



Standards for Organic Home Products Natural and Organic Home Fragrances

May 2010

Present standards are protected by the provisions of the Intellectual Property Code, and more specifically by those provisions governing literary and artistic property and copyrights. Such rights are exclusive property of ECOCERT France. Any integral or partial reproduction through any mean which is not authorized by ECOCERT France or rightful claimants is strictly prohibited.

Contents

Contents	2
I. Preamble.....	4
II. Main objectives	4
III. The Standards basic principles	5
IV. The standards regulatory framework	6
A. Standards applying without prejudice of the European Community provisions.....	6
B. Scope.....	6
C. Regulatory fundamentals	6
1. Regulation on organic farming	6
2. Regulation on certification of industrial products	7
V. Regulations on formula and processing.....	7
A. Regulations concerning ingredients	7
1. All ingredients submitted to compliance obligation:	7
2. Authorized ingredients:	7
3. Case of Incenses:	8
4. Case of Home Fragrances on holders:	9
B. Regulations on the finished product composition	9
C. Regulations on production	9
1. Storage of ingredients and finished products :	9
2. Production methods	9
3. Cleaning and disinfection of production tools and premises	10
D. Protection measures of the immediate environment	10
1. Waste management	10
2. Management of liquid or gaseous release	10
3. Energy management	10
E. Traceability.....	10
F. Conditioning and packaging	10
G. Testing finished products	11
Case of combustion products:	11
VI. Labelling and communication.....	12
A. Denominations allowing standards identification :	12
B. References to the inspection body:	12
C. Claiming the standards essential characteristics:	12
D. Transparency obligation regarding composition:	13
E. Recommendations for use:	13
VII. Inspection system.....	14
A. Conditions: (See Annex IV)	14
B. Frequency of Ecocert's performed audits	15
C. Standards evolving conditions	15
1. Amendments affecting the standards regulatory framework	15
2. The Technical Monitoring Committee	15
3. Updating and information	15



Annex I : Manufacturing methods 16
Annex II : Requirements concerning cleaning and disinfecting products 18
Annex III : Instructions of use 19
Annex IV : Private inspection process..... 20



I. Preamble

The Standards for Natural and Organic Home Fragrances are one chapter of the Standards for Organic Home Products. They were defined in collaboration with ECOCERT, certification body on the environmental field, and certain home fragrance professionals expressing for a long time the need to solve following problems:

- ✓ The inexistence of official standards for home fragrances based on natural substances and containing no synthetic fragrances which would valorise the fact of using products coming from Organic Farming;
- ✓ The difficulty or even impossibility for a consumer to recognize products exclusively processed with substances of natural origin and/or coming from Organic Farming and also according to environmentally friendly methods;
- ✓ The need to support home fragrance manufacturers anxious to respect the specific qualities of natural substances and to produce environmentally-friendly.

In other words, we want to achieve both recognition of the specific know-how of those home fragrance manufacturer producing environmentally friendly during the entire production process and greater transparency regarding product composition for the consumer.

II. Main objectives

- ✓ Define a quality level ensuring a real valorisation of the agricultural resources, actual environmentally friendly practices in the entire production process and a true respect for the consumer.
- ✓ Create a link between certain home fragrances and Organic Farming by promoting the use of plant products coming from Organic Farming.
- ✓ Create a link between certain home fragrances and environmental respect.

III. The Standards basic principles

Present standards aim at the implementation of following principles:

- ✓ Priority to renewable resources over resources of any other origin particularly over a petrochemical origin;
- ✓ Priority to the use of ingredients coming from Organic Farming, clearer evidence of the respect of ecological values.;
- ✓ Priority the least possible environmentally-damaging processing methods;
- ✓ Transparency for the consumer, with a communication method and wording excluding any misleading;
- ✓ Valorise the will of the manufacturers to improve the quality of both their supplies and products. Such constant search will take place within the framework of a dynamical and evolving certification process ;
- ✓ Allow sufficient margin to constantly adapt the standards requirements to the technical progresses and the evolving legislation;
- ✓ Apply the precautionary principle on all issues questioned by the scientific community, questioning consumer and/ or environmental respect, and still with no scientifically validated answer or with answers that are still being validated.

IV. The standards regulatory framework

A. Standards applying without prejudice of the European Community provisions

Present standards apply without prejudice of the different European Community provisions governing production, inspection, conditioning, selling, labelling, import and distribution of home fragrances.

B. Scope

Present standards apply to fragrances for domestic use; under this term are included all products aiming at perfuming or deodorizing the surrounding air or household linen: room fragrances, ginger jars, incenses, linen fragrances, candles... Only such class of products is covered by present standards.

Cosmetics and fragrances for animals are not covered by present standards.

C. Regulatory fundamentals

Room fragrances are subject to no specific rules and regulations; thus, they must comply with the general safety obligation and be harmless to human health when used under normal conditions or conditions that a professional can reasonably predict: directive on general product safety (92/59/EEC), consumer code, recommendations from the Higher council on Public Hygiene of France (Initials in French: CSHPF). Moreover manufacturers are required to comply with the code for fair practices and customs of the producers of cleaning products, pesticides and hygiene products such as defined by ADEPHY.

On the other hand room fragrances may be subject to the directive 1999/45/ECC of 31 May, 1999 on classification, packaging and labelling of dangerous preparations.

1. Regulation on organic farming

In Europe, Organic Farming is governed by following production regulations:

- **concerning vegetal products** (whether processed or not) amended European Regulation n°2092/91 of the Council of 24 June, 1991.
- **concerning animal products** (whether processed or not): amended European regulation n°2092/91 of the Council of 24 June, 1991 completed in France by the Specifications homologated by the inter-ministerial decree of 28 august, 2000 (CC – REPAB - F).

2. Regulation on certification of industrial products

The ECOCERT standards on organic products for domestic use were therefore elaborated within the framework of certification of industrial products and services as set forth by the Consumer Code pursuant to the law of 3 June, 1994 and the Decree of 30 March, 1995.

Thus **any applicant** for certification of organic home products **must know all** previously mentioned **regulatory documents, and specifically all regulations set out in the Consumer Code**, as regards:

- Misleading advertisement (articles L121-1 and 213-1)
- Certification issuance conditions (article L 115-30)
- Kind of compulsory references to certification (articles R 115-12 and R 115-10)

V. Regulations on formula and processing

A. Regulations concerning ingredients

1. All ingredients submitted to compliance obligation:

100% of the ingredients must comply both with the French and European legislation and with the requirements of present standards for all types of concerned ingredients.

2. Authorized ingredients:

Any ingredient coming from a natural and renewable resource is authorized provided involved processing method complies with Annex I and with the regulations mentioned below.

Synthetic fragrances, preservatives and colouring agents are prohibited. Similarly, synthetic diluents are prohibited as well as any other ingredient coming from petrochemical industry. Such raw materials shall not be part of the formula of a finished product nor of any ingredient composing it.

- Plant raw material or raw material of plant origin:

Any plant ingredient or ingredient of plant origin (renewable resource) obtained through an authorized method (see Annex 1) may be part of the composition of an organic or organic home fragrance provided following requirements are complied with:

- concerned plants are not listed as endangered species and comply both with national and European lists (Bern Convention of 19 September, 1979) and with international lists (Washington Convention of 3 March, 1973) on endangered species.
- concerned plants are not genetically modified

- Animal raw material or raw material of material original:

Any animal ingredient or ingredient of animal origin obtained through an authorized method (see Annex 1) may be part of the composition of an organic or organic home fragrance provided following requirements are complied with:

- be naturally produced by the animals and not form a constituent part of them. For instance such substances as castoreum, natural musk or civet-cat shall not be used.

- concerned animals are not mentioned on national, European lists (Bern Convention) and international lists (Washington Convention) on endangered species.

- Mineral raw material or raw material of mineral origin :

They are authorized provided their extraction generates neither contamination nor landscape degradation and provided processing methods comply with present standards (Annex I).

Petroleum-derived ingredients are prohibited.

- Marine raw material or raw material of marine origin :

Similarly to prior paragraphs, they are authorized provided they are obtained through an authorized method (Annex I) and their extraction causes neither degradation nor contamination of their original marine environment.

- Raw material coming from organic farming:

Under ingredient coming from organic farming is understood any ingredient with compliance certificate pursuant to regulations ECC 2092/91, NOP or JAS that is issued by a recognized certification body.

Recognized inspection bodies are accredited and listed by The Organic Standard.

3. Case of Incenses:

Incenses must comply with all criteria mentioned in the standards. However certain points must be precised due to specific features of this kind of products:

a) Requirements on used sticks

Only sticks out of wood and bamboo are authorized provided they were not submitted to any treatment involving chemical products (phytosanitary, synthetic colouring matters and so on...). Only steam treatment is authorized for sticks preservation.

b) Précisions

All incense components (aromatic matters, linkings, holders...) are subject to inspection and must comply with present standards requirements

Involved linkings shall therefore be vegetal or of vegetal origin, processed through authorized methods, used glue to fasten the base on the stick shall be vegetal or of vegetal origin (resin of mango-tree, gum-tree powder...)...

4. Case of Home Fragrances on holders:

In case of home fragrances sold on a holder and requiring combustion of neither holder nor fragrance substance for its use, such support must be notified to Ecocert and its corresponding technical card must be submitted for validation. Only holders of natural origin may be used such as for instance wood or ceramic.

B. Regulations on the finished product composition

Present standards govern two denominations:

- *Organic Home Fragrances:*

A finished product may claim the « Organic Home Fragrance » denomination provided:

- More than 10% of all used ingredients come from Organic Farming,
- 95% of used plants or plant extracts (except alcohol) come from Organic Farming.

- *Natural Home Fragrance*

- 50% of used plants or plant extracts (except alcohol) come from Organic Farming. Only the part of plants or plant extracts certified in organic Farming and available on the market is taken into account for calculation.

When calculating the percentage of ingredients coming from Organic Farming on total ingredients, the amount of used organic alcohol (ethanol) is included in the calculation. By contrast, when calculating the percentage of ingredients coming from Organic Farming on total plant ingredients, the used organic alcohol is not accounted for in order to promote the maximal use of fragrance substances coming from organic farming. Using alcohol not coming from Organic Farming is not authorized.

C. Regulations on production

1. Storage of ingredients and finished products :

The storage sites for organic and non organic products must be clearly segregated and identified to avoid any risk of confusion or mixing.

2. Production methods

Used obtainment methods for raw material and finished products shall be simple, not contaminating and aim at obtaining highest-possible biodegradable products. Authorized and prohibited methods are listed in Annex I.

3. Cleaning and disinfection of production tools and premises

Cleaning and disinfection products for production tools and premises must comply with Annex II of present standards; in case of a both organic and non-organic activity, used cleaning products before /after production of a fragrance subject to certification shall comply with the requirements of this annex.

D. Protection measures of the immediate environment

1. Waste management

As far as possible the enterprise must implement the selective sorting of cardboard, glass, paper and other materials for their later recycling. Non-recycling packaging or special waste shall go to a specialized enterprise.

2. Management of liquid or gaseous release

Any enterprise must work out and implement a plan to improve the management of its liquid or gaseous releases. This improvement plan aims at an efficient and rational deputation of all releases. An ISO 14000 procedure, considered a perfected form of any improvement plan for the environmental management of an enterprise, will be automatically accepted.

3. Energy management

All enterprises shall work out and implement a plan to improve energy management and aiming at the identification of all energy consuming points so that energy saving measures can be put in place. The use of renewable and non-contaminating energy sources must be promoted.

E. Traceability

Traceability from the ingredients to the finished product (internal traceability within the production unit) and from the finished product to the consumer (external traceability outside the production unit) must be rigorously implemented. To this end, the enterprise operator must place at the disposal of ECOCERT:

- All documentation allowing to trace back origin, nature and used quantities, as well as all used ingredients up to the finished products;
- All documentation allowing to trace back quantities and recipients of all sold finished products (identified with a batch number).

F. Conditioning and packaging

Conditioning must be rigorously environmentally-friendly. Conditioning forms and volumes must therefore be recyclable and low energy consumers. Consequently, primary packaging containing PVC and expanded polystyrene are not authorized.

Vaporizers, atomizers or sprays using pressurized gas such as propane, n-butane, isobutane or dimethyloxide (dimethylether), or any other gas representing a potential hazard, are prohibited.

For secondary packaging and/or wrapping are recommended recycled and recyclable materials. Thus, expanded polystyrene must be avoided and instead biodegradable bracing material shall be used. Packaging must be minimized.

G. Testing finished products

The producer shall perform (toxicological, bacteriological, physic-chemical...) product quality controls to check the compliance of his products before commercialization.

Animal testing is prohibited.

Case of combustion products:

Emanation-related criteria during combustion shall be implemented as soon as reliable analysis methods based on pertinent criteria are validated. Limit-values that shall not be exceeded may be set regarding certain parameters.

VI. Labelling and communication

A. Denominations allowing standards identification :

Products as defined in present standards and complying with its requirements are granted the compulsory denominations ECOLOGICAL HOME FRAGRANCE or ORGANIC HOME FRAGRANCE according to the regulations on the finished product composition as defined under paragraph V-B.

B. References to the inspection body:

Reference to the inspection body is made under following form and wording: « Controlled by ECOCERT Greenlife F.32600 » or « Controlled by ECOCERT Greenlife BP47 32600 L'Isle Jourdain ».

The Ecocert logo shown below is placed on the inspected products labels in compliance with Ecocert Terms of Use.



C. Claiming the standards essential characteristics:

The percentage of ingredients coming from Organic Farming (on total ingredients) must appear together with denomination and reference to the inspection body, following wording being used:

« X % of total ingredients are from Organic farming»

Following information shall also appear together with above mentioned indication :

« 100% of total ingredients are of natural origin»

In case 100% of total ingredients come from Organic farming, these two sentences may be grouped in one.

D. Transparency obligation regarding composition:

Such compulsory mentions apply without prejudice to directive 1999/45 on classification, packaging and labelling of dangerous preparations.

The **exhaustive** composition of used ingredients must be mentioned on the packaging or on an attached note, in INCI language and following the mention « ingredients: » . In case of plants with no INCI reference name, the Latin name shall be used. Fragrance substances usually referred to under the INCI denominations of « fragrance » or « aroma » must be mentioned under their Latin name. The word “fragrance” may be used when the fragrance composition involve more than seven ingredients.

Ingredients coming from organic farming are clearly identified with an asterisk at the composition level. This asterisk refers to the mention: “ingredient coming from Organic Farming”. Such mention is placed right below or above composition.

Allergens listed in directive 2003/15/ECC of 27 February, 2003 on cosmetic products and part of an home fragrance shall be listed in the composition when their content exceed 0,01%.

Labelling example: fresh scent spray

Organic Home Fragrance inspected by Ecocert sas F32600
98% of total ingredients are from Organic farming
100% of total ingredients are of natural origin

Ingredients : alcohol*, citrus sinensis*, citrus aurantium*, cananga odoranta, lavandula angustifolia*, citrus grandis*, citronellol, limonene, linalool

* ingredient are from Organic farming

Recommendations for use:

Do not spray toward a flame or a heat source
Inappropriate for pregnant women or infants under 36 months
Do not ingest – avoid any contact with the skin
Avoid any contact with the eyes

E. Recommendations for use:

Depending on the type of marketed product, it is recommended to mention the instructions for use directly on the product label or on an attached notice. A non-exhaustive list of possible instructions is indicated under Annex III. However other instructions may be added.

VII. Inspection system

A. Conditions: (See Annex IV)

For a product to be certified, it is required that:

- the inspection be performed according to a standard inspection program including a detailed description of the inspection action and of the precautionary measures that the inspection body undertakes to impose on the operators it inspects. Each concerned enterprise will be informed on how inspection is performed.
- the operator accepts to implement all required measures of the inspection program to be granted license and products certifications.
- sanctions be imposed in case commitments are not met.
- ECOCERT reserves to itself the right to take legal action against any operator committed to present standards and indulging in fraudulent practices damaging ECOCERT's image.

To check the compliance of a product with present standards, the operator wanting to be granted the indications of compliance, « Organic and Organic Home Fragrance” shall put following documentation at Ecocert's disposal:

- Material-related and financial accountability enabling ECOCERT to trace down origin, nature and quantity of all ingredients, their respective use and all elements of internal traceability.
- Material-related and financial accountability enabling ECOCERT to trace down quantities and recipients of all sold finished products (external traceability).
- Exact composition of finished product and ingredients.
- All technical documentation allowing to assess the compliance of used ingredients: technical card, safety card, certificates and supplier testimonial.
- All technical documentation allowing to assess the compliance of used methods: processing methods-card, outsourcing card, cleaning methods-card.
- List of all involved manufacturing, conditioning and storage sites regarding the products to be certified, whether or not they are part of the applying enterprise, outsourced companies and/or contractors.

Ecocert's instances:

- ensure that at least all inspection and precautionary measures required in paragraph V are implemented in all enterprises subject to Ecocert's inspection.
- will require, in case of any incompliance concerning the required implementation of such measures, the withdrawal of all compliance indications mentioned in paragraph VI for the whole batch or any production presenting such incompliance.
- in case of obvious infringement of the regulations or of regulations infringement with lasting effect, will prohibit the operator from marketing products showing the indications of compliance mentioned under paragraph VI during a settled period of time

B. Frequency of Ecocert's performed audits

Ecocert's intervention to check the compliance of any product to be inspected occurs at two different levels :

- Following the operator commitment the first year, through an habilitation procedure,
- following years and as long as the enterprise is committed to standards and certification, through a monitoring procedure including one or more in-depth or unexpected visit(s)

Ecocert may decide for a given operator a stricter inspection program including additional in-depth or unexpected visits on grounds of noted discrepancies during the audits.

C. Standards evolving conditions

1. Amendments affecting the standards regulatory framework

Following official registration with the ministry of Industry, and pursuant to the regulations in force on certification of industrial products and services, Ecocert is entitled to proceed to any kind of amendments to present standards following consultation with and validation from concerned partners, especially the Technical Monitoring Committee.

2. The Technical Monitoring Committee

The Technical Monitoring Committee is a commission integrated by expert consultants, representatives of the branch and representatives of the consumers, who have applied for this function at Ecocert.

Whenever the Technical Monitoring Committee is called in, it deliberates on the respective issue and delivers a majority opinion, in accordance with its internal rules, and then decides on the action to be taken

3. Updating and information

Ecocert undertakes to regularly inform the operators committed to present standards on all modalities and amendments affecting it.

Present standards must be viewed as an evolving document subject to constant updating and improvement.

Annex I : Manufacturing methods

Authorized physical processes
Absorption /Adsorption (on inert base and in compliance with present standards)
Bleaching, deodorisation
Grinding
Centrifuging
Decanting
Desiccation – drying
Deterpenation
Distillation
Extraction (authorized solvents: water, CO2, solvents of plant origin)
Filtration (on inert base and in compliance with present standards)
Lyophilization
Mix
Pressure/ mechanical squeezing
Sterilization through heating
Sifting
Authorized chemical processes
Alkylation
Condensation / addition
Esterification / Transesterification / Interesterification
Etherification
Fermentation (natural and biotechnological)
Amide formation
Hydration
Hydrogenation
Hydrolysis
Neutralization
Oxidation/reduction
Sulfatation (hidrolyzing agents production methods)
Roasting
UV and micro-wave treatment

For instance a natural aromatic substance may be gained through following processes (non- exhaustive list) :

- o distillation
- o isolates gained though fractioned distillation or other physical process
- o molecular distillation
- o extraction by pressure
- o extraction with supercritical CO2, water, alcohol or else another solvent of natural origin

Raw material gained through below listed processes are not authorized.

Prohibited processes (<i>non exhaustive list</i>)
Bleaching / Deodorisation on support of animal origin
Deterpenation (other than with steam)
Ethoxylation / Propoxylation
Irradiation (ionizing radiation)
Genetic modifications
Sulfphonation
Treatment with ethylene oxide
Extraction with synthetic solvent (hexan, benzene, methyl benzine, acetone, etc...)
Chlorine chemistry

Annex II : Requirements concerning cleaning and disinfecting products

In the general regulations, no specific reference is made to the cleaning products that may be used in the production of organic /and organic and organic home Fragrances.

Consequently each product used by the enterprise will be recorded on a technical card including an attestation of the supplier regarding composition and respective use and safety conditions.

Following products and ingredients are prohibited:

Formol

Products based on genetically modified micro-organisms

Chlorine-based products or chlorine-derived products

Products based on ethoxylated by-products

Ammonia-based products

Priority shall be given to environmentally-friendly products coming from renewable resources (See authorized processes in Annex I). Such products are subject to validation by Ecocert.

Annex III : Instructions of use

Type of products	Recommendations of use
Refill for fragrance-burner, electric spray cone...	<p>Use an adapted diffuser</p> <p>Avoid any contact with the eyes</p> <p>Do not spill on a candle or incandescent body</p> <p>Do not leave unwatched</p> <p>Do not use continually in a non-ventilated room</p> <p>Inappropriate for pregnant women or infants under 36 months</p> <p>Do not ingest – avoid any contact with the skin</p>
Spray / aerosols	<p>Do not atomize toward a flame or heat source</p> <p>Inappropriate for pregnant women or infants under 36 months</p> <p>Do not ingest – avoid any contact with the skin</p> <p>Avoid any contact with the eyes</p>
Ginger jars / fragrance sachets	<p>Inappropriate for infants under 36 months</p> <p>Do not ingest</p> <p>Avoid any contact with the eyes</p>
Incense	<p><i>Keep out of reach of children and animals</i></p> <p><i>Do not let it burn unwatched</i></p> <p><i>Do not use it in a stuffy place</i></p> <p><i>Burn only one stick at a time</i></p> <p><i>To be used preferably in a 15m² room</i></p> <p><i>Do not forget to ventilate after use, the fragrance will persist.</i></p>
Candles	<p><i>Never leave unwatched lit candles</i></p> <p><i>Keep out of reach of children and animals</i></p> <p><i>Do not use near inflammable and heat-sensible items</i></p>

Annex IV : Private inspection process

A/ NECESSARY STEPS

1 - APPLICATION FOR INSPECTION

You read the standards and formalize your application for inspection by filling in supplied pre-inquiry questionnaire (PIQ). After sending it back to ECOCERT you will receive your cost estimate.

ECOCERT then checks that inspection and issuance of a specifications-based compliance certificate are possible in your case. If not, ECOCERT will inform you by writing.

2 - CONTRACT FOR SERVICE PROVISION

ECOCERT calculates an enterprise-tailored cost estimate for inspection during current year. A contract for service provision between ECOCERT and your enterprise is attached to this cost estimate.

By signing this contract, you particularly undertake to:

- know the standards and the inspection process,
- accept the required inspection visits (whether announced or not) in all sites concerned by the products to be certified,
- accept that samples be taken for analysis,
- accept that the inspector have access to accountancy, evidence elements and corresponding records,
- be charged for any additional inspection required by ECOCERT to check the products compliance.

During the year, you must inform ECOCERT by mail on:

- any application for new products to be inspected, even if they are part of an already inspected product line.
- any modification regarding organization or production tool that may question the compliance of already inspected products (for instance: change of formula, involvement of a not yet inspected outsourcing company).

3 – INSPECTION/ASSESSMENT AUDIT

Upon receipt of signed contract, ECOCERT mandates an auditor who makes an appointment with you for a first inspection visit. During such visit samples may be taken of the products subject to inspection. You receive an inspection report following each visit. It includes a synthesis of all carried-out checks and possibly observed discrepancies. You are required to co-sign it and indicate the initiated or planned corrective actions together with corresponding implementation delay to remove observed discrepancies and thus enable the compliance inspection of your products.

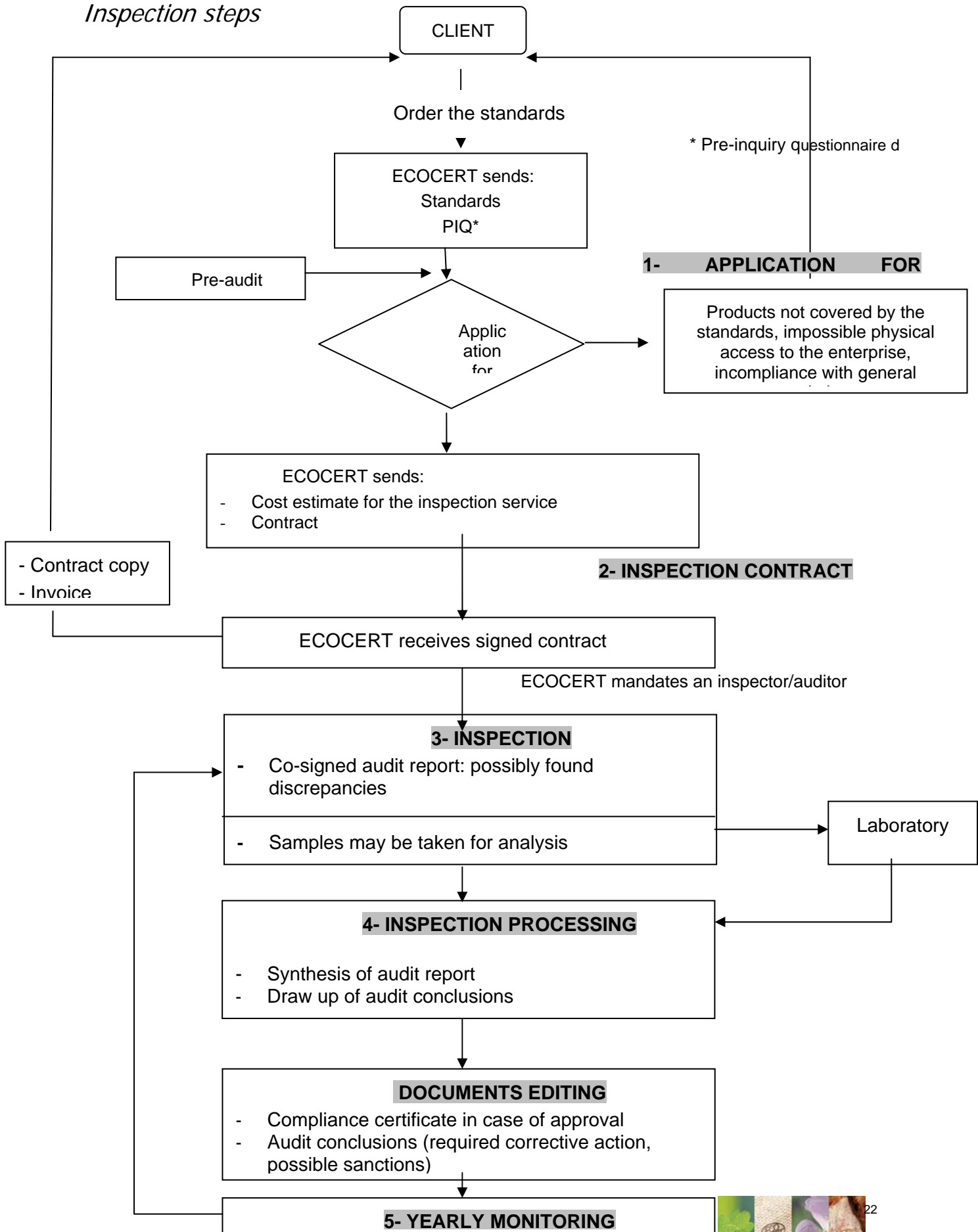
4 - PROCESSING OF THE INSPECTION FILE

The audit report is transmitted for examination to the official in charge of your file who sends to you -if your case meets the conditions- one or several compliance certificates specifying the list of inspected products pursuant to the standards as well as the audit conclusions for follow-up.

5 – INSPECTION/ MONITORING AUDIT

Inspection is yearly repeated, with steps 3 and 4 carried out again : obviously the compliance of a previously required corrective action observed in year n – 1 will be checked.

Inspection steps



B/ LEXICON

APPLICANT :

Enterprise choosing ECOCERT for inspection of its products to be granted a compliance certificate for them.

CERTIFICATE:

Document issued by ECOCERT stating the compliance of each product with the standards. The certificate is valid for 12 to 18 months.

REQUIRED CORRECTIVE ACTION AND SANCTIONS:

Following each control, the operator may receive a mail indicating decided sanctions and the corrective actions required by ECOCERT on the grounds of observed discrepancies.

Rather than at imposing sanctions, such procedure aims at having the operators progress toward an accurate application of the regulations, even if sometimes disqualifications prove to be avoidable.

C/ METHOD TO DEAL WITH DISCREPANCIES

According to the seriousness of observed discrepancies, they will lead to required corrective actions, a conditioned certificate issuance or to a sanction. The fraudulent or warned character of discrepancies as well as the notion of first versus recurrent infringement and discrepancy are taken into account in the way of dealing with incompliance.

1. SIMPLE CORRECTIVE ACTION IS REQUIRED:

Required simple corrective action do not hinder the certification of concerned products, but in case they remain unheeded, they may cause a conditioned certificate issuance or even a sanction the following year.

2. CONDITIONED ISSUANCE OF THE CERTIFICATE:

The certificate will be issued provided ECOCERT receives one or more element (e.g.: required specific document, additional inspection)

3. PRODUCT DISQUALIFICATION:

Certificate denial or withdrawal for a concerned product. The reference to ECOCERT may not be used.

4. GLOBAL DISQUALIFICATION:

Certificate denial, withdrawal or suspension for all products during a period of time decided by ECOCERT. No product may use the reference to ECOCERT.

D / CLAIM SAND DEROGATIONS

The Ecoproducts department systematically examines all cases of incompliance, derogation requests and claims.

Claims:

You may file a claim by mail addressed to the ECOCERT Ecoproducts department concerning:

- the compliance of your products with concerned standards,
- the quality of the ECOCERT service provision or any other grounds for complaint.

ECOCERT will systematically entertain your claim.

Derogation request:

You can send a derogation request to the ECOCERT Ecoproducts department that will make a decision regarding your request.