



BUREAU
VERITAS

 **TextileExchange** Sustainable Claim Solutions
Creating Material Change

Last Updated November 2023 V3

BUREAU VERITAS
CONSUMER PRODUCTS SERVICES

Public Facing Information



Product Certification - Public Facing Information

This document covers:

- Introduction to Textile Exchange, GOTS, Sustainable Fibre Alliance, ISCC and overview of the service
- The audit process
- Processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawal certification as well as expanding and reducing the scope of certification
- List of certification activities (certification schemes);
- How BV CPS obtains financial support and general information on the fees charged to applicants and to clients;
- A description of the rights and duties of applicants and clients
- Processes for handling requests for information
- Processes for handling complaints and appeals
- Information about certified clients, and information about suspensions, withdrawals

INTRODUCTION WEBINARS ON TEXTILE EXCHANGE / GOTS

For several webinars on Textile Exchange and GOTS, and some key points about the processes we proudly invite you to watch our freely available webinars

Please click here to register for free for this and many other webinars we have created to help our clients with auditing, certification inspection and testing needs.

After a quick registration stage the Textile Exchange webinar is in the audits directory

Have you seen our webinar library?

A library of all our past webinar content to help you keep up to date with the latest training, regulation updates and general information.

BUREAU VERITAS

Click here to register

Chemical related testing	Inspections, Audits and Assessments	Sustainability and Environmental
Clothing and soft goods	Furniture and hard goods	Toys and Juvenile products
Electrical Testing	Packaging	COVID-19



THE AUDIT PROCESS

Opening Meeting

The auditor(s) will meet with facility management or contact person named on Application Form to review the audit agenda and procedures for audit. The scope of the audit, parties involved, and the estimated audit duration will be briefed to you. Expectations for transparency and anti-bribery will also be emphasized.

Facility Tour: The auditor(s) will visit the entire site that falls under the scope of an organization's business license. Procedure assessment, sampling of certified products, locations of processing activity for certified products will be included within the scope of certification. The applicable certification requirements will be assessed throughout the audit with each relevant process. If more than one site or geographic location is involved in the manufacturing processes, these sites or locations will also be visited for the purpose of collecting objective evidence.

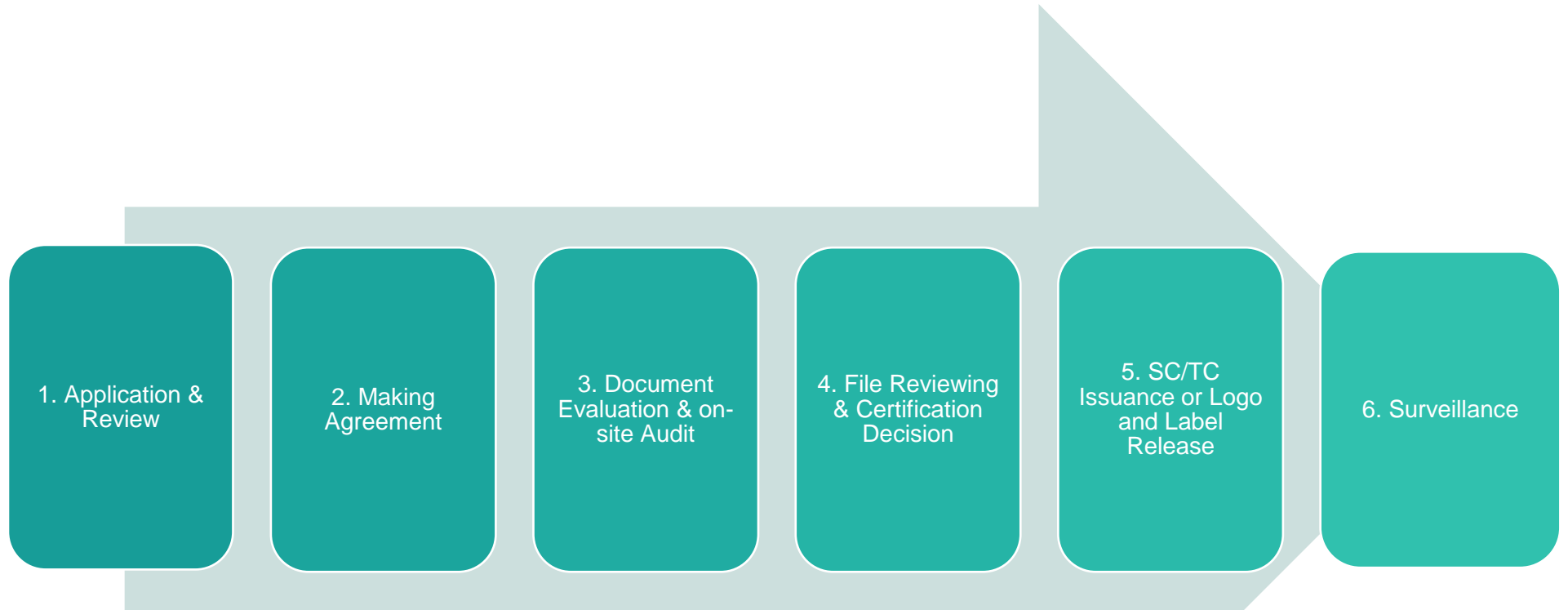
Document Review: Please prepare well all the relative documents according to the Document Checklist. The auditor(s) will select some document samples to review.

Management & Worker interview: This will be conducted to understand whether the Standard is effectively implemented.

Closing Meeting: All the audit findings will be shared directly with facility management. Non-compliance(s) found during audit must be corrected within timeframe, otherwise the scope certificate shall be suspended or withdrawn while scope certificate will not be issued for new applicant. A new audit shall be required before you may become certified to the Standard.

Important Note: please prepare well all the relative documents according to Document Checklist. And all relative personal such as Production Manager, shipping Manager should be at present on audit date.

PROCESSES FOR GRANTING, REFUSING, MAINTAINING, RENEWING, SUSPENDING, RESTORING OR WITHDRAWING CERTIFICATION FOR TEXTILE EXCHANGE, GOTS, SFA AND ISCC



For full details of the certification process please see the attached pdf
That covers Textile Exchange and GOTS:



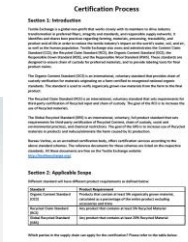
PROCESSES FOR GRANTING, REFUSING, MAINTAINING, RENEWING, SUSPENDING, RESTORING OR WITHDRAWING CERTIFICATION FOR TEXTILE EXCHANGE, GOTS, SFA AND ISCC

HOW TO GET STARTED WITH BV?

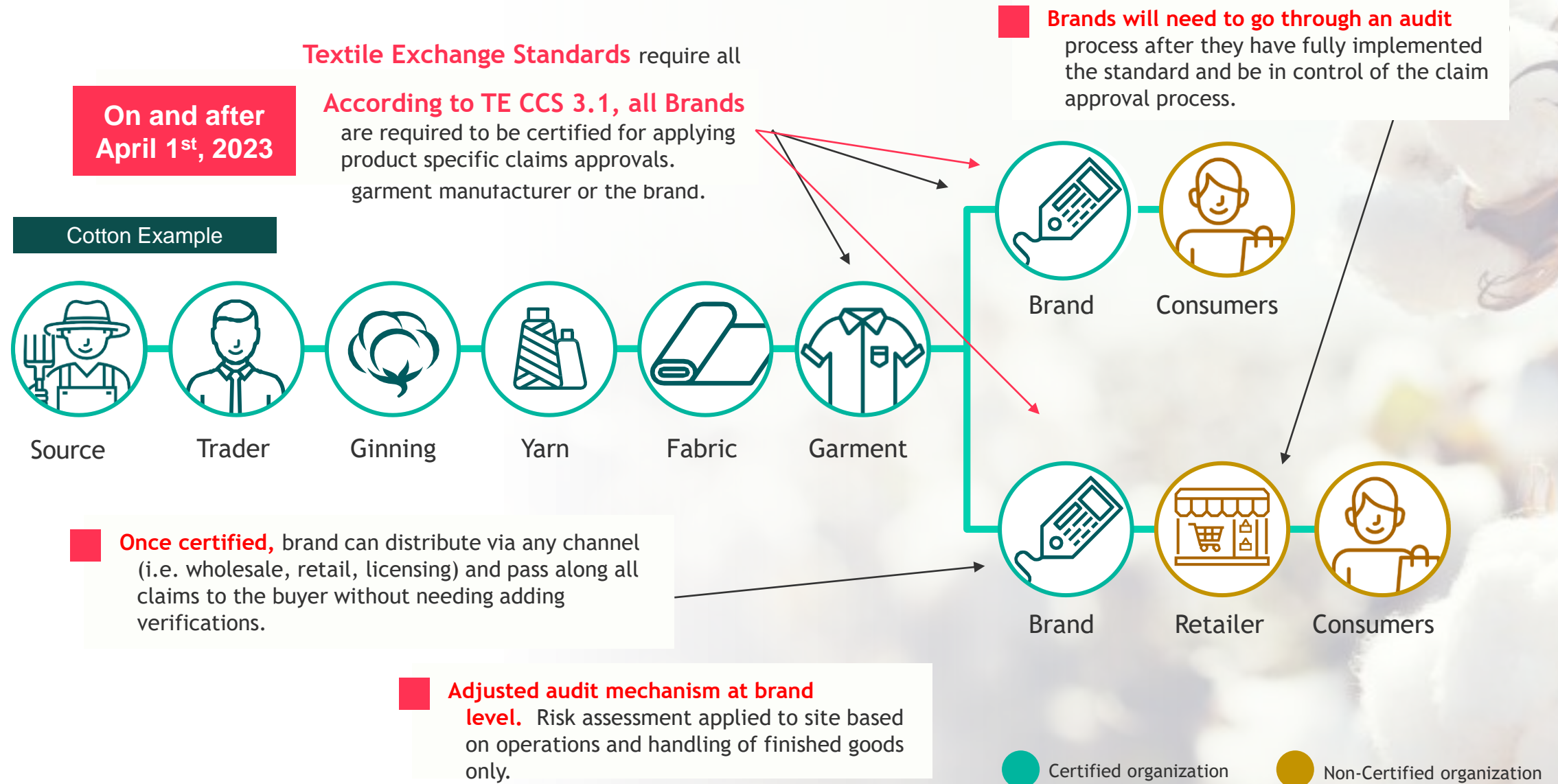


Our processes also apply for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification for Textile Exchange and GOTS.

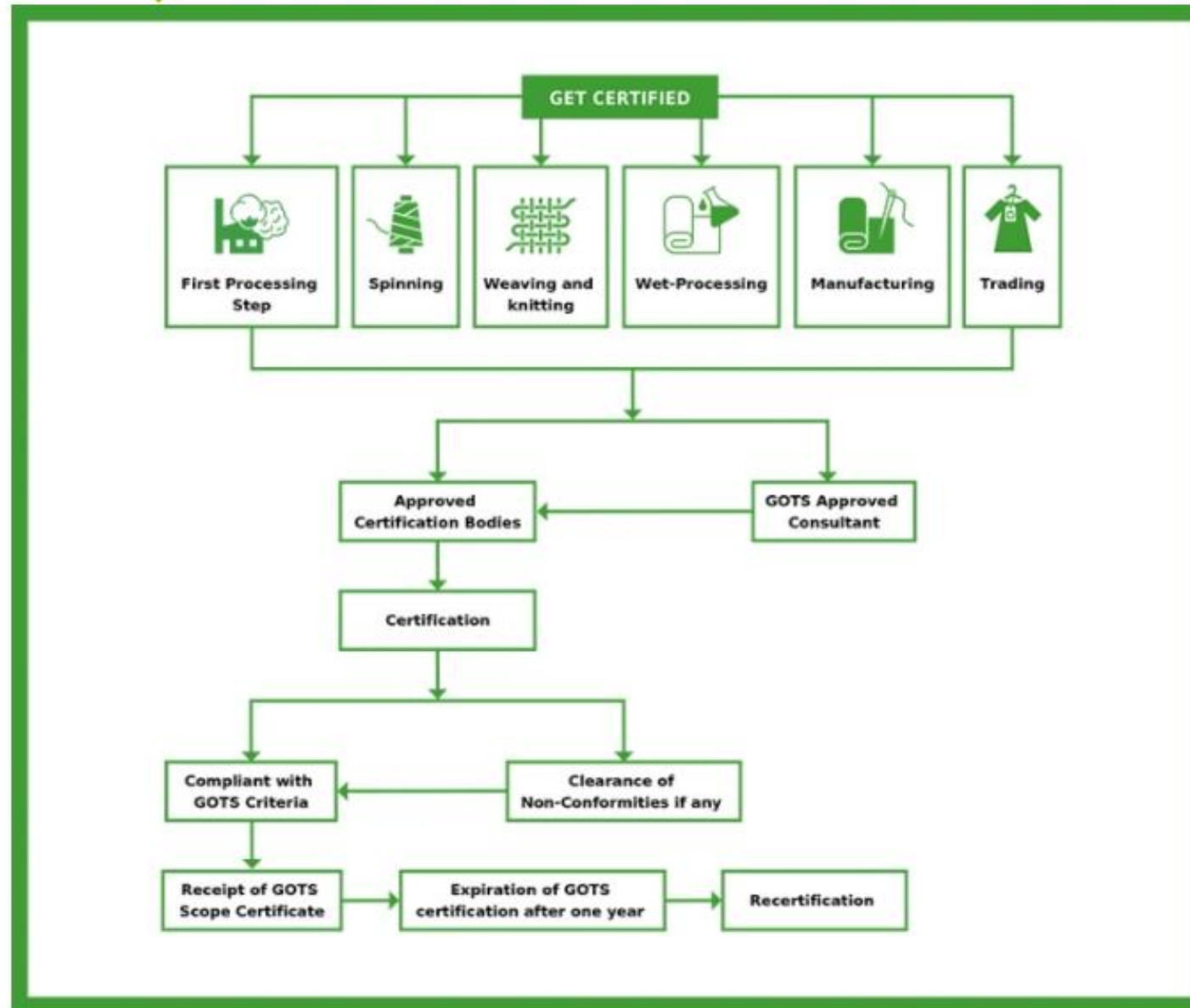
For full details of the certification process please see the attached pdf
That covers Textile Exchange and GOTS:
For SFA the applicant needs to register with SFA before the agreement
For ISCC the applicant needs to register with ISCC before the audit



CERTIFICATION PROCESS – TEXTILE EXCHANGE



CERTIFICATION PROCESS – GOTS



From Field to Fashion: The GOTS quality assurance system is based on on-site inspection and certification of the entire textile supply chain (processing and trade).

CERTIFICATION PROCESS – ISCC

The Certification Process in Detail

1. Choose a Certification for your Market
2. Choose a Certification Body
3. Register with ISCC
4. Get Audited by your Certification Body and Receive your ISCC Certificate
5. Handle Sustainable Material and Use ISCC Logos and Claims

ISCC has a clear summary of the certification process on their website::
<https://www.iscc-system.org/certification/certification-process/>



CERTIFICATION PROCESS – SUSTAINABLE FIBRE ALLIANCE

The SFA certifies fibre at herder level and at first stage processing level (in Mongolia). After this stage the SFA are using Textile Exchange's Content Claims Standard (CCS) to verify the correct controls and processes to ensure certified fibre is kept separate and not blended in an uncontrolled manner. An independent certification body monitors the flow of the material through the supply chain up to the last business business transaction.

SFA uses the Textile Exchange CCS process. Bureau Veritas CPS can provide service after the first stage



THE CERTIFICATES / CLAIM AND LOGO APPROVAL TEXTILE EXCHANGE AND GOTS

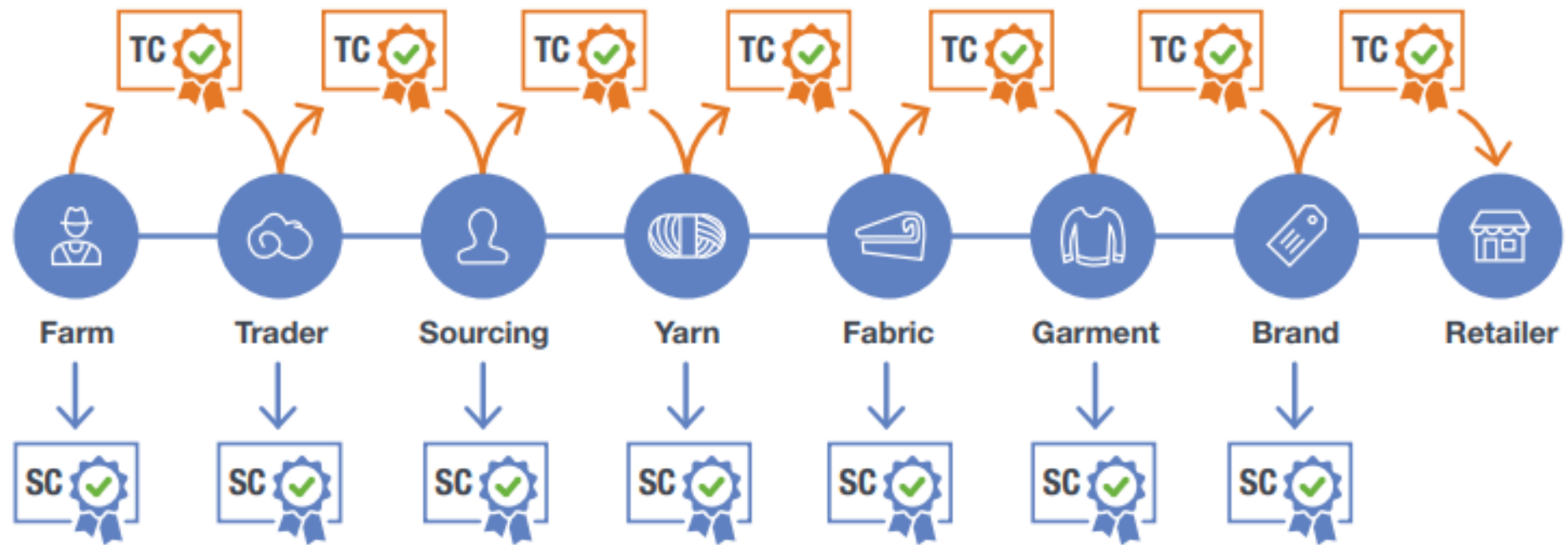
- ✓ *Scope Certificate (SC) – site shows ability to comply with the standard and this lists products which can be offered certified and labelled to the standard. Annual audits. Site resolved any NCs raised within timescale and BV CPS can offer the SC after review of evidences provided if relevant.*
- ✓ *Transaction Certificate (TC) – a specific shipment of products is certified to the standard. This lists the products and the shipment details including buyer's name and address.*
- ✓ *As a separate service BV CPS will review use of claims and logos and relevant artwork for labels relevant to the audits before a site uses them*
- ✓ *BV CPS will be working with other accredited certification bodies to exchange reports / certificates as required following the relevant processes of Textile Exchange and GOTS*



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CERTIFICATION PROCESS – TYPICAL FLOW FOR SC AND TC



Introducing OneSource Connect for TE/GOTS Certifications

A dedicated digital solution for simplifying certification management and accelerating its workflow.



Streamline Your
Application Process



Easy Workflow &
Fast Turnaround Time



Scale Your
Certification Programs



Dedicated Support
from BV

LIST OF CERTIFICATION ACTIVITIES - TEXTILE EXCHANGE



Content Claim Standard (CCS)



Global Recycled Standard (GRS)



Organic Content Standard (OCS)



Recycled Claim Standard (RCS)

Bureau Veritas, as an accredited certification body, offers certification services according to the above standard schemes. The reference documents for these schemes are listed on the respective standards. All these documents are free on the Textile Exchange website: <http://textileexchange.org/>.

Under the Content Claim Standard Bureau Veritas can certify sites utilizing inputs certified to the standards below:



Responsible Alpaca Standard (RAS)



Responsible Mohair Standard (RMS)



Responsible Wool Standard (RWS)



Responsible Down Standard (RDS)

LIST OF CERTIFICATION ACTIVITIES - GOTS

Bureau Veritas CPS, as an accredited certification body, offers certification services according to the the GOTS scheme. The reference documents for these schemes are listed on the respective standards. All these documents are free on the GOTS website: <https://global-standard.org/the-standard>

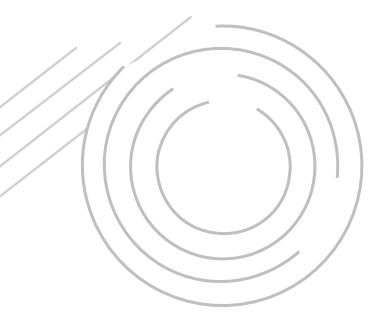




LIST OF CERTIFICATION ACTIVITIES - ISCC AND SFA

Bureau Veritas CPS, has applied for accreditation for ISCC and SFA

We will add the logos here when accreditation is formally in place



BVCPS OBTAINS FINANCIAL SUPPORT AND GENERAL INFORMATION ON THE FEES CHARGED TO APPLICANTS AND TO CLIENTS

BV CPS obtains financial support by providing inspection, audit, assessment and certification services. The fees charged to applicants and to clients for Textile Exchange, GOTS, ISCC and SFA Certification mainly include certification audit fee, travel fee for auditors, Transaction Certificate Issuance fee and fee for reviewing use of claims and logos.



A DESCRIPTION OF THE RIGHTS AND DUTIES OF APPLICANTS AND CLIENTS

Please see attached pdf covering this topic in detail covering Obligations,. Intellectual Property and Confidentiality and Limitation of Liability

A description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the BVCP's name and certification mark and on the ways of referring to the certification granted

Last updated 15 December 2020

The following is an extract from the Bureau Veritas CPS procedure covering the topics of Obligations, Intellectual Property and Confidentiality and Limitation of Liability

3. Obligations

3.1 The Client shall inform BV, without delay, of changes that may affect its ability to conform to the certification requirements. Examples of changes can include but are not limited to the following:

- the legal, commercial, organizational status or ownership,
- organization and management (e.g. key managerial, decision-making or technical staff),
- modifications to the Product or the production method,
- contact address and Sites,
- scope of operations,
- major changes to the quality management system and processes; and
- the environment and social impact of the certified organization caused by incidents or events (if applicable to the audit scope)

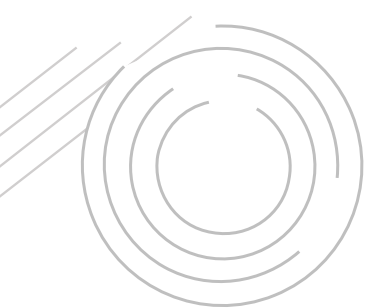
The Client shall implement appropriate changes when the certification scheme introduces new or revised requirements that affect the Client. BV shall ensure these changes are communicated to the Client and verify the implementation of the changes by the Client and shall take actions required by the scheme.

3.2 The Client shall ensure the certification applies to ongoing production, the certified Product continues to fulfil the Product requirements.

3.3 The Client shall make all necessary arrangements for

- 1) The conduct of the evaluation and surveillance (if required), including providing documentation and records, and access to the relevant facilities, equipment, location(s), area(s), personnel, and Client's subcontractors;
- 2) Investigation of complaints or other stakeholder comments;
- 3) The participation of observers, if applicable.

3.4 The Client shall make claims regarding certification consistent with the scope of certification.

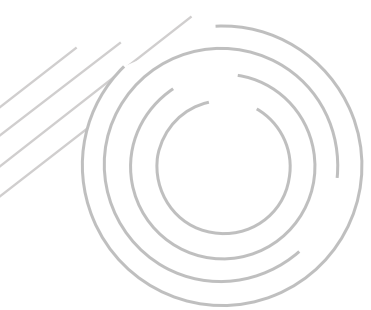


PROCESSES FOR HANDLING REQUESTS FOR INFORMATION

Requests for certification information are to be sent to the Bureau Veritas CPS scheme manager to te-inquiry@bureauveritas.com

after which:

- A coordinator will then send the requestor an approval form to attain certification information
- Upon receiving a fully completed form:
 - If the requestor is Textile Exchange, accredited certification bodies, authorized accreditation bodies, they are automatically approved to get the requested information
 - For others the written approval of the certified organization are also required
- The coordinator upon approval sends the requested information within 2 working days and updates the Bureau Veritas CPS tracking log for sharing information



PROCESSES FOR HANDLING COMPLAINTS AND APPEALS

Please see attached pdf covering this topic in detail

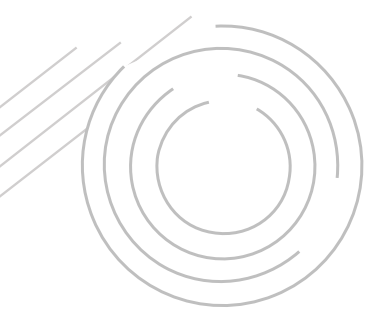
Summary of complaints for the Textile Exchange Certification program.
Last updated: 15 December 2020

The following is from the Bureau Veritas CPS procedure on complaints procedure for the Textile Exchange Certification program.

- 1. Scope
 - 1.1 This document sets out the procedures for handling complaints and appeals.
 - 1.2 This document is applicable to complaints and appeals made to BV by the organization applying for certification or by certified organization, as well as complaints made to the organization obtaining BV certification.
- 2. Definition
 - 2.1 Complaints: Any written expression of dissatisfaction with BV or the organization certified by BV (other than the appeals) expressed to BV by any organization or individual which desires for a reply.

(Remark: Dissatisfaction includes but is not limited to product quality problems, safety accidents and environmental pollution accidents occurred in the certified organization, misuse of scope certificates and certification marks by certified organizations, and violations of relevant regulations of the certification body or management system by BV or its staff.)
 - 2.2 Appeals: A formal written request by the organization receiving the certification audit to ask BV to reconsider an adverse decision made by BV relating to the organization's desired certification status.

(Remark: An adverse decision includes but is not limited to a refusal to accept an application, a refusal to continue an audit, a request for corrective action, termination, reduction, suspension or withdrawal of certification.)
- 3. Handling of Complaints and Appeals
 - 3.1 Basic Requirements
 - 3.1.1 BV handles complaints and appeals based on facts, BV certification procedures and certification standards.
 - 3.1.2 The complaint and appeal handling personnel have a duty of confidentiality with respect to any non-public information relating to complaint and appeal.
 - 3.1.3 All staff involved in the handling of complaints and appeals shall be objective and impartial.



INFORMATION ABOUT CERTIFIED CLIENTS, AND INFORMATION ABOUT SUSPENSIONS, WITHDRAWALS

BVCPS does not recommend making the list of certified clients available on the website, however this information, as well as information about suspensions and withdrawals, is available to interested party by contacting the local certification entity. Every local certification entity indicates how an interested party may confirm the validity of a certificate. The first instance is by contacting the local certification entity that delivered certificate.

For Bureau Veritas CPS this is: te-inquiry@bureauveritas.com



THE CERTIFICATION JOURNEY IF YOU MOVE YOUR TEXTILE EXCHANGE, GOTS, ISCC OR SFA BUSINESS TO BUREAU VERITAS CPS

We can help take over your certification if you want a change in certification body, or if your current certification body is withdrawn or suspended

- Completion of our application form where you can include previous information.
- Only valid certificates (not currently suspended or withdrawn) are eligible for transfer
- Pre transfer review – we will ask for relevant information, and relevant latest certificates
- Transfer decision – we will confirm if the transfer to us is allowed by the scheme



WHERE CAN I FIND THE STANDARDS

We will update this page when we see changes – please check the links to ensure they are current

- Textile Exchange – <https://textileexchange.org/standards/>
- GOTS – <https://global-standard.org/the-standard>
- **Sustainable Fibre Alliance** – <https://sustainablefibre.org/the-cashmere-standard-copy/>
- **ISCC** - <https://www.iscc-system.org/certification/iscc-documents/iscc-system-documents/>



UPDATES TO THE STANDARDS

The various standards are regularly updating. We will keep current clients updated as these happen so not a surprise at next audit. Recent examples:

- Textile Exchange – plans for unified standard:
<https://textileexchange.org/standards-development/>
- GOTS – Version 7.0 effective from March 2024: https://global-standard.org/images/resource-library/documents/standard-and-manual/GOTS_7.0_SIGNED_.pdf
- Sustainable Fibre Alliance – Chain of Custody and Claims Framework is being revised in 2023:
<https://sustainablefibre.org/the-sfa-chain-of-custody-standard/>
- ISCC: various updates - <https://www.iscc-system.org/certification/iscc-documents/iscc-system-updates/>

RELATED BUREAU VERITAS CPS SERVICES

- Textile Exchange Certification Audits
- GOTS Certification Audits
- Training on Textile Exchange and GOTS (avoiding any conflict of interest)
- ISCC certification
- Sustainable Fibre Alliance Certification
- Better Cotton auditing
- Higg verifications (and training)
- BVE3 chemical management tool
- Technical support for clients
- Social Compliance audits / verifications
- Technical assessments
- Inspection, Sample picking
- Testing (regular, plus organic)
- Traceability due diligence testing



TESTING



INSPECTION & AUDITS



ACTIONABLE INSIGHTS



BV – SCHEME MANAGER FOR TEXTILE EXCHANGE

Contact info. of Scheme Program Manager:

Name: Carol Liu (Ms.)
Title: Scheme Manager



te-inquiry@bureauveritas.com



carol.a.liu@bureauveritas.com



Web: www.bureauveritas.cn/cps (CHN)

Web: www.bureauveritas.com/cps (Global)



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SHAPING A WORLD OF TRUST

WWW.CPS.BUREAUVERITAS.COM

