

TO : SAINSBURY'S SUPERMARKETS LTD. - RICHARD WARBEY  
C.C. : BBQ MASTER HONG KONG LTD. - MR. RICHARD HO  
ITS (LEICESTER) LTD. - PAUL RAYBOULD

NUMBER: IJ00120081

FACTORY AUDIT REPORT

APPLICANT : SAINSBURY'S SUPERMARKETS LTD. DATE : DEC. 16, 2004  
NON FOODS 5/F  
33 HOLBORN  
LONDON EC1N 2HT  
UK  
ATTN.: RICHARD WARBEY

	<u>Score</u> (Min. 0/Max. 4)
1) Quality Systems	2~3
2) Contract Control	3~4
3) Design Control	3~4
4) Incoming Goods & Materials	3
5) Manufacturing Process Control	3
6) Manufacturing Process Inspection	3
7) Final Inspection, Packing & Storage	3~4
8) Calibration	2~3
9) Training & Quality Audit	1~2
10) Housekeeping	2
11) Environment	3
12) Product Safety/Product Testing	3
13) Protection of Children	Please refer to related section
14) Health & Safety and Working Conditions	Please refer to related section
15) Equal Opportunities	Please refer to related section
16) Freedom of Association	Please refer to related section
17) Remuneration	Please refer to related section

FACTORY NAME AND ADDRESS : ZHEN HUA FA HOUSEHOLD MANUFACTURING LIMITED  
1, LEKOU INDUSTRIAL DEVELOPMENT ZONE, JIUJIANG,  
NANHAI, FOSHAN CITY, CHINA

AUDITOR NAME : AGI

AUDIT DATE : Dec. 08, 2004

SCOPE OF AUDIT : To evaluate the facility and quality system of the  
factory in production of disposable instant BBQ  
grill.

SUMMARY :  
Based upon the information acquired in the interview with the factory's  
representative, reviewing the records and the observations during the tour of the  
factory facilities, it is considered that the factory does have adequate  
facilities, manpower and quality system for producing the items. Some improvement  
should be made on those areas that are listed on the recommendation of this report.  
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**Supplier Audit Report**

Date of visit : Dec. 08, 2004  
Principle visit type : Announced Audit  
Categories for visit : Vetting

Supplier Details

Name : BBQ Master Hong Kong Limited  
Address : Room 2003, 20/F, C.C. Wu Building, 302-308 Hennessy Road, Wanchai, Hong Kong  
Telephone : 852-25271125  
Fax : 852-25290470  
Contact : Mr. Richard Ho (Position : Senior Manager)

Factory Details

Name : ZHEN HUA FA HOUSEHOLD MANUFACTURING LIMITED  
Address : 1, LEKOU INDUSTRIAL DEVELOPMENT ZONE, JIUJIANG, NANHAI, FOSHAN CITY, CHINA  
Telephone : 86-757-86587283  
Fax : 86-757-86587583  
Contact : Mr. Guan Ju Pei (Position : Manager)  
Previous Assessments : 0  
Auditor Name : AGI

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**Supplier Profile**

Inception date of the factory : June, 2001

The factory is : Private

General information / history of the factory : The factory was established in June, 2001, it was a private company and the investor was from Hong Kong. They had set up the management system based on their experiences and products character. All of their products were exported to U.S.A and Europe markets.

Is there : a) Production capability Yes  
b) Warehouse facilities Yes  
c) In-house design Yes  
d) Product development Yes  
e) On-site laboratory Yes

Product range : Charcoal briquets, instant light charcoal, disposable instant BBQ grill  
(The following products were found produced at the factory during our audit : Charcoal briquets)

Bought-in components : Coal, grill and packing materials

Major customers : Dollar general, K-mart, Supervalu, IGA, park'N shop, Mclane

Last year turnover : £ 3,000,000

Factory floor space (m<sup>2</sup>) : 20,000

Number of employees : 137  
- Management : 10  
- Production : 100  
- Quality : 5  
- Design : 2  
- Engineering : 10  
- Others : 10

Hours worked per day : 8 hours with 3 shift.  
Details of each shift -first shift 8:15 to 16:15  
-second shift 16:15 to 0:15  
-third shift 0:15 to 8:15

No. of day worked per week : 6 days per week

Quality Manual available : No

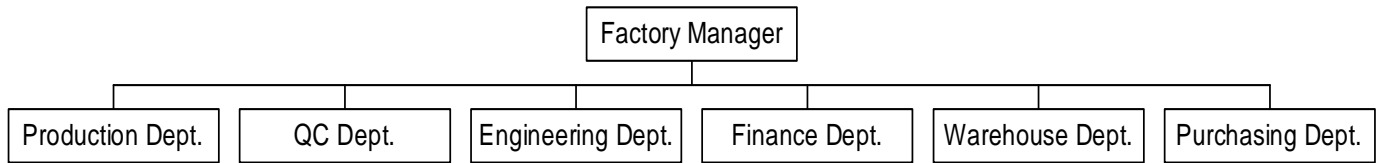
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*The results reflect our findings carried out at the particular point of time plus the specified place and the services rendered in relation to this report are subject to the terms and conditions of business of Intertek Testing Services HK Ltd.*

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**Organization Chart Of Factory**



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1) Quality Systems

		Score	
		N/A	Max Act
1.1	Is the quality system based on ISO 9000 or equivalent ?	4	3
1.2	Is there an independent Quality Department ?	4	4
1.3	Is there a management approved QA manual ?	4	0
1.4	Are personnel familiar with all relevant instructions and quality procedures ?	4	4
1.5	Do products receive approval for quality before being put into full scale production ?	4	4
1.6	Do training records exist to show the skill capabilities of all employees ?	4	0
Total :		24	15 (62.5%)

Additional Comments

- The factory had set up the management system based on their experiences and production character.
- The documented procedures and work instructions of main processes and departments were available.
- The personnel interviewed were familiar with relevant procedures and instruction.
- The factory did not have quality manual and training record.

2) Contract Control

		Score	
		N/A	Max Act
2.1	Is there a written procedure for the control of vendors or sub-contractors ?	4	4
2.2	Does a new vendor or sub-contractor receive formal approval from all relevant departments before an order is placed ?	4	3
2.3	Are goods purchased to written specifications ?	4	4
2.4	Are the specifications quoted on all relevant orders ?	4	2
Total :		16	13 (81.3%)

Additional Comments

- The written procedure was available.
- Before an order was placed, they would evaluate the suppliers based on production capacity, quality assurance, price and delivery schedule.

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3) Design Control

		Score	
		N/A	Max Act
3.1	Are procedures for control and verification of design established and maintained ?	4	3
3.2	Are design input requirements identified, documented and reviewed ?	4	3
3.3	Are design output documented and expressed in terms of requirements, calculations and analyses ?	4	3
3.4	Are verification procedures established and documented to ensure that design output meets design input requirements ?	4	3
3.5	Are procedures established and maintained to control change of design ?	4	3
Total :		20	15 (75.0%)

Additional Comments

- The procedures were available, all designed new samples would be evaluated and approved by engineering dept., QC dept., production dept. and clients.

4) Incoming goods and Materials

		Score	
		N/A	Max Act
4.1	Are incoming goods inspected to drawings/ specifications?	4	3
4.2	Are incoming goods supplied with the manufacturer's warranty ?	✓	
4.3	Are certificates kept/recorded ?	✓	
4.4	What degree of inspection is there ? (against sampling plan, or fix %)	✓	
4.5	Are the results of inspections recorded ?	4	3
4.6	Is material quarantined before release to production ?	4	2
4.7	Is rejected material identified ?	4	2
4.8	What action is taken on rejected raw material ?	✓	
4.9	Is there an effective procedure for the control and rotation of accepted goods and materials, such as first in - first out ?	4	3
Total :		20	13 (65.0%)

Additional Comments

- For incoming coal, the IQC would randomly take samples to lab for physical testing.  
 - For other materials, the IQC would carry out random inspection according to approved samples and written specification.  
 - Inspection and test records were kept.

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5) Manufacturing Process Control

		N/A	Score	
			Max	Act
5.1	Are all work instruction available at each work station ?		4	4
5.2	Do instructions cover all important characteristics ?		4	3
5.3	Are obsolete work instruction removed from the production area ?		4	4
5.4	Are visual reference standards / samples used ?		4	3
5.5	Are they available and in good condition ?		4	4
5.6	Is product coding method implemented ?		4	0
5.7	Does the coding method provide sufficient information to identify the product rapidly ?	✓		
5.8	Is scrap efficiently cleared from the shop floor ?		4	1
5.9	Are samples retained from each batch ?		4	3
5.10	Is there a separate area for rejected parts?		4	3
5.11	Is this area suitable ?		4	3
Total :			40	28
			(70.0%)	
5.12	Flow chart of the manufacturing process.			
	Incoming coal → Grinding → Mixing → Forming → Heating			
	→ Packing → Delivery.			

Additional Comments

- The main production activities in the factory were manufacture of charcoal briquettes.
- The factory did not implement product coding method.
- The floors of production areas were dirty and mess.

6) Manufacturing Process Inspection

		N/A	Score	
			Max	Act
6.1	Is quality monitored on all relevant line operations ?		4	3
6.2	Are inspectors independent of production ?		4	4
6.3	Are existing methods or tests adequate to detect non conformance and ensure effective control ?		4	3
6.4	Are defect classifications and acceptance tolerances clearly defined ?		4	3
6.5	Are inspection results recorded ?		4	3
6.6	Do the records provide effective traceability by identifying the process, line, machine, or operative ?		4	3
6.7	Are retention times of records specified ?		4	1
6.8	Are the inspection findings assessed to initiate meaningful corrective actions ?		4	3
6.9	Is there any evidence to show that corrective actions have been taken ?		4	3
Total :			36	26
			(72.2%)	

Additional Comments

- The patrol inspectors would check each process one time per one hour, moreover, inspection records were kept.

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7) Final Inspection, Packing and Storage

		Score	
		N/A	Max Act
7.1	Does the supplier carry out a statistical sampling method to check functionality and fitness for purpose ?		4 3
7.2	Are the results of inspection kept ?		4 4
7.3	Is non-conformance clearly isolated ?		4 3
7.4	Does the supplier apply a method to trace back to the manufacturer ?		4 3
7.5	Is there a written instruction for packaging and shipping requirement ?		4 4
7.6	Is the storage area for finished goods adequate ?		4 3
7.7	Is approval for shipping given by authorized personnel ?		4 3
Total :			28 23 (82.1%)

Additional Comments

- Before shipment and after final packing, the designated persons would conduct random inspection according to approved samples and written specifications, moreover, physical tests (such as burning rate, moisture content, hardness and adhesive rate) would be carried out.
- Inspection and test records were kept.

8) Calibration

		Score	
		N/A	Max Act
8.1	Does precision inspection / testing equipment available adequately?		4 3
8.2	Are gauges and test equipment adequate ?		4 3
8.3	How often is test equipment calibrated ?		4 0
8.4	Are records kept of these check ?	✓	
8.5	Are the records traceable to national standards ?	✓	
Total :			12 6 (50.0%)

Additional Comments

- The precision inspection / testing equipment is: Burning rate tester, moisture content meter, hardness tester and balances.
- Most of testing equipments were bought in recently and were available, but there was no plan to calibrate the equipments in the factory.

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9) Training and Internal Quality Audit

	N/A	Score	
		Max	Act
9.1 Are procedures established for identifying training needs ?		4	3
9.2 Are training records kept for all personnel directly involved with quality ?		4	0
9.3 Are personnel adequately trained to perform specific assigned tasks affecting quality ?		4	3
9.4 Are audits planned and documented ?		4	0
9.5 Are audits conducted to verify compliance and effectiveness of quality system ?		4	0
9.6 Are documented procedures established for governing audit activities ?		4	0
Total :		24	6 (25.0%)

Additional Comments

- No training record kept.
- There was no internal audit procedure and plan, moreover, the factory did not conduct internal audit.

10) Housekeeping

	N/A	Score	
		Max	Act
10.1 Is there any cleaning schedule for premises, equipment ?		4	1
10.2 Is there any domestic animal in the factory ?		4	0
10.3 Are procedures established in pest control ?		4	0
10.4 Are the pesticides and baits used comply with any relevant national legislation ?	✓		
10.5 Are the records kept for all pesticides and baits used ?	✓		
10.6 Are the containers for material handling clean, hygienic and labelled ?		4	3
10.7 Are lighting facilities adequate ?		4	3
10.8 Is there a suitable area for 3 <sup>rd</sup> party inspection ?		4	3
Total :		24	10 (41.7%)

Additional Comments

- Too many dusts and powders on the floors of production areas.
- The factory did not conduct pest control and no pest control procedure existed.

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11) Environment

		Score	
		N/A	Max Act
11.1	Does product / packaging highlight the proper disposal procedure to maximise material life cycles ?		4 3
11.2	Are material sourcing programmes in operation for recycling ?		4 3
11.3	Are specific measures in place to minimise atmospheric emissions (e.g. vapours, dust, etc.) or effluent ?		4 3
11.4	Are environmental considerations used in vendor analysis or choice of sub-contractors ?		4 2
Total :			16 11 (68.75%)

Additional Comments

- The factory had passed environment evaluations carried out by local government department, the certificate was kept.

12) Product Safety/Product Testing

12.1	Is the product required to comply with UK/European regulations ?		
	- No information was given.		
12.2	Is the product covered by a specific European Safety/Testing standard ?		
	- No information was given.		
		Score	
		N/A	Max Act
12.3	Are tests conducted to ensure compliance to the standard / legislation ?		4 3
12.4	Are these tests conducted by an independent body ?		4 4
12.5	Which approvals bodies are used ?	✓	
12.6	How often are products submitted for re-test ?		4 2
12.7	Are precautions taken to ensure ongoing production continues to meet the requirements of the relevant standard / legislation ?		4 2
Total :			16 11 (68.75%)

Additional Comments

- The factory representative claimed that they would send the samples to independent lab for testing if clients required.  
 - During factory tour, we found a test report about "20lbs, charcoal briquettes" issued by MTL, the test result was "passed" and the report no. was "5503-304-0607".  
 - There was a lab in the factory, they could conduct some physical tests such as "burning rate, moisture content, hardness and adhesive test", there were qualified engineers to conduct these tests, moreover, records were kept completely.

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13) Protection of Children

	Not assessed	Yes	No
13.1 Are policies and procedures documented for the employment of children?		✓	
13.2 Are these policies written in appropriate languages?		✓	
13.3 Are these policies understood by all employees?		✓	
13.4 Are these policies available to employees for reference?		✓	
13.5 Are there children / underage workers working at the facility?			✓
13.6 Are procedures and documentation adequate to assure that no children will be employed?		✓	
13.7 Is there any indication that young workers are exposed to dangerous, unsafe or unhealthy work conditions?			✓
13.8 Are workstations suitable for young workers for purposes of safety?		✓	
13.9 Do young workers understand safety instructions?		✓	

Additional Comments

- Legal minimum age is 18 years old. Age requirement set up by the factory is 18 years old.

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14) Health & Safety and Working Conditions

		Not assessed	Yes	No
14.1	Are workers provided with a clean and safe work environment?			✓
14.2	Are there posted evacuation plans in local language and are they understood by all employees in case of fire or emergency?		✓	
14.3	Are aisles clear of obstructions and are fire doors accessible and unlocked?		✓	
14.4	Are five exists clearly marked?		✓	
14.5	Does the employer make adequate on site first aid facilities and maintain a record of industrial accidents ?		✓	
14.6	Are precautions taken to protect workers at inherently dangerous work stations?		✓	
14.7	Are appropriate fire extinguishers available in all area?		✓	
14.8	Does the employer safe guard personnel by providing safety or protective equipment to maintain a safe working environment?		✓	
14.9	Are there adequate efforts made to control infestation problems at the work site?		✓	
14.10	Is adequate protection provided for employee use of toxic chemicals?		✓	
14.11	Are lighting condition acceptable?		✓	
14.12	Are electrical wiring properly installed and protected?		✓	
14.13	Are workers properly protected from noisy working environment and machines production high frequency?		✓	
14.14	Do employees acknowledge that they have received safety training by the company?		✓	
14.15	Are records available to verify dates that safety training was given with a list of employees in attendance?			✓
14.16	Do all employees understand the safety signs that are posted in the workplace? Is safety training a part of new employee indoctrination?		✓	
14.17	Is safety training given to personnel upon reassignment to a new job or work situation?		✓	
14.18	Are procedures in place to provide for detection of potential health and safety threats to workers?		✓	
14.19	Are toilet facilities adequate in number for worker population?		✓	

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14) Health & Safety and Working Conditions

	Not assessed	Yes	No
14.20 Are they reasonably accessible to the workers?		✓	
14.21 Are workers able to use toilets as needed?		✓	
14.22 Are toilet facilities functional, clean and sanitary in accordance with local customs?		✓	
14.23 Do workers have access to potable water?		✓	
14.24 Is the supply of potable water sufficient to meet the needs of the worker population?		✓	
14.25 If appropriate, are facilities adequate to store food in a sanitary fashion?	✓		
14.26 Are dormitory facilities clean and sanitary, if provided?		✓	
14.27 Do dormitory facilities provide adequate space for the number of occupants? (For Shenzhen area in China, the minimum space for each people should not be less than 2 square meter)		✓	
14.28 Are toilet facilities available to dormitory occupants and are they clean and adequate?		✓	
14.29 Are medical facilities provided on site?		✓	
14.30 Are meals provided?			✓
14.31 Is the dormitory safe against the threat of fire?		✓	

Additional Comments

- Medical facility is provided.
- The details of medical facility is: There is a medical room in the factory, the designated person can treat some simple hurts and diseases, some usual medicines and medical tools were available. The charge of medical facilities is paid by the factory.
- Meal is not provided.
- The layout and ratio of toilet facilities to workers is : Toilet to person (8:1)/Basin to person (8:1).
- Too much dusts and powders on the floors of production areas.
- No safety training record kept.

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15) Equal Opportunities

		Not assessed	Yes	No
15.1	Is the company policy clear in defining its tolerance of different religious beliefs, politics, sexual orientation and various affiliations?		✓	
15.2	Is pay treatment of workers consistent with time in job and type of work?		✓	
15.3	Is there evidence that women are mistreated or fired as a result of being pregnant?			✓
15.4	Are there records of any unusual medical tests performed on women employees by the company?			✓
15.5	Is there evidence of harassment in the workplace by signs or gestures of employees?			✓
15.6	Are training and pay opportunities equal among the sexes?		✓	
15.7	Do any employees claim to be affected by discriminatory practices?			✓
15.8	Is there disparate treatment between union and non-union workers?			✓
15.9	Is there any evidence of physical abuse of workers such as poor posture or scarred hands?			✓
15.10	Is there any workers council to reflect workers' opinion to employers			✓

Additional Comments

- Nil.

16) Freedom of Association

		Not assessed	Yes	No
16.1	Does the company include the right to collective bargaining in its policies and procedures?		✓	
16.2	Do employees acknowledge that they are free to bargain collectively?		✓	
16.3	Are there any indications of discrimination against those who have attempted to organize workers?			✓
16.4	Is there any indication that forced labour is being employed?			✓
16.5	Are there service contracts to explain the presence of armed guards?			✓
16.6	Do workers have to place personal deposits with the company to work?			✓
16.7	Is the first month wage held as security until worker leaves the company?			✓

Additional Comments

- Nil.

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17) Remuneration

	Not assessed	Yes	No
17.1 Do pay records indicate that regular hours worked <b>NOT</b> exceed the legal requirement (40 hours per week, for China)?		✓	
17.2 Are workers allowed to work on a voluntary basis?		✓	
17.3 Are workers paid overtime for extra hours?		✓	
17.4 Does overtime exceed the legal requirement? (In China, OT should not exceed 3 hours in a workday and not exceed 36 hours in a month)			✓
17.5 Is overtime remunerated at the premium rate? (For China, 1.5 times of the regular payment for normal working day; 2 times of the regular payment for rest day and 3 times of the regular payment for the legal holidays)		✓	
17.6 Do wages meet legal standards?		✓	
17.7 Are workers paid bonuses / incentives?		✓	
17.8 Are workers paid on a regular basis?		✓	
17.9 Are workers paid in a manner convenient to them?		✓	
17.10 Is there evidence that wages are reduced as a form of punishment or discrimination?			✓
17.11 Are wages paid with sufficient explanation to ensure worker understanding?		✓	
17.12 Are pay stubs printed in the local language?		✓	
17.13 Are pay stubs given to the workers?		✓	
17.14 Is salary retained by employer?			✓

Additional Comments

- Minimum wage for the local area is : RMB 450.00

18) Recommendation

- The factory should set up a complete quality manual.
- The factory should set up internal audit procedure, plan and carry out internal audit.
- All training records should be kept.
- All inspection and test equipments should be calibrated on time according to calibration plan.
- The factory should conduct pest control.
- The floors of production areas should be tidy and clean.

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**PHOTO ATTACHMENT:**



**Factory profile**



**Finished goods-charcoal briquettes storage**



**Product sample**



**Incoming goods-coal storage**



**Grinding process**



**Mixing process**

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*The results reflect our findings carried out at the particular point of time plus the specified place and the services rendered in relation to this report are subject to the terms and conditions of business of Intertek Testing Services HK Ltd.*



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**PHOTO ATTACHMENT:**



**Forming process**



**Oven-heating process**



**Work instructions stuck on wall**



**Laboratory in the factory**



**Coal storage**



**Semi-finished goods storage**

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