Labl Fashion

RESPONSIBLE FASHION • DIGITAL EVIDENCE • MARKET ACCESS

www.lablfashion.co.ke • info@lablfashion.co.ke

CONTROLLED OPERATIONAL MANUAL

Visitor, Fashion Tourism and Site Access Manual

Provide safe, dignified and controlled management of visitors and on-site fashion-tourism experiences at Labl Fashion facilities.

Document control	Approved treatment
Document code	LF-MAN-10
Owner	Managing Director / designated manual owner
Version	1.0
Effective date	Upon Board/management approval
Review	Annual and after material legal, operational, incident or strategy change
Classification	Controlled internal and approved partner-use document

Labl Fashion LTD | Registration PVT-3QU23XV | Prepared July 2026

1. Purpose, scope and authority

Provide safe, dignified and controlled management of visitors and on-site fashion-tourism experiences at Labl Fashion facilities.

SCOPE Applies to customers, buyers, researchers, learners, funders, officials, tourists, service providers, media and other visitors entering controlled Labl Fashion premises.

This manual supports the Labl Fashion Strategic Plan and Comprehensive Business Plan 2027–2030. It does not replace applicable Kenyan law, binding customer/partner requirements, professional advice or a more stringent approved control. Where requirements conflict, work must pause and the manual owner must obtain an authorised decision.

2. Governing principles

- Production, worker dignity, customer IP and safety take priority over visitor access.
- Visits are booked, risk-assessed, zoned, supervised and recorded.
- No photography, recording, interview or data collection without specific permission.
- On-site Labl Fashion experiences are distinct from community-led off-site visits and hiking.
- Visitor fees, community fees and optional coordination charges are separately disclosed.

3. Roles and accountability

Role	Core accountability
Visitor coordinator	Approve booking, itinerary, host, fee, briefing and visitor record.
Host	Supervise visitor continuously and enforce access/behaviour rules.
Operations/quality	Approve route and protect live production, hygiene, evidence and IP.
Safety/security	Control entry, emergency readiness, PPE and incident response.
Data/IP owner	Approve photography, interviews, research, devices and information disclosure.
Visitor	Provide required information, follow instructions and respect people, place and confidentiality.
Community liaison	Coordinate only the hand-off to formal community organisations for off-site activities.

4. Standard operating procedure

The following sequence is the minimum controlled workflow. The owner may add risk-based checks, but may not omit a required approval, evidence or safeguard without an authorised exception.

4.1 Request

Purpose, people, date, accessibility, filming/data, on-site/off-site components and contacts.

4.2 Screen and approve

Capacity, conflict, IP/data, safety, safeguarding, production disruption and fees.

4.3 Plan

Route, zones, host, PPE, language/accessibility, emergency, refreshments and community hand-off.

4.4 Pre-arrival

Confirmation, conduct, clothing/PPE, privacy, cancellation, payment and prohibited items.

4.5 Entry

Identity/attendance, consent/permissions, briefing, property and emergency information.

4.6 Supervised visit

Follow route, protect restricted zones, workers, designs, samples, records and equipment.

4.7 Exit

Account for people/property, collect feedback, record incident and close access.

4.8 Post-visit

Approve any publication, reconcile fees, investigate issues and improve experience.

5. Control matrix

Control point	Required control
Visitor register	Name/organisation, host, purpose, time in/out and emergency contact where justified.
Restricted access	No unsupervised production, research, chemical, data, storage or worker area access.
Photography/media	Visible permission status; no faces/designs/screens/documents without approval.
Worker interaction	Voluntary, non-disruptive, consented and never used as proof of impact by itself.
Children/vulnerable visitors	Enhanced safeguarding, guardian/organisation controls and suitable route.
Emergency	Host retains group, follows alarm/assembly and reports missing/injured persons.
Community hand-off	Formal organisation, named guide, separate fee and responsibility confirmed.

6. Exceptions, incidents and escalation

1. Stop or contain any condition that presents immediate danger, illegality, serious harm, uncontrolled loss, material product risk or unauthorised disclosure.
2. Notify the supervisor/manual owner promptly; preserve people, physical and digital evidence without obstructing urgent care or legal duties.
3. Classify the event, assign an owner, document immediate correction and determine customer, worker, community, regulator, insurer, funder or Board notification.
4. Investigate proportionately, identify contributing and systemic causes, approve corrective/preventive action and verify effectiveness before closure.
5. Record authorised deviations with reason, scope, duration, compensating controls and expiry; repeated exceptions require system change or escalation.

7. Records and evidence

Records must be accurate, dated, attributable, legible, protected, retrievable and retained under the approved retention schedule. Personal, customer, community, financial, research and security information receives access proportionate to risk.

Required record	Minimum evidence expectation
Visit request/approval	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Visitor register	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Briefing acknowledgement	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Photography/interview permission	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Risk and route plan	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Fee record	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Incident/near miss	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Publication approval	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Visitor feedback	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.

8. Performance indicators and management review

Indicator	Review question
Visits delivered as planned	What does visits delivered as planned show about effectiveness, risk, trend, root cause and required decision?
Safety/security incidents	What does safety/security incidents show about effectiveness, risk, trend, root cause and required decision?
Unauthorised access/recording	What does unauthorised access/recording show about effectiveness, risk, trend, root cause and required decision?
Production disruption	What does production disruption show about effectiveness, risk, trend, root cause and required decision?
Visitor satisfaction/learning	What does visitor satisfaction/learning show about effectiveness, risk, trend, root cause and required decision?
Community hand-offs completed	What does community hand-offs completed show about effectiveness, risk, trend, root cause and required decision?
Complaints resolved	What does complaints resolved show about effectiveness, risk, trend, root cause and required decision?
Publication approvals	What does publication approvals show about effectiveness, risk, trend, root cause and required decision?

The manual owner reviews indicators monthly or quarterly according to risk, reports material exceptions through the management pack and proposes changes during annual management review. A positive metric never overrides evidence of harm, legal breach or stakeholder grievance.

9. Competence, communication and training

- Identify roles that require induction, supervised practice, formal qualification, refresher training or independent authorisation.
- Assess competence through observed performance, records, tests, work results or authorised sign-off—not attendance alone.
- Communicate changes before their effective date and confirm affected users can access the current controlled version.
- Withdraw access or require supervision where competence has expired, changed or proved insufficient.
- Retain training, assessment, authorisation and refresher records.

10. Review, change and approval

Trigger	Required action
Annual review	Confirm continued suitability, legal/contractual alignment, evidence, indicators, incidents and user feedback.
Material incident or audit finding	Review affected control immediately and implement approved corrective change.

Trigger	Required action
Legal, market or system change	Obtain competent review before the new requirement or release becomes effective.
Process/organisation change	Update roles, records, training, permissions and continuity arrangements.
Manual revision	Issue new version, change summary, approval, effective date and superseded-version withdrawal.

Appendix A — Operational templates

The following templates form the minimum annex set. The manual owner may issue controlled electronic equivalents in LaDOS or another approved system.

A.1 Visit request form

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.2 Visitor code and briefing

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.3 Photography permission

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.4 Route/risk plan

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.5 Visitor register

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.6 Incident form

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.7 Post-visit publication check

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.8 Feedback form

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

Appendix B — Approval

This manual becomes controlled when approved by the authorised Labl Fashion authority. Printed copies are uncontrolled unless specifically registered.

Approved by	Capacity	Signature	Date
	Board Chair / delegated authority		
	Managing Director / Venture Lead		
	Manual owner		