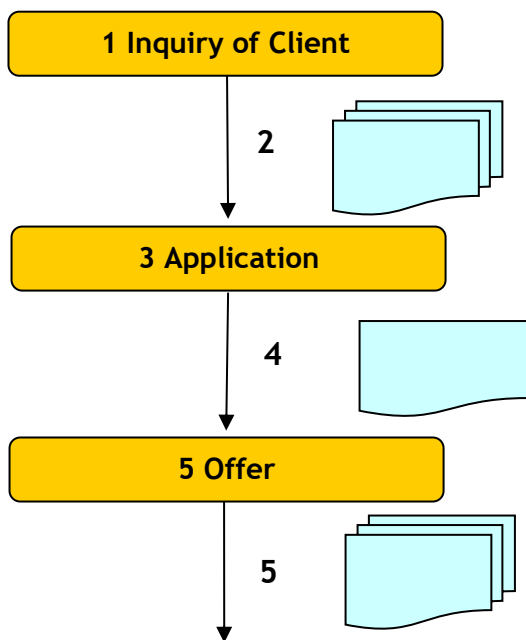


# GOTS Service Protocol

## Process of GOTS Certification

The following described as standard procedures which may vary from case to case. 'Client' is used for both applicant and company



## Kiwa BCS ÖKO-GARANTIE GmbH

Marientorgraben 3-5  
90402 Nuremberg, Germany  
[bcs.info@kiwa.de](mailto:bcs.info@kiwa.de)

For national contacts and further information refer to the Kiwa BCS Homepage:  
[www.kiwa.com/de/en](http://www.kiwa.com/de/en) Fehler! Linkreferenz

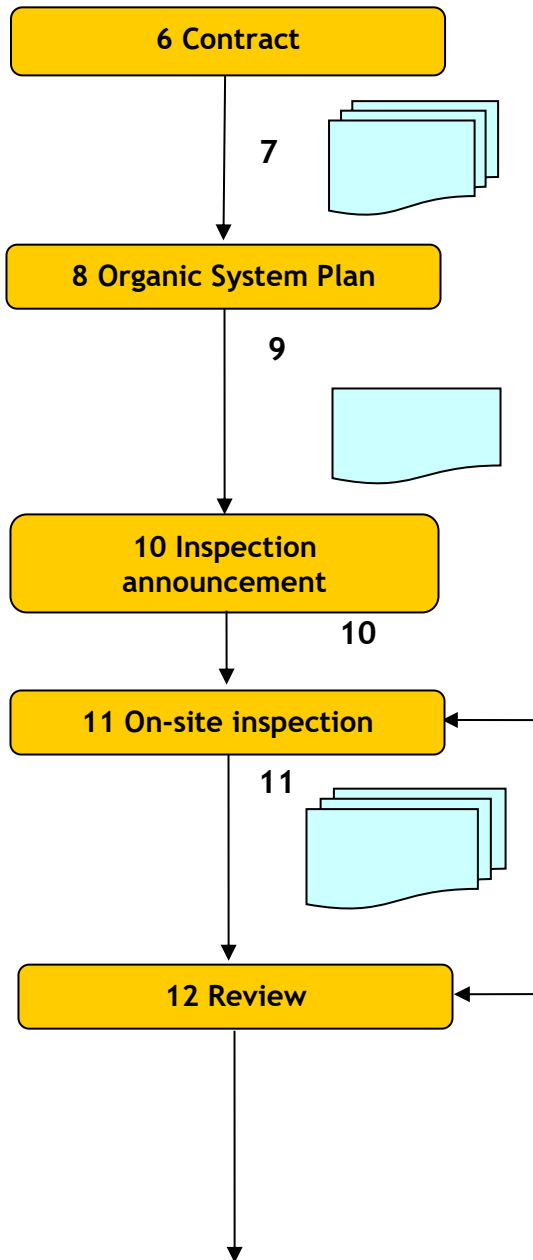
- 1 Inquiry of Client**  
The client inquires about GOTS certification at Kiwa BCS.
- 2 Provision of Application Form**  
On request, the client is being provided with the GOTS application form for certification as well as general information about Kiwa BCS and Kiwa BCS services.
- 3 Formal application by client**  
The client completes, signs the application form and sends it back (as scanned email attachment, fax or hard copy).
- 4 Review of application - Preparation of cost estimate (offer)**  
If the application is accepted by Kiwa BCS, a cost estimate (offer) based on the indications given in the application form is prepared. Costs are calculated according to time requirements for inspection and certification.
- 5 Confirmation by the client - Provision of further information by Kiwa BCS**  
If the offer is accepted by the client, the contract documents, the GOTS Standard, the Licensing and Labelling Guide and the Manual for Implementation, required for certification, are provided.  
Note: The GOTS documents can also be found at [www.global-standard.org](http://www.global-standard.org).

### Provided Documents

- o GOTS Application Form + Annex
- o Info Package about Kiwa BCS/ Homepage)
- o GOTS Service Protocol

Offer

- o Kiwa BCS GOTS Certification Contract
- o Kiwa BCS Standard Terms & Conditions
- o GOTS Standard
- o GOTS Licensing and Labelling Guide
- o GOTS Manual for Implementation



**6 Return of certification contract by the client**

The client completes and signs the contract and sends it back (as scanned email attachment, fax or hard copy).

Signed contract

**7 Provision of Organic System Plan (OSP)**

Upon receipt of the signed contract by Kiwa BCS, the client is provided with the Organic System Plan (OSP) with relevant Annexes and the Declaration of Commitment. Usually the first invoice for prepayment is sent.

- o Organic System Plan (OSP) with annexes
- o Declaration of Commitment

**8 Completion of OSP by client**

The client completes and signs the OSP and sends them back together with any relevant attachments (as scanned e-mail attachment, fax or hard copy) prior to inspection.

**9 Review of OSP by Kiwa BCS**

Kiwa BCS reviews the OSP in order to verify its compliance with the GOTS standard and clarifies any open aspects with client.

**10 Announcement of on-site Inspection by Kiwa BCS**

Once the prepayment has been received and the OSP reviewed, an inspection date is agreed. The client has the right to decline inspector within 10 days in writing stating the reason of decline.

Inspection date

**11 On-site Inspection**

The inspection includes a visit of the client’s facilities to verify each unit with respect to compliance with the GOTS standard applied for certification. The conformity of the existing OSP with the actual on-site conditions is carefully examined. All findings are documented in the inspection report. During the closing meeting with the client or its representative non-conformities, corrective actions and the need for additional information or documentation is explained. The report is signed by the client and the inspector. Either the client keeps a copy of the report or it will be sent later to the Client together with all attachments. In case samples are taken, a reference sample is left with the client.

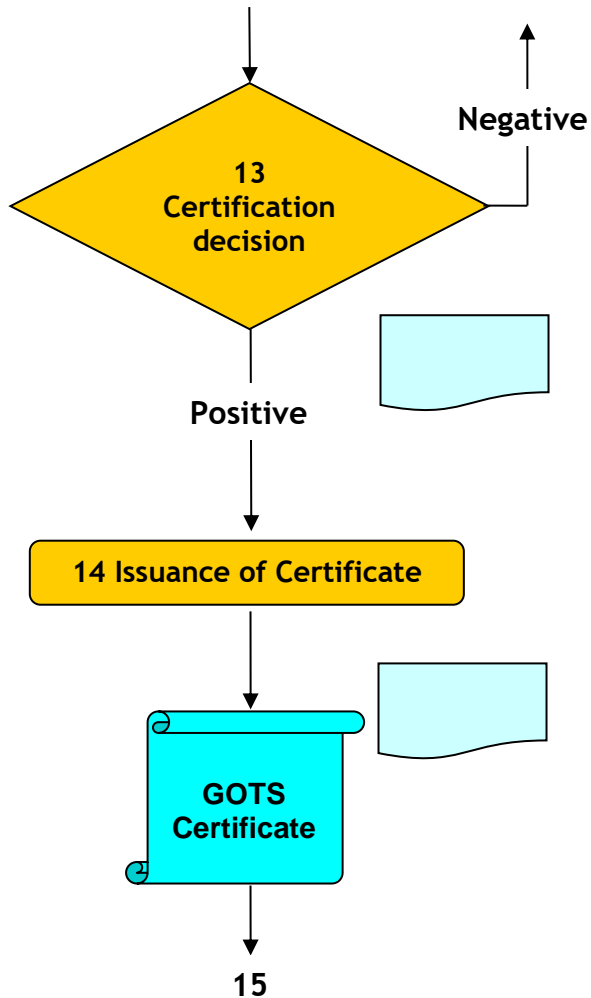
Note: As a general rule, inspections are performed once a year. However, Kiwa BCS reserves the right to conduct additional announced or unannounced inspections if it is considered to be necessary.

Inspection report

**12 Review and Certification**

Based on the findings of the certification process Kiwa BCS determines the compliance with the certification requirements. The invoice for final payment is sent.

Note: To maintain a high degree of objectivity in the decision-making process, the principles of a two-step process are applied: Inspection and Certification have to be carried out by two different individuals.



### 13 Certification Decision

Certification is granted if the company fully complies with all requirements of the applied GOTS standard. Any non-compliances are specified in the certification letter to the client, including deadlines for implementation of corrective actions.

Certification is denied if the company is not (yet) compliant with the applicable GOTS standard (major non-compliances). Kiwa BCS informs the client about the non-compliances which have lead to the denial and detailing the necessary corrective actions.

Certification letter

As soon as the client has implemented appropriate corrective measures, certification may be granted. The client must inform Kiwa BCS about implemented corrective actions in writing and has to send all relevant evidences to Kiwa BCS. If necessary Kiwa BCS may decide to conduct additional inspections in order to verify the implementation of the corrective actions (starts again at step 10).

In any case, the client has the right to appeal against Kiwa BCS certification decision. Complaint forms relating to results or decisions of Kiwa BCS are available on the homepage at [www.kiwa.com/de](http://www.kiwa.com/de) in the download area and must be submitted to Kiwa BCS for processing. The identity of the complainant is known to Kiwa BCS.

Complaint forms for the GOTS programme are available from the GOTS homepage. The complaint will be processed by GOTS. The identity of the complainant is not known to Kiwa BCS.

### 14 Certificate and Certification letter

When granting certification, Kiwa BCS issues the certificate and provides a copy together with the certification letter to the client. Before the certificate can be issued, the final payment must have been received by Kiwa BCS.

The client has to review the certificate's copy and has to inform Kiwa BCS within 2 weeks if the details of the certificate are correct. Any request for modification must be presented in writing. Note: Any change or modification of the certificate after issuance is not included in the offer. Ongoing Certification.

- o GOTS certificate
- o Certification letter
- o GOTS Logo and logo usage agreement - in case of first GOTS certification

### 15 Ongoing Certification

The GOTS certification status is transferred to the GOTS database by Kiwa BCS and is publicly verifiable at:

<https://global-standard.org/find-suppliers-shops-and-inputs/certified-suppliers/database>

As long as the client is certified, the following requirements for continuation of certification applies:

- Annual on-site inspection
- Payment of the annual certification fees
- Submission of the updated OSP to Kiwa BCS prior to inspection or written notification to Kiwa BCS that no changes to the OSP are required - Continues at step 8.

Changes to product or certification requirements that affect the certification status will be communicated directly to the customer in a timely manner. Optionally, other updates or information on Kiwa BCS and the certification standards can be announced on the homepage [www.kiwa.com/de](http://www.kiwa.com/de)