

1. The organization CG

Clean Globe International (Pty) Ltd, here in "Clean Globe or CGI" is a Proprietary Limited company registered under the Australian Corporations act 2001 and based in Darwin, Northern Territory, Australia.

The services are mainly active in the fields of textile, leather, plastic, paper, metal and other material processing and supply chain. Clean Globe operate in several other countries in Asia such as in China, Indonesia, Vietnam, Bangladesh, Sri Lanka, Pakistan and Turkey. However, Clean Globe always expects to expand its operations in other continents gradually with increasing its capacity.

2. Scope of the protocol

This is an additional document that has been adopted by the Chief Executive Officer (CEO) of Clean Globe International (Pty) Ltd in order to perform operations related to respective programs with more clarity under the accreditation and standard norms as well as the capacity of the CGI. Organizations sign the agreement with CGI agree with the conditions provided in this protocol.

3. Accreditation of certification organization

Textile Exchange and GOTS programs are accredited with ISO 17065 as base accreditation standard as well as Textile Exchange accreditation procedure and GOTS accreditation procedure respectively.

4. Certification for

Certification is a proof of following certain standards successfully by the operator. Clean Globe provides accredited, globally recognized certification worldwide to the organizations for sustainable textile, plastic, leather and other manufacturing industries when the organization achieved the expected level. Organizations can enter certification process by following below phases. GOTS and TE programs (CCS, OCS, RCS, GRS, RDS, RWS) are included here.

5. Information phase

- If you wish to apply for the Clean Globe, please complete the application form enclosed and return the completed form of CGI;
- CGI shall subsequently assess whether we can send you an offer based on the information as mentioned in the application form;

6. Admission and contract phase

- CGI will judge if the GOTS and TE standard can be met. CGI will make an offer for the audit and certification services for one calendar year and send it to you
- When you accept the offer, you should return a signed copy of the offer letter to CGI. You have now entered into an agreement with CGI to join this certification program;

7. Audit and certification phase

- At receipt of payment in full, CGI shall plan the first audit visit;

- After all the necessary audits have been fulfilled CGI shall provide you with a report of findings. Based on the contents of this report of findings, CGI shall decide whether or not to grant you a certification.
- If only certain parts of your business can be certified, CGI shall do so, providing you with certain recommendations for the remaining parts of your business which could not be certified.

8.1 The Audit

The purpose of this document is to explain to both new and existing clients as to what is to be expected during the main and annual assessments of their company.

- **The following documents and procedures need to be completed:**

- a. Prior to the initial audit;**

- Completed and signed application form.
 - finalized agreement (contract).
 - System plan completed and approved according to the appropriate standard(s).

- b. Prior to all audits:**

- Invoice raised and paid.
 - Audit plan and logistics agreed. (These are normally written but may be verbally agreed).
 - Scope of the certificate discussed / confirmed.
 - Audit team agreed.

- **What is an audit?**

It is a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

CG Auditors are seeking evidence as to how your management systems comply with the appropriate standard and that those management systems are being implemented in accordance with your system plan.

- **Who is an auditor?**

Auditors are independent of the activity being audited and are free from bias and conflict of interest. Auditors maintain an objective state of mind throughout the audit process to ensure that the findings and conclusions will be based only on the evidence.

- **The opening meeting.**

It is the auditor's meeting and so the team leader should diplomatically take the chair and:

- Introduce the team and state that confidentiality will be maintained.
 - Invite the auditees to introduce themselves.
 - Confirm the previously documented scope of the audit, (departments, scope, depth, etc.)
 - Confirm the status of documents and standards to be used as the audit criteria.
 - Explain the audit plan and who will be looking at what and when.

- Explain that the aim of the audit is to seek objective evidence that the system plan conforms to the standard and that the organization complies with its own processes, procedures and work instructions.
 - Explain what non-conformity is, the method of reporting, and the grading of nonconformities, define Major and Minor together with the implications.
 - Explain that no organization can normally be "registered" until all non-conformities identified during the audit have been cleared.
 - Confirm the domestic arrangements (office accommodation, meals, etc).
 - Verify that staff has been informed that the audit is taking place and confirm access to facilities and records.
 - Explain that workers will be interviewed during the audit and request a list of employees.
 - Establish the sampling of multi-sites and / or group members.
 - Establish any out-sourcing operations and include in the audit.
 - Arrange a tour of the site(s).
 - Explain the details, timing and purpose of the closing meeting.
 - Confirm that at least a verbal but formal report of audit findings and recommendations will be made at the closing meeting.
 - Confirm that a written report will be available shortly after the closing meeting.
 - State that it may not be possible to write and grade observations until the end of the audit, when the whole management system has been audited and the significance and impact of the problem(s) understood.
 - Invite any questions about the audit.
- **The audit itself.**

The team leader will ask for a general introduction to the company and brief summary of the system plan. If there is more than one auditor, the team will then divide but will have regular meetings during the audit.

Auditors will be seeking evidence of compliance with the standard and at no time are they trying to catch you out with their questions. During the audit they will raise issues that they consider will result in non-conformities to be presented at the closing meeting. They will be reviewing the effectiveness and implementation of your system plan and how it complies with the appropriate standard(s)
- **Non-conformities.**

Major non-conformities identified during the main assessment:

 - A failure to address in the system plan, or to effectively implement, a major requirement of the standard.
 - Or consistent failures throughout the standard which results in questions being raised about the integrity of the system plan and its implementation. (Some standards stipulate how many 'minors will result in a 'major').
 - Non-conformity would prevent recommendation for certification.

Major non-conformities identified during an annual or interim assessment:

 - Continuing failure over a long period of time.
 - Failures are repeated or systematic.

If anything is incorrect, incomplete, or if there are any questions the auditor in charge is consulted and asked to explain the audit results.

- Failures affect a wide range of production.
- Failures are not corrected or adequately responded to by the responsible managers once they have been identified.

Minor non-conformity:

- A failure to address part of a major requirement; or an isolated lapse in the implementation of the defined system plan.
- Also, minor non-conformities will prevent recommendation for certification.

- **The closing meeting.**

The final meeting is then held to close the audit in a conclusive and professional manner, to agree dates for the completion of any corrective action required, and to establish any subsequent follow up action. The meeting is chaired by the audit team leader and wherever possible involve the same people who were present at the opening meeting.

The audit team leader distributes copies of non-conformity reports and presents the final report. This report may be hand-written or verbal at this point, to be followed by a typed copy within a short period of time. The final report presented at the closing meeting will contain only factual statements of nonconformities, supported by objective evidence.

8.2 The certification decision.

After receiving the checklist, report, and other relevant documents, the certifier evaluates whether they have the necessary quality for them to make the certification decision and to confirm that the audit was objective and professional. Attention is paid to aspects such as completeness, use of valid audit forms, all details described, signatures etc.

CG shall not issue or re-issue a certificate to a company if there is a minor or major non-conformity with the requirements of the applicable GOTS or TE standard(s).

9. Complaints and Appeals

9.1 Assessment Complaints

All kinds of complaints about CGI audit and certification activities can be informed as written or verbal through the form in Annex II or over the web form in CGI website (www.cleanglobeint.com). Complaints can be for all personnel. Incoming complaints are recorded and send to QM and CEO.. All kinds of incoming complaints processes and incurred information during handling are kept as confidential.

QM is responsible collection necessary information and verification. QM acknowledges receipt of a formal complaint.

QM is determined action plan for solving complaints after learning reason of complaint and related subjects and events. According to complaint dimension, determined action plan is

directly carried out or this action plan is submitted to Impartiality Committee and CEO. Complaints can be 2 dimensions as below:

- As to influence CGI's impartiality, to discredit or to risk accreditation rules: Kind of these complaints shall investigate by Impartiality Committee and Complaint & Appeal Committee and make an answer within 1 month.
- Complaints such as to solve current problem of clients: QM is found a solution directly and carried out for kind of this complaints. These complaints are submitted to Impartiality Committee meeting as information. These complaints are answered within 2 weeks.

Complaints can be about certifications, certified companies and their activities or activities of CGI personnel.

If complaints cannot solve and interested sites cannot be satisfied, QM is informed Impartiality Committee and CEO and complaints are handled and decided by committees and/or CEO.

9.2 For Appeals against certification decisions:

See valid Terms of Contract art. 13.1.

If you wish to submit a complaint to CGI, please use the form in Annex 1, We kindly request you to specify your complaint as much as possible ("who, what, where, when") and provide any necessary documentation if applicable.

You can send this form with any attachments to our head office via info@cleanglobeint.com An appropriate member of staff (certifier / manager) will confirm receipt of your complaint, with a timeframe of handling the complaint, within two weeks if no improvement can be made before that time.

The quality manager, scheme manager or certifier will inform the complainant of the results in writing or verbally, depending on the size and nature of the complaint.

10. Logos and certification marks

10.1 Global Organic Textile Standard (GOTS) logo

CG is an audit and certification organization that may issue the certification GOTS logo. Its use is possible for companies that are certified to the Global Organic Textile Standard after formal approval of the logo use by CG. A registration form is available on our website.

Products displaying "certified in accordance with the Global Organic Textile Standard", as well as products displayed with the GOTS logo, means that raw materials originate from organic cultivation and are processed using the Global Organic Textile Standard.

When the products are displayed with "certified in accordance with the Global Organic Textile Standard", as well as products displayed with the GOTS logo, it means that:

- Approved are natural fibers that are certified 'organic' or 'organic – in conversion' according to regulation (EC) 834/2007 or EU 2018/848, USDA, National Organic Program (NOP), or any other standard approved in the IFOAM family of standards for the relevant scope of production (Crop or animal production).
- In addition, the certified product complies with the Global Organic Textile Standard.

- A product may only display “certified in accordance with the Global Organic Textile Standard” or the GOTS logo when it satisfies GOTS. The GOTS logo is a certification mark. It is neither a cultivation mark nor a trademark. GOTS certified products are identified as “certified in accordance with the Global Organic Textile Standard”. Additionally, a GOTS logo may be displayed by certified companies after CG’s written approval

10.2 OCS 100 and OCS blended logos

Products displaying “certified in accordance with the Organic Content Standards”, as well as products displayed with either of the two logos, means that raw materials originate from organic cultivation.

When the products are displayed with “certified in accordance with the Organic Content Standards”, as well as products displayed with either of the two logos, it means that:

- The product's raw material come from inspected, organic farming in compliance with Regulation (EEC) No. 834/2007 or EU 2018/848 for organic production methods or from NOP or IFOAM certified fields (Non- Food Only).
- In addition, the certified product complies with the either the Organic Content Standard.
- A product may only display “certified in accordance with the Organic Content Standards” or the appropriate OCS logos when it satisfies OCS standards. The OCS logos are certification marks. They are neither a cultivation mark nor a trademark. OCS certified products are identified as “certified in accordance with the Organic Content Standards”. Additionally, certified companies may display appropriate OCS logos.

10.3 RCS 100 and RCS blended logos

Products displaying “certified in accordance with the Recycled Claim Standards”, as well as products displayed with either of the two logos, means that raw materials originate from recycled Materials.

When the products are displayed with “certified in accordance with the Recycled Claim Standards”, as well as products displayed with either of the two logos, it means that:

The RCS standard applies to products that contain 5 -100% Recycled Material.

Material refers to the raw material created as the output of the recycling process. The RCS can be applied to individual components of a product, as long as they are each certified to the standard.

If the Certified Organization chooses to label the finished products as containing Recycled Material, it may make reference to the RCS and use the following language:

- “Made with/Contains 100% Recycled Material” only for products composed of 100% Recycled Material. The RCS 100 logo may be used.
- “Made with/Contains X% Recycled Material” for products composed of 5-95% Recycled Material. There are no restrictions on the remaining content. The RCS Blended logo may be used. It is also permitted to state, “Made with/contains a minimum of X% Recycled Material”.

In all cases, 'X%' represents the minimum final percentage of Recycled Material by appropriate unit of measure in the finished product.

Pre- and post-consumer content amounts may be called out separately.

10.4 Global Recycle Standard (GRS) logo

Products displaying a message to indicate that the products have been certified by CG in accordance with the Global Recycle Standard, as well as products displayed with the GRS logo, means that raw materials of the product originate from waste products (either pre- or post-consumer waste) and are processed using the Global Recycle Standard.

When the product labels show that they are certified to the GRS, as well as products displayed with the GRS logo, it means that:

- The product's fibers come from waste products, and that this has been verified by CG.
- The certified product complies with the Global Recycle Standard.
- A product may only display that it is certified in accordance with the Global Recycle Standard or the GRS logo when it satisfies GRS. The GRS logo is a certification mark. It is neither a cultivation mark nor a trademark. GRS certified products are identified as "certified in accordance with the Global Recycle Standard". Additionally, a GRS logo may be displayed by certified companies after CG's written approval.

10.5 Responsible Down Standard (RDS) logo

Products displaying a message to indicate that the products have been certified by CG in accordance with the Responsible Down Standard, as well as products displayed with the RDS logo, means that filling contains responsibly sourced down and are processed using the RDS.

When the product labels show that they are certified to the RDS, as well as products displayed with the RDS logo, it means that:

- The product's filling comes from responsibly sourced down and that this has been verified by CG.
- The certified product complies with the Responsible Down Standard.
- A product may display that it is certified in accordance with the Responsible Down Standard or the RDS logo when it satisfies RDS. The RDS logo is a certification mark. Additionally, RDS logo may be displayed by certified companies after CG's written approval.

10.6 Responsible Wool Standard (RWS) logo

Products displaying a message to indicate that the products have been certified by CG in accordance with the Responsible Wool Standard, as well as products displayed with the RWS logo, means that filling contains responsibly sourced down and are processed using the RWS.

When the product labels show that they are certified to the RWS, as well as products displayed with the RWS logo, it means that:

- The product's filling comes from responsibly sourced down and that this has been verified by CG.
- The certified product complies with the Responsible Wool Standard.
- A product may display that it is certified in accordance with the Responsible Wool Standard or the RWS logo when it satisfies RWS. The RWS logo is a certification mark. Additionally, a RWS logo may be displayed by certified companies after CG's written approval.

12. Further information

In case you have additional questions do not hesitate to contact us. We will try to find a suitable solution for your personal situation, without neglecting the standards for organic production.

Annex I: Complaint / Appeal Registration Form

An appeal is a formal notification of disagreement with a certification decision within a certification process, or request by the provider of the object of conformity assessment to CGI for reconsideration of a decision it has made relating to that object.

A complaint is a formal expression of dissatisfaction, other than appeal, by any person or organisation regarding a CGI employee's behaviour, CGI methodology, or work executed under contractual responsibility of CGI by a critical office or subcontractor, where a response is expected.

A concern is an expression of dissatisfaction or concern by any person or organisation regarding a Client certified by CGI, which is not sufficiently substantiated to be classified as a complaint and where a response is expected.

Date	
Organisations name	
Person's name	
Address	
Telephone	
Fax	
e-mail	
Type (cross out what is not applicable)	Complaint Appeal
Description PLEASE DESCRIBE YOUR COMPLAINT/APPEAL AS MUCH AS POSSIBLE ("WHO, WHAT, WHERE, WHEN") AND PROVIDE ANY NECESSARY DOCUMENTATION IF APPLICABLE	
Evidence PLEASE SPECIFY THE EVIDENCE FOR YOUR COMPLAINT/APPEAL.	

