

*Reviewed
TSK/NT/MOR
12/2/04*



To: Norman Jack

From: Ronnie Compton

Ref: BS/107/34/11

Date: 9 February 2004

Subject: DUBAI STOCK – DORCHESTER INTERNATIONAL

INTRODUCTION

Stock of Dorchester International held in two warehouses in Dubai, Thomsun Mercantile and GAC, was inspected, during 4-5 February 2004, to assess the quality of the product. This exercise was similar to that carried out in June 2003^{ref 1} where an assessment was made on the condition of both the packaging and its contents.

SAMPLING PROCEDURE

Ten percent of the pallet stock was chosen for sampling and inspection with one random outer from each pallet selected for inspection.

RESULTS

- The results of the assessment are tabulated in Tables 1- 5, attached.
- **JULY AND AUGUST STOCK (Tables 1-2).** The pack print quality, for all samples examined, was in good condition with no evidence of pack mottling.

The cigarette tobacco colour was found to be darker than normal in all samples and there was an unacceptable level of staining found on the cigarette paper for > 80% of the samples. The foil tissue was stained (60% July, 14% August) and the interior of the packet board had become yellow in colour for ~30% and ~10% of the July and August samples respectively.

Approximately 40% of the samples examined, for both July and August stock, had advanced mould growth on the tobacco and there was a strong mould odour detected within the packet.

Based on the findings I would classify the total July and August 2002 stock as being well below the minimum Gallaher product quality limits.

- **SEPTEMBER STOCK (Table 3).** The pack print quality and interior board colour were found to be in a satisfactory condition for all samples.

The cigarette tobacco colour was found to be darker than normal for all samples, there was an unacceptable level of staining found on the cigarette

29,206

*Cases:
13,892
14,000*

*we pay to
Deborah*

Unfit

*Sell long
11,520
3,934
14,454*

paper for 40% of the samples and one sample was found with staining on the foil tissue. Advanced mould growth was detected on the tobacco for 25% of the samples.

- **SEPTEMBER STOCK (Table 4).** The pack print quality, foil tissue and interior board colour were in a satisfactory condition for all samples examined in the G.A.C. warehouse.

This consignment had a lower level (7%) of unacceptable cigarette paper staining and a higher level (50%) of advanced mould growth on the tobacco than the equivalent stock in the Thomsun Mercantile warehouse.

- **OCTOBER STOCK (Table 5).** The pack print quality, tobacco colour, foil tissue and interior board colour were all found to be in a satisfactory condition.

level
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The level of cigarette paper staining was found to be at an unacceptable level for only 1 sample, at a "cause for concern" level for 14 samples and not present on 5 samples. The commencement of mould growth on the tobacco was detected in 2 samples. No mould odour was detected within the packets.

SUMMARY

The July and August stock is well below the minimum Gallaher product quality limits for 5 of the 6 key quality parameters used in this assessment. The September stock is below the quality limits for tobacco colour and mould growth whereas the October stock has the onset of a cigarette paper staining and mould problem. The October stock would need further assessment, for staining and mould, if unsold within the next 3 to 6 months.

It is not possible to be definitive about the cause of the product quality defects found. Warehouse conditions were measured during the June 2003 visit and found to be satisfactory and my experience during this last visit showed no significant change to these conditions.



R H Compton

fi: Mark Rolfe
T Keevil
D McLarnon
B McCusker.

REF 1. R Compton to N Jack, Dubai Stock, BS/107/34/11, 9 June 2003

TABLE 1

JULY 2002 PRODUCTION - 6840 CASES - THOMSUN MERCANTILE WAREHOUSE

SAMPLE	PACK PRINT QUALITY	DEPTH OF TOBACCO COLOUR	LEVEL OF CIG. PAPER STAINING	LEVEL OF FOIL TISSUE STAINING	LEVEL OF BOARD DISCOLOURATION	MOULD GROWTH ON TOBACCO
1	GOOD	DARKER*	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	NO
2	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	NO
3	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	YES***
4	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	YES
5	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	YES
6	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
7	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	NO
8	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	NO
9	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE**	YES
10	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
11	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
12	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	NO
13	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	YES
14	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
15	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
16	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
17	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	NO
18	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
19	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
20	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
21	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	NO
22	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	NO
23	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	YES
24	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
25	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
26	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
27	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	YES
28	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	YES
29	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
30	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	YES
31	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
32	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	YES
33	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	NO
34	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
35	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	YES
36	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	YES

* Tobacco darker in depth of colour than freshly manufactur ed cigs.
 Cause for concern and unacceptable are terms used in our normal classification of staining. Cause for concern means a level of staining is evident but not as yet at an unacceptable level

**Interior board surface becoming yellow in colour instead of white

***Mould growth on the tobacco was visible to the naked eye

TABLE 2

AUGUST 2002 PRODUCTION - 7012 CASES - THOMSUN MERCANTILE WAREHOUSE

SAMPLE	PACK PRINT QUALITY	DEPTH OF TOBACCO COLOUR	LEVEL OF CIG. PAPER STAINING	LEVEL OF FOIL TISSUE STAINING	LEVEL OF BOARD DISCOLOURATION	MOULD GROWTH ON TOBACCO
1	GOOD	DARKER*	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
2	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
3	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE**	NO
4	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	NO
5	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
6	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
7	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	NO
8	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
9	GOOD	DARKER	UNACCEPTABLE	UNACCEPTABLE	UNACCEPTABLE	NO
10	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
11	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
12	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
13	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES***
14	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
15	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
16	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
17	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
18	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
19	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
20	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
21	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
22	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
23	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
24	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
25	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
26	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
27	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
28	GOOD	DARKER	CAUSE FOR CONCERN	UNACCEPTABLE	ACCEPTABLE	YES
29	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
30	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
31	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
32	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
33	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
34	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
35	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES

* Tobacco darker in depth of colour than freshly manufactur ed cigs.
 Cause for concern and unacceptable are terms used in our normal classification of staining.
 Cause for concern means a level of staining is evident but not as yet at an unacceptable level

**Interior board surface becoming yellow in colour instead of white

***Mould growth on the tobacco was visible to the naked eye

TABLE 3

SEPTEMBER 2002 PRODUCTION - 3930 CASES - THOMSUN MERCANTILE WAREHOUSE

SAMPLE	PACK PRINT QUALITY	DEPTH OF TOBACCO COLOUR	LEVEL OF CIG. PAPER STAINING	LEVEL OF FOIL TISSUE STAINING	LEVEL OF BOARD DISCOLOURATION	MOULD GROWTH ON TOBACCO
1	GOOD	DARKER*	CAUSE FOR CONCERN**	ACCEPTABLE	ACCEPTABLE	NO
2	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
3	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
4	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
5	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
6	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
7	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
8	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
9	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
10	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
11	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
12	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES***
13	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
14	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
15	GOOD	DARKER	CAUSE FOR CONCERN	UNACCEPTABLE	ACCEPTABLE	NO
16	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
17	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
18	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
19	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
20	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES

* Tobacco darker in depth of colour than freshly manufactured cigs.

** Cause for concern and unacceptable are terms used in our normal classification of staining. Cause for concern means a level of staining is evident but not as yet at an unacceptable level

***Mould growth on the tobacco was visible to the naked eye

TABLE 4

SEPTEMBER 2002 PRODUCTION - 12420 CASES - G.A.C. WAREHOUSE

SAMPLE	PACK PRINT QUALITY	DEPTH OF TOBACCO COLOUR	LEVEL OF CIG. PAPER STAINING	LEVEL OF FOIL TISSUE STAINING	LEVEL OF BOARD DISCOLOURATION	MOULD GROWTH ON TOBACCO
1	GOOD	DARKER*	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
2	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
3	GOOD	DARKER	OK/CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
4	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
5	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
6	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
7	GOOD	DARKER	OK/CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
8	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES***
9	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
10	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
11	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
12	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
13	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
14	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
15	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
16	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
17	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
18	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
19	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
20	GOOD	DARKER	OK/CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
21	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
22	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
23	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
24	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
25	GOOD	DARKER	NO	ACCEPTABLE	ACCEPTABLE	NO
26	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
27	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
28	GOOD	DARKER	OK/CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
29	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
30	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
31	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
32	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
33	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
34	GOOD	DARKER	OK/CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
35	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
36	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
37	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
38	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
39	GOOD	DARKER	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	YES
40	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
41	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
42	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
43	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
44	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
45	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
46	GOOD	DARKER	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO

* Tobacco darker in depth of colour than freshly manufactured ones
 Cause for concern and unacceptable are terms used in our normal classification of staining. Cause for concern means a level of staining is evident but not as yet at an unacceptable level

***Mould growth on the tobacco was visible to the naked eye

TABLE 5

OCT.2002 PRODUCTION - 13437 CASES - THOMSUN MERCANTILE WAREHOUSE

SAMPLE	PACK PRINT QUALITY	DEPTH OF TOBACCO COLOUR	LEVEL OF CIG. PAPER STAINING	LEVEL OF FOIL TISSUE STAINING	LEVEL OF BOARD DISCOLOURATION	MOULD GROWTH ON TOBACCO
1	GOOD	NORMAL	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
2	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
3	GOOD	NORMAL	ACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
4	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
5	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
6	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES***
7	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
8	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	YES
9	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
10	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
11	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
12	GOOD	NORMAL	ACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
13	GOOD	NORMAL	ACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
14	GOOD	NORMAL	ACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
15	GOOD	NORMAL	O.K./CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
16	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
17	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
18	GOOD	NORMAL	ACCEPTABLE	ACCEPTABLE	ACCEPTABLE	NO
19	GOOD	NORMAL	CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO
20	GOOD	NORMAL	O.K./CAUSE FOR CONCERN	ACCEPTABLE	ACCEPTABLE	NO

Cause for concern and unacceptable are terms used in our normal classification of staining. Cause for concern means a level of staining is evident but not as yet at an unacceptable level

***Mould growth NOT visible to the naked eye only under magnification