

Policies and Procedures for BCI

Table of Contents

A. Overview	2
B. Scopes Covered	2
C. Pre-Certification Activities:	2
C.1 Application:	2
C.2 Application Review:.....	2
C.3 Offer cum Agreement.....	2
D. Initial Certification Process:	2
E. Certification Maintenance Process:	3
F. Handling requests for information, complaints and appeals	3
F.1 Complaints:	3
F.2 Appeal:	4
F.3 Use of Marks:	4
G. Termination, Reduction, Suspension, Withdrawal of Certification Scope	4
G.1 Termination:	4
G.2 Reduction:	4
G.3 Suspension:.....	4
G.4 Withdrawal:.....	5

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A. Overview

Eurofins Assurance India Pvt. Ltd. offers Better Cotton Initiative (BCI) certification services, ensuring compliance with globally recognised standard for organic and sustainable textile production. The Better Cotton Initiative Chain of Custody Standard is focused on traceability of better cotton certified at the farm in the textile supply chain. Our technical experts help you meet sustainability goals, enhance credibility, and improve market access.

B. Scopes Covered

Chain of Custody Certification (Single Site and Multi-site) for ginners, supply chain and brands. Independent assessment of better cotton consumption by Retailers and Brand (RB) Members, for physical better cotton certification.

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 contact via phone (+918861973031) or email (traceability@xoin.eurofinsasia.com) or service request. A filled application form with required information is submitted by client. Exchange of 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 fee of services will be shared with the 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 a 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 Better Cotton Initiative (standard applied for certification).
- The Standard
- A document checklist

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

INTACT- Client is registered on Intact Portal of BCI by Eurofins, and audit schedule and result of audit is updated followed by given timelines.

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. The certification has a validity of 3 years.

E. Certification Maintenance Process:

Annual Surveillance: The client will conduct annual self-assessment as per the criteria and documentation set forth by BCI (Standard Body). Eurofins Assurance shall review the self-assessment report. Depending on the results of the initial audit, some clients will receive an onsite audit as a part of annual surveillance.

Renewal Audit: A renewal audit is conducted to reissue the scope certificate after the expiry of the current validity period. Upon renewal, the validity date shall be maintained for the scope certificate, and it will be issued for 3 more years. 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 dealt 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

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phone or by e-mail us at assuranceindia@xoin.eurofinsasia.com. Each complaint shall be escalated and respond as per our complaint handling procedure.

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 or direct contact us provide on our website [Link](#).

F.3 Use of Marks:

There are certain rules of logo use, including those of Eurofins, Accreditation body & 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 BCI certification marks or references 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 and fifteen or more minor nonconformities are identified during an audit.

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During suspension:

- The client must immediately stop using certification marks and remove references from all promotional materials.
- Products with attached certification marks must not be placed on the market.
- Eurofins will notify the client in writing, outlining reasons, duration (up to 90 days or until the nonconformities are closed), and the appeal process.
- Eurofins will also inform the BCI and the accreditation body in 48 hours of decision.
- 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.

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