

# CUSTOMER INFORMATION 25-01

## 23.06.2025

### **IVNN zertifiziert BEST, GOTS database, updated service fee list**

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Dear Sir or Madam,  
Dear customer,

In today's customer information, we are pleased to inform you about our expanded range of services in the textile sector. Kiwa BCS can now offer inspections and certifications for IVN zertifiziert Best.

We would also like to inform you about the GOTS database and the fees per scope certificate of the standard owner GOTS.

## **1 EXPANSION OF OUR SERVICES TO INCLUDE THE STANDARD NATURTEXTIL IVNN zertifiziert BEST**

**Kiwa BCS** is able to offer **NATURTEXTIL IVN zertifiziert BEST!**

The IVN BEST Standard of the International Association of the Natural Textile Industry (IVN) is considered a demanding standard for ecologically produced textiles made from natural fibers.

GOTS certification is a prerequisite for IVN BEST certification. The most important difference is that IVN BEST must always involve natural fibers. From the extraction of raw materials to processing and final inspection, all production steps are closely monitored to meet the highest standards of environmental protection, health and fairness.



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## **What you need to know:**

The IVN BEST standard places particular emphasis on the use of environmentally friendly materials and technologies. For example, the use of chemicals and wastewater management are subject to strict guidelines to minimize the impact on people and nature. In addition, all fibers - such as cotton or wool - must come from controlled organic cultivation or species-appropriate animal husbandry. This ensures that the textiles are low in harmful substances and offer the highest level of quality.

In addition to ecological criteria, IVN BEST places a strong emphasis on fair working conditions. Compliance with humane working conditions is just as essential as fair pay. In this way, IVN BEST contributes to improving living and working conditions throughout the entire supply chain.

## **Certification procedure:**

First of all, ask us for a non-binding offer. After positive feedback and conclusion of the contract, we carry out the initial inspection at your company. At the end of each IVN-BEST inspection, an inspection report is drawn up containing all inspection points and their results.

To guarantee high quality and independence in the certification process, we also work according to the four- to six-eye principle for this standard. This means that the inspection and certification cannot be carried out by the same personnel. After the inspection, a second specialist in our office makes the certification decision based on the inspection report.

If your company meets all legal requirements, our certifiers will issue you with your IVN-BEST certificate.

**Interested?** Please feel free to contact us!

## **2 LABELS - BCS BECOMES KIWA BCS**

Upon successful completion of the GOTS certification process, certified companies are granted the right to participate in the GOTS program and to use the standard and the GOTS logo for GOTS products - in accordance with the conditions for the use of the GOTS labels and only within the validity period of their certification. The following basic rule applies to the labeling of GOTS

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products: The GOTS label may only be applied to GOTS-certified products and their packaging by a certified company.

### Your GOTS label must contain the following elements in the order indicated:

- the GOTS logo
- the reference to the respective label level of the product
- the reference to the GOTS certification body (Attention: please use **Kiwa BCS** instead of BCS from now on)
- the license number: As a rule, the license number of the certified company is stated here. However, your customer, who is certified himself, can request that his license number be listed on the product label.
- Your GOTS label must also be approved by your certification body before it can be used by you.
- Once you have received approval, you may use your GOTS label.

<b>Old</b> (Labels already approved by Kiwa BCS Öko-Garantie GmbH, which bear the BCS reference, may of course continue to be used and consumed)	<b>New and now for all NEW label releases:</b>
	

**Important:** Labels that have already been approved by Kiwa BCS Öko-Garantie GmbH and bear the BCS reference may of course continue to be used and consumed. All new labels should then bear the reference to Kiwa BCS.

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### 3 GOTS DATABASE GTB

Some of you may have received automated emails from the GOTS database GTB informing you that the certificate is about to expire and providing a link to the database.

"Dear GTB User,  
The GOTS 7.0 scope certificate with reference number SC-.....  
for company ..... is due to expire on ..... To see the details of  
the SC, click link"

These emails are misfires that GTB sends unintentionally. According to GOTS, the new GTB is not yet accessible for our customers.

Should access be possible for you in the future, we will inform you immediately and provide you with further information. Until then, please ignore these GTB messages.

### 4 GOTS SCOPE CERTIFICATES

GOTS has been charging a fee of EUR 15.00 per scope certificate since May 2025. You will therefore find this item on our invoices with immediate effect.

We will transfer the amount directly to GOTS.

### 5 UPDATED SERVICE FEES

Please find attached our updated price list (service fees).

We have not made any changes to the cost rates. We have only added the items for our new IVN services and included the GOTS fee for Scope certificates. Please add the price list to your contract documents.

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Kind regards,

**Ihre Kiwa BCS Öko-Garantie GmbH**



i. A. Ulrike Kisteneich  
-Head of Team Textiles-








i. V. Ivonne Wimmer  
-General Management, stellvertretende  
Kontrollstellenleitung-

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If you have any queries or general questions about the control procedure, please do not hesitate to contact us by phone (+49 911 42439 - EXT) or by mail.

You can also find an overview on our website <https://www.kiwa.com/de/de/uber-kiwa/tochterfirmen/ansprechpartner-kiwa-bcs-oko-garantie-gmbh/>

Availability Kiwa BCS	
Monday to Thursday	9 am till 4 pm
Friday	9 am till 2 pm
Availability textile team	
Monday to Thursday	9 am till 3 pm
Friday	9 am till 2 pm
Documents for closing of nonconformities	
	<a href="mailto:de.textiles@kiwa.com">de.textiles@kiwa.com</a>
Assessment scheduling, contract, service	
	<a href="mailto:de.textiles@kiwa.com">de.textiles@kiwa.com</a>
	Contact person
	<ul style="list-style-type: none"> <li>▪ Carmen Munz (ext -25)</li> </ul>
Sales & Marketing	
Offer, quotation, client webinars	 <a href="mailto:de.sales.bcs@kiwa.com">de.sales.bcs@kiwa.com</a>
	 Contact persons
	<ul style="list-style-type: none"> <li>▪ Oliver Altwasser (EXT -37)</li> <li>▪ Simon Feiertag (EXT -38)</li> <li>▪ Kristina Grocholl (EXT -76)</li> </ul>
Application of import documents and transactions certificates	
Availability	
Monday to Thursday	9 am till 3 pm
Friday	9 am till 2 pm

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[de.tc.in.bcs@kiwa.com](mailto:de.tc.in.bcs@kiwa.com)



Contact persons

- Tobias Süß (EXT -53)
- Vertretung: Claudia Valencia (EXT -54)

## Invoicing

Issues regarding  
invoicing



[de.clientinvoiceclaim.bcs@kiwa.com](mailto:de.clientinvoiceclaim.bcs@kiwa.com)



Contact person

- Dimitri Regel (EXT -64)

## Technical support and head of team



[de.textiles@kiwa.com](mailto:de.textiles@kiwa.com)



Contact persons

- Ulrike Kisteneich +49 (0)151 4222 5937 (Head of Team Textiles)
- Adelgund Kaltenthaler +49 (0) 160 91671053
- Anabelle Ziegler (EXT -43)

## General Management



[ivonne.wimmer@kiwa.com](mailto:ivonne.wimmer@kiwa.com)



Contact person

- Ivonne Wimmer (EXT -10)