

# Policies and Procedures for GOTS & Textile Exchange Certification

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Document owner:	Sumit Gupta	Version:	01	Issue date:	2 June 25
Code of document	P-QP1308	Type of document			
Approver:	Sumit Gupta	Editorial Committee:	...		
Approver's signature:		Recipients:	...		
DMS:					5 pages

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## A. Overview

Eurofins Assurance India Pvt. Ltd. offers Global Organic Textile Standard (GOTS) and Textile Exchange certification services, ensuring compliance with globally recognised standards for organic and sustainable textile production. These certifications support traceability, environmental and social responsibility throughout the supply chain. Our technical experts help you meet sustainability goals, enhance credibility, and improve market access.

## B. Schemes Covered

Global Organic Textile Standard (GOTS)

Textile Exchange

- Content Claim Standard (CCS)
- Organic Content Standard (OCS),
- Recycled Claim Standard (RCS),
- Global Recycled Standard (GRS)

## C. Pre-Certification Activities:

### C.1 Application:

A client who is seeking for certification for management system is required to approach Eurofins Assurance India Pvt. Ltd. via <https://impact-trace.ai.eurofins.com/> or contact via phone (+918861973031) or email ([assuranceindia@xoin.eurofinsasia.com](mailto:assuranceindia@xoin.eurofinsasia.com)) for service request. A filled service request form with required information is submitted by client. Exchange information between client and Eurofins shall be established.

### C.2 Application Review:

Eurofins Assurance will conduct a review of the application and supplementary information for certification and may seek for additional information (if required) to complete the application process. Result of review will be clear to the client.

### C.3 Offer cum Agreement

If application is accepted, a detailed proposal with audit time calculation and fee of services will be shared with applicant (client). General information about fee is available upon request. Terms and condition and legally enforceable contract will be signed by applicant. Once the applicant & Eurofins engage with formal agreement next step of Initial certification will proceed.

## D. Initial Certification Process:

### Preparing for the Initial Certification Audit:

Before the initial audit, we will provide you with the following documents to help guide you through the process:

- Information about the GOTS and Textile Exchange (standard applied for certification).
- The Standard and Implementation Manual

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- A document checklist
- An inspection report that includes checklists, as well as a list of suppliers and subcontractors

**Audit-** Eurofins Assurance India Pvt. Ltd. will select & appoint a competent team, plan and conduct audit to verify that the requirements of the standard.

**Non-Conformance Closure-** Where, non-conformances observed during audit, Eurofins apply the system to review and/or verify the effectiveness of corrective action plan and implementation.

**Certification Decision-** Eurofins Assurance India Pvt. Ltd. shall ensure that the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are made by different people from those who carried out the audits. A technical review will be conducted to make the certification decision for above said circumstances. The review and decision process is managed to ensure an independent, impartial decision is reached. Where certification is recommended after successful technical review initial certification will be granted and certification decision will be issued to the client.

## E. Certification Maintenance Process:

**Renewal Audit:** A renewal audit is conducted to reissue the scope certificate after the expiry of the current validity period. Upon renewal, the anniversary date shall be maintained for the scope certificate.

Latest information with Eurofins will be exchanged to conduct the renewal audit on time. If any change is requested, considering the changes, a competent audit team will be appointed, plan, and conduct the audit. Upon successful review of audit report & findings of renewal audit, a conclusion will be shared with client.

Above process of certification is considered as a standard process and any variation (if any) will be deal case to case basis.

## F. Handling requests for information, complaints and appeals

Eurofins Assurance India Pvt. Ltd. is reachable to provide relevant information via email (either directly or via website), by phone or in writing / email. Information of contact is available on our website [Link](#).

Personnel receiving the request may, as appropriate, direct the requestor to the appropriate section(s) of Eurofins' website or forward it to appropriate concerned personnel. Eurofins Assurance India Pvt. Ltd. shall ensure that the relevant requested information is provided & does not violate any confidentiality requirements as well as any policy of Eurofins.

### F.1 Complaints:

Eurofins Assurance India Pvt. Ltd. has maintained a detailed process to handle the complaints received from any client and/or any interested parties. Eurofins Assurance India Pvt. Ltd. can be reached either via phone or by e-mail us at [assuranceindia@xoin.eurofinsasia.com](mailto:assuranceindia@xoin.eurofinsasia.com). Each complaint shall be escalated and respond as per our complaint handling procedure.

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## F.2 Appeal:

Eurofins have a robust mechanism to deal with appeal received from Complainant. All appeals shall be responded to as per our internal defined procedure. The appeals-handling process of Eurofins shall include the following elements and methods: a) an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals; b) tracking and recording appeals, including actions undertaken to resolve them; c) ensuring that any appropriate correction and corrective action are taken. Appeal can be made via email [assuranceindia@xoin.eurofinsasia.com](mailto:assuranceindia@xoin.eurofinsasia.com) or direct contact us provide on our website [Link](#).

## F.3 Use of Marks:

There are certain rules of logo use. Logo of Eurofins, Accreditation board & Scheme Owner. Details of rules of "Logo Use" shall be provided to each certified client during the issuance of certificate. However, in general, the marks shall not be used in such a manner to bring the accreditors in disrepute and no statement shall be made regarding Eurofins' accreditation that the accreditors may consider inaccurate, misleading or unauthorized. The mark/logo cannot be displayed on vehicles, buildings, or flags. It should not be used on the packaging of a product, labels, publicity material, and written announcements etc. that in any way suggests that the Eurofins or its accreditation have certified or approved any product, process or service of the certified client or in any other misleading manner. Eurofins shall take appropriate action if found any misuse of mark.

# G. Termination, Reduction, Suspension, Withdrawal of Certification Scope

## G.1 Termination:

Termination refers to the formal end of a certificate, either voluntarily by the client or upon certificate expiry. After termination, the client must stop using the GOTS or Textile Exchange certification marks and the certification agreement is no longer valid.

## G.2 Reduction:

Reduction means a decrease in the certificate's scope when certain products or processes no longer meet certification criteria. A revised certificate is issued, and reasons are communicated to the client.

## G.3 Suspension:

Upon communication of nonconformities, if a client fails to submit evidence of adequate and certificate may be suspended if a client fails to address major nonconformities, misuses the certification or logo, violates financial obligations, or places noncompliant products on the market. Suspension also occurs immediately if five or more major nonconformities are identified during an audit.

During suspension:

- The client must immediately stop using certification marks and remove references from all promotional materials.

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- Products with attached certification marks must not be placed on the market.
- Eurofins will notify the client in writing, outlining reasons, duration (up to 180 days or until certificate expiry), and the appeal process.
- Eurofins will also inform the scheme owner (e.g., GOTS, Textile Exchange), the accreditation body, and in some cases, clients who have received transaction certificates in the past 12 months.
- No transaction certificates will be issued during suspension.
- Reinstatement may occur following a successful reassessment. Failure to resolve issues within the defined period will result in certificate withdrawal.

#### G.4 Withdrawal:

Withdrawal is the permanent revocation of certification due to unresolved suspension issues, deliberate violations, or ongoing noncompliance with the Certification Agreement.

In the event of withdrawal:

- The client must immediately cease all use of certification marks and remove all references to certification from advertising, packaging, and product claims.
- Products bearing certification marks must not be sold or distributed.
- A new certification process is required to regain certification status.
- Certification fees are non-refundable.
- Eurofins will notify the client in writing and communicate the decision to the scheme owner and accreditation body. Public announcements may also be made.
- Withdrawal represents a serious breach and has long-term implications for business credibility and market access under the relevant sustainability standards.

Creation & Change Log Table

Status	Issue date	Version	Creation/ Description of Amendment	Page	Written by	Approved By
Creation	02-06-25	1	New Document		Gauri Kadam	Sumit Gupta
Select						
Select						
Select						
Select						

Code P-QP1308

Version 01

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