicable requirements of the Consumer Product Safety Improvement Act of 2008 ("CPSIA"). Upon our clients' request, we are happy to verify the compliance of our products in writing through the following documents:

- **Certified Test Reports from CPSIA-accredited laboratories:** We will provide copies of test reports on our products and for all the inks we use on our products. All the test reports show compliance with applicable sections of CPSIA, FDA, Cal Prop 65, and various state laws and regulations.
- **General Certificates of Conformity and Children's Product Certificates:** In addition to test reports, and as applicable, Innovation Line will be happy to provide you with General Certificates of Conformity ("GCC's") to further certify compliance with the applicable regulations and standards used in our testing. Most of our products are considered by the CPSC to be "General Use" products under the

CPSIA, and most of them are therefore not certifiable as Children's Products (intended primarily for children 12 years and under). However, if any of our items is intended as a toy or as a children's products, we will gladly (1) provide a Children's Product Certificate ("CPC") to verify that they meet applicable Children's Products standards and (2) affix a permanent Children's Product Tracking Label to those items. Please contact us for specific GCC, CPC and other testing and certification requests.

2018 California Proposition 65 Compliance Update

Our Compliance and Product Development teams are very familiar with the requirements of California Proposition 65 including the latest warning requirements that began enforcement on August 30, 2018. To protect you, consumers, and the environment, we regularly monitor all published Cal Prop 65 violations, consent decrees and judgments with our test labs and the OEHHA notifications to keep our Prop 65 knowledge base current to ensure compliance. Our staff has been fully apprised by our outside product compliance consultant of the latest Prop 65 compliance requirements and we are continually updated with the most current chemical listings by our third-party testing labs and outside resources.

In our best efforts to ensure greater customer satisfaction, we try avoid, when possible, the use of warning labels that can send unfavorable marketing messages to consumers. We go through great efforts to source our products from reliable vendors that supply products that will meet Cal Prop 65 requirements without the application of Prop 65 warning labels that can alarm end users and consumers. However, some items cannot be reformulated to use materials that contain a listed chemical, so in such cases, we have no choice but to apply a Prop 65 warning label on the product to meet the regulation's warning requirements.

Your Product Compliance Contact at Innovation Line

For further inquiries regarding our company's product safety and compliance program, or for copies of test reports and other documentation, please contact:

LaNieta Lisbey
Director, Product Safety and Compliance Supervisor
Telephone: (800) 421-4445, x282
Email: lanieta@innovation-line.com

Thank you for taking the time to learn about our product safety and compliance program. We are pleased to be your promotional products partner and are very grateful for your business and support.

Sincerely,

Innovation Line, Inc.

Eddie Blau

CEO