

Beijing Cotecna Kaixin Certification Co., Ltd

北京中瑞泰纳凯新认证有限公司

GOTS Product Certification Procedures

GOTS 产品认证程序

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Foreword/前言

Beijing Cotecna Kaixin Certification Co., Ltd. (BCK for short), formerly Hartford Global Standard Certification (Beijing) Company, was established in 1998 and was one of the first CNCA registered certification body in 1998. BCK is registered with CNCA under registration CNCA-R-2020-069 and was accredited by CNAS in 2002 with the following registration number: CNAS-069. /北京中瑞泰纳凯新认证有限公司(BCK), 前身为哈特福德全球标准认证(北京)有限公司, 成立于1998年, 是中国国家认监委(CNCA)首批注册认证机构之一。BCK在CNCA注册, 注册号为CNCA-R-2020-069, 并于2002年获得CNAS认可, 注册号为CNAS-069。

BCK strictly implements the regulations of the People's Republic of China on Certification and Accreditation, the relevant accreditation requirements of ANAB and ISO/IEC17065 accreditation requirements as well as other relevant accreditation norms. BCK does not engage in any activities that impair impartiality, provides services to all certification applicants on an equal basis, and is fully committed to the CCAA requirements industry self-discipline. / BCK 严格执行《中华人民共和国认证认可条例》, ANAB 相关认可要求和 ISO/IEC17065 认证要求及其他相关认证规范。BCK 不从事任何有损公正性的活动, 平等为所有认证申请人提供服务, 接受 CCAA 行业自律的管理要求。

This BCK procedure was developed to cover all relevant certification requirements for GOTS. This procedure describe the certification process and requirements for companies that wish to become certified against certification requirements and are part of BCK contractual agreement for GOTS / BCK 此程序是为了满足 GOTS 认证方案的所有相关认证要求而制定的。本程序描述了希望根据相关的认证过程和要求, 该认证是 BCK GOTS 认证计划合同协议的一部分。

Note: 注:

CNCA-Certification and Accreditation Administration of the People's Republic of China

CNCA-中国国家认证认可监督管理委员会的英文缩写

CCAA-China Certification and Accreditation Association

CCAA-中国认证认可协会的英文缩写

ANAB-ANSI National Accreditation Board

ANAB-美国国家认可委的英文缩写

BCK - Beijing Cotecna Kaixin Certification Co., Ltd.

BCK—北京中瑞泰纳凯新认证有限公司

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This procedure is version B1, released and implemented on January 1st, 2026./此程序文件是 B1 版本，发布给实施日期是 2026 年 1 月 1 号。

BCK requires all departments and all employees (including full-time/part-time auditors and technical experts) to conscientiously implement the company's quality policy and strictly implement the provisions and requirements of this procedure. / BCK 要求各部门和全体员工(包括全职/兼职审核员和技术专家)认真贯彻公司的质量方针，严格执行本程序的规定和要求。

All BCK staff are required to carefully study and implement the instructions for implementing this B1 version procedure. /要求 BCK 全体人员认真学习并贯彻对此 B1 版文件发布实施的指令。

General Manager: Zhao Shufang

总经理：赵舒芳

January 1st, 2026

2026 年 1 月 1 号

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1. Scope/范围

This procedure sets forth the basic principles and impartiality commitment followed by BCK in the implementation of audit and Textile certification services, and makes clear provisions for BCK clients to ensure compliance with all relevant certification requirements. /本程序阐述了 BCK 在实施纺织品认证审核和认证服务时所遵循的基本原则和公正承诺，并为 BCK 客户确保符合所有相关认证要求作出了明确规定。

This procedure is an integral part of BCK contractual agreement for both the Global Organic Textile Standard (GOTS) certification schemes. /本程序是 BCK 的全球有机纺织品标准(GOTS)认证计划合同协议的组成部分。

- Global Organic Textile Standard (GOTS)/全球有机纺织品标准 (GOTS)

2. Certification Basis/认证依据

Document Name/文件名	Type/类型
GLOBAL ORGANIC TEXTILE STANDARD Version 7.0 (GOTS v7.0) 全球有机纺织品标准 7.0 版 (GOTS 7.0 版)	Normative, Certification standard/规范、认证标准

3. Term and definition/术语和定义

Audit/审核: An evaluation undertaken by a certification body to verify conformity with a Standard. It may be conducted on-site or remotely and may involve visual inspection, interviews and/or document reviews./认证机构为验证是否符合某一标准而进行的评价。审核可以在现场进行，也可以远程进行，还可能包括目视检查、面谈和/或文件审查。

Auditor/审核员: A certification body representative who conducts audits./进行审核的认证机构代表

Certification Body/认证机构: An accredited third-party carrying out auditing and certification in accordance with the provisions set out in the applicable Standard and the ACP. An accredited certification body may issue scope certificates and transaction certificates./获认可的第三方根据适用的标准及核心计划所载的条文进行审核及认证。经认可的认证机构可以颁发范围证书和交易证书。

Certification/认证: The provision by an independent certification body of written assurance (a scope certificate) that the product, service or system in question meets specific requirements./由独立的认证机构提供书面保证(范围证书)，证明所涉及的产品、服务或系统满足特定要求。

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Certified Organization/认证组织: An organization which holds a scope certificate./持有范围证书的组织。

Organization/组织: A legal entity which is certified to or in the process of becoming certified to a Standard./已达到或正在达到某一标准的法定实体。

Scope Certificate (SC)/范围证书(SC): A document issued by the certification body which verifies that an organization is competent to produce and sell specified claimed materials in conformity with a Standard./ 由认证机构发出的证明某个组织有能力生产和销售符合标准的特定声明材料的文件。

Standard/标准: Global Standard gGmbH owns the Global Organic Textile Standard./全球有机纺织品标准须知拥有全球有机纺织品标准。

Suspension/暂停: The limitation of a scope certificate or accreditation due to a specific non-conformity or issue. A suspension may be lifted when the non-conformity or issue is resolved, and the scope certificate or accreditation becomes active again immediately./因特定不合格或问题而限制证书或认可范围的。当不合格或问题得到解决时，可以解除暂停，范围证书或认可立即重新生效。

Withdrawal/撤销: The revocation of a scope certificate or accreditation due to a specific non-conformity or issue, or at the request of the accredited/certified party. Following a withdrawal of accreditation/certification, a new assessment/audit is required for accreditation/certification to return to an active status./因特定的不符合规定或问题，或应被认可/认证方的要求而撤销范围证书或认可资格。撤销认可/认证后，认可/认证须重新进行评审/审核，以使认可/认证恢复有效状态。

Transaction Certificate (TC)/交易证书 (TC) : A document issued by a certification body that verifies that products being sold or shipped from one organization to another conform to a given Standard and may be treated as claimed materials by the receiver. /由认证机构签发的文件，用以验证从一个组织出售或运送到一个组织的产品是否符合给定的标准，并可被接收方视为声明的材料。

4. General Requirements/总体要求

4.1 Legal and contractual matters/法律及合约事宜

4.1.1 Certification agreement/认证协议

BCK signs a legally binding certification agreement with all its customers, which is formulated in

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accordance with the relevant requirements of ISO17065 and the certification and approval procedures of GOTS. This procedure is an integral part of the contractual agreement between BCK and each customer for GOTS schemes./ BCK 根据 ISO17065 的相关要求和 GOTS 的认证审批程序，与所有客户签订了具有法律约束力的认证协议。此程序是 BCK 与客户之间关于 GOTS 计划的合同协议的组成部分。

The customer shall sign the agreement to contract demonstrate its commitment to comply with the requirements of the relevant certification scheme./BCK will not be in a position to offer any certification services prior to the agreement being signed by both parties./客户须签署合约协议，以显示其遵守有关认证计划要求的承诺。在双方签署本协议之前，BCK 无法提供任何认证服务。

The agreement can be terminated as follow: /本协议终止方式如下：

- BCK's customer has the right to withdraw from the certification agreement through formal written notification with at least 30 days notification./ BCK 客户有权在 30 天内以正式书面形式通知撤销认证协议。
- BCK reserves the right to terminate the certification agreement for failure to pay the agreed certification fees or if the organization fails to comply with the certification requirements as outlined in this document./ BCK 保留终止认证协议的权利，如果该组织未能支付约定的认证费用或未能遵守本文件中概述的认证要求。

BCK specifically requires its customers to keep records of all complaints related to certification requirements and provide these records to BCK./ BCK 特别要求客户保存所有与认证要求有关的投诉记录，并将这些记录提供给 BCK。

During the audit, the customer complaint records are regularly checked./在审核过程中，定期检查客户投诉记录。

4.1.2 Management of Impartiality/公正性管理

In compliance with ISO 17065 requirements, BCK is committed to provide impartial certification services while managing any potential conflict of interest. BCK has implemented procedures that do not discriminate or limit access to certification. BCK's services are open to all applicants whose activities are within the scope of BCK's operations. BCK does not restrict the implementation of certification to the size of the customer, the membership of an association or body, or the number of certificates already issued. Top management makes the following commitment to impartiality in certification service: /遵照 ISO 17065 的要求，BCK 致力于提供公正的认证服务，同时管理任何潜在的利益冲突。BCK 实施了不歧视或限制获得认证的程序。凡在 BCK 经营范围内活动的申请人，均可享受 BCK 的服务。BCK 不以客户规模、协会或机构的会员资格或已颁发证书的数量来限制认证的实施。最高管理层对认证服务过程中的公正性声明如下：

- BCK top management has a deep understanding of the importance of impartiality in the implementation of certification activities, providing impartial and competent certification services to all parties concerned, and providing trust to all parties concerned BCK;/最高管

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理层深刻理解公正性在实施认证活动中的重要性，为所有认证相关方提供公正、有能力的认证服务，向所有认证相关方提供信任；

- BCK always insists on independence and impartiality, making decisions on granting or not granting certification only based on inspection evidence;/ BCK 始终坚持独立与公正，仅根据检查证据做出授予或不授予认证的决定；
- BCK fully recognizes, analyzes and documents conflicts of interest arising from certification activities, and effectively manages and controls activities and relationships that affect impartiality. To ensure that impartiality is not affected in any way by other interests or other parties (units or individuals); /BCK 对由认证活动引起的利益冲突进行充分认识和分析并形成文件，对影响公正的活动和关系进行有效管理和控制。确保公正性不受其他利益或其他各方（单位或个人）的任何影响；
- BCK does not provide consulting services in any way, does not cooperate with any consulting institutions, independently signs certification contracts, and does not imply that if the applicant chooses a consulting or training institution, it can make certification simpler, easier, faster or cheaper, nor does it allow any link or statement of consulting institutions to declare or imply;/BCK 不提供任何方式的咨询服务，不与任何认证咨询机构有合作关系，独立签署认证合同，更不暗示申请方若选择某家咨询或培训机构，可使认证更为简单、容易、迅速或廉价，也不允许任何咨询机构的链接或声明宣称或暗示；
- BCK certification personnel (including management and inspection personnel) who have provided certification consultation to the client shall not be used for inspection or other certification activities against the client for two years after the completion of the consultation;/BCK 的认证人员（包括管理人员、检查人员）如曾经对客户提供过认证咨询，在咨询结束后两年内，不被用于针对该客户的审核/检查或其他认证活动；
- BCK does not provide any other product and service that may impair the confidentiality, objectivity or impartiality of its certification process and decisions, and actively manages the identification, elimination and reduction of these risks./BCK 不提供任何其他可能损害其认证过程和决策的保密性、客观性或公正性的产品和服务，并积极管理这些风险的识别、消除和减少。
- All BCK employees, whether internal or external, or members of committees and board are committed to acting impartially, disclosing any potential or existing conflicts of interest, or any situation (commercial, financial, personal or any other relationship) that may pose a risk to impartiality./所有 BCK 员工，无论是内部还是外部，或委员会的成员、董事会成员都致力于公正行事，披露任何潜在的或现有的利益冲突，或任何可能对公正构成风险的情况(商业、财务、个人或任何其他关系)。
- All BCK employees in any occasion will not accept gifts from certification organizations, including gifts, gifts, securities, jewelry, etc;/ BCK 所有工作人员在任何场合均不收受认证组织的馈赠，包括礼金、礼品、有价证券、珠宝首饰等；
- BCK auditors shall not participate in the banquets and entertainment arranged by the organization when performing their inspection tasks./BCK 检查人员在执行检查任务时，不参加受检查方安排的宴请和娱乐活动。

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Note: BCK may decline application for certification in case of justified reasons, such as customer involvement in illegal activities, or past repeated non-compliance with certification requirements and/or product requirements./注:如有正当理由, 如客户参与非法活动, 或过去多次违反认证要求和/或产品要, BCK 可拒绝认证申请。

4.1.3 Management of Confidential Information/保密信息的管理

Through the legally binding contractual agreement, BCK is responsible for the confidential management of all information obtained or generated during the certification process. All information will be treated as confidential with the following exceptions:/通过具有法律约束力的合同协议, BCK 负责对认证过程中获得或产生的所有信息进行保密管理。所有信息将被视为机密, 但以下情况除外:

- Information disclosed by the customer itself or as agreed between BCK and the customer, if in response to a complaint./客户自身或 BCK 与客户达成协议, 因投诉而披露的信息。
- When BCK is required to make publicly available information that maybe considered as confidential information, BCK will notify the client in advance./当 BCK 被要求公开可能被视为机密信息的信息时, BCK 将提前通知客户。
- When BCK is required to disclose some information based on legal requirements. BCK will notify the customer or individual concerned of the information provided, unless restricted by law./当 BCK 根据法律要求需要披露某些信息时。除非法律另有规定, 否则 BCK 会将所提供的资料通知有关客户或个人。

Information about customers obtained from sources other than customers (such as complainants, regulatory authorities) shall be treated as confidential information./从客户以外的来源(如投诉者、监管机构)获得的客户信息应被视为机密信息。

Files presented to any relevant BCK committees are prepared in such a way that no details are included that may identify the client or the products in question and all sensitive information is removed./提交给 BCK 任何相关委员会的文件均不包括可能识别客户或相关产品的细节, 并删除所有敏感信息。

4.1.4 Disclosure of public information/公开信息的披露

BCK (through a public file, website, or other means) provides the following information upon request by relevant stakeholder: /BCK(通过公开文件、网站或其他方式)应相关利益相关者的要求提供以下信息:

- a) BCK is committed to making information publicly available regarding its management structure, certification procedures, appeals and complaints procedures. /BCK 致力于将其管理结构、认证程序、申诉和投诉程序等信息公开。
- b) Information about (or relating to) certification programme, including evaluation procedures, rules and procedures for approving, maintaining, extending or reducing the scope of certification, suspending, withdrawing or refusing certification; /有关(或与)认证计划有关的

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资料，包括批准、维持、扩大或缩小认证范围、暂停、撤销或拒绝认证的评估程序、规则和程序；

c) Description of BCK general information on fees charged to applicants and clients;/ BCK 对申请人和客户收取的费用的一般资料说明；

d) Description of the rights and obligations of the applicant and the client, including requirements, constraints or restrictions on the use of the BCK name and certification mark and the manner in which the certification conclusion is referred;/申请人和客户的权利和义务的描述，包括对使用 BCK 名称和认证标志的要求、约束或限制，以及提交认证结论的方式；

e) Information on complaints and appeal procedures./有关投诉及申诉程序的资料。

f) BCK will inform organization about any change or update to the relevant certification standard or procedure./有关认证标准或程序的任何变更或更新，BCK 都会通知相关组织。

g) No information related to a specific product or supplier shall be provided to any organization without the written consent from the relevant supplier./未经相关供应商的书面同意，不得向任何组织供与特定产品或供应商相关的信息。

4.1.5 Derogation to certification requirements/认证要求的减损

BCK will not grant any derogation against any certification requirements. In case when a specific situation may warrant an exception or derogation, BCK will refer the case back to the relevant scheme owner./ BCK 不会对任何认证要求给予任何减损。如有特殊况需要例外或减损，BCK 会将个案转介有关的标准制定者。

5. Certification process/认证流程

5.1 General/总则

The BCK certification process presented below applies to the GOTS scope 1, scope 2, scope 3/ 以下介绍的 BCK 认证过程适用于 GOTS 范围 1、范围 2、范围 3。

BCK certification services for textile are based on an annual cycle with annual surveillance audits taking place at least every 12 months from the date of the first certificate issued./ BCK 纺织品认证服务以年度为周期，自首次颁发证书之日起，每 12 个月至少进行一次年度监督审核。

The certification process includes the following steps that are detailed in this document:/认证过程包括以下步骤，详见本文件：

- Application by BCK client/BCK 客户提交申请
- Application review and approval or rejection by BCK/申请评审，由 BCK 批准或拒绝
- Formalization of contractual agreement between BCK and the client/BCK 和客户之间签署正式化合同协议
- Initial certification audit with document review and onsite audit/首次认证审核，包括文件评审和现场审核。
- Certification recommendation by BCK audit team following completion of document review

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and onsite audit/完成文件审核和现场审核后，由 BCK 审核组提出认证建议

- BCK internal technical review to ensure conformity with relevant certification requirements/ BCK 内部技术评审，确保符合相关认证要求
- BCK certification decision/ BCK 认证决定
- Annual surveillance audit to ensure that conformity is maintained/年度监督审核以确保符合性保持
- Client maybe required to address any nonconformity that may have been identified during any of BCK document review and/or onsite audit/客户可能需要解决 BCK 文件评审和/或现场审核中发现的任何不符合项
- GOST scope certificates shall be valid for a maximum of one year from the date of issue. /GOTS 范围证书的有效期限从签发之日起最长为一年。

Please note that during the certification cycle, a company may decide to change certification body. In such situation specific requirements have to be followed as indicated in this certification procedure./ 请注意，在认证周期中，公司可能会决定更换认证机构。在这种情况下，必须遵循本认证程序中所述的具体要求。

5.1.1 Scope of Certification / 认证对象

This certification scheme applies to the production, processing, and trading activities of products containing organic ingredients. Specific certification scopes include: /本认证规则适用于含有有机成分的产品的生产、加工和贸易活动。具体认证对象包括：

- GOTS (Global Organic Textile Standard) certification scope: Applies to the processing, manufacturing, packaging, labeling, trading, and distribution of textiles containing not less than 70% certified organic natural fibers. Final products may include, but are not limited to, fibers, yarns, fabrics, garments, textile (worn or carried) accessories, textile toys, home textiles, mattress bedding, personal care textiles, and textiles in contact with food. /GOTS (Global Organic Textile Standard) 认证对象：适用于所有有机天然认证纤维成分含量不低于 70% 的纺织品的加工、制造、包装、标识、贸易和分销活动。终产品可包括但不限于纤维、纱线、面料、服装、纺织类（携带或穿戴）饰品、纺织玩具、家用纺织品、床垫寝具、纺织类个人护理用品以及食品接触纺织品。

Note: The compliance of all raw materials must be verified through valid upstream documentation, such as Transaction Certificates (TC).

：所有原材料的合规性须通过上游交易证书（TC）等有效文件追溯验证。

5.1.2 Certification Characteristics / 认证特性

The main certification characteristics include: /认证特性主要包括：

- Supply chain traceability: Ensuring full-process information traceability from raw materials to finished products, with quantities verifiable and reconcilable./供应链可追溯性：确保从原材料到成品的全过程信息可追溯、数量可核对。

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- Production process compliance: Evaluating the effectiveness of production management measures such as contamination prevention and isolation, material labeling, and record control. /生产过程合规性：评估防污染隔离、物料标识、记录控制等生产管理措施的有效性。
- Social responsibility and environmental compliance: Verifying that the organization complies with social accountability criteria, including prohibition of child labor and forced labor, and protection of worker health and safety; verifying management of chemical usage, wastewater treatment, and emission controls. /社会责任与环境合规性：验证企业遵守社会责任准则，包括禁止童工、强迫劳动，保障工人健康安全等；验证企业对化学品使用、废水处理、排放控制等进行管理。
- Labeling and claim authenticity: Confirming that claims and labels in product and promotional materials are truthful, accurate, and in compliance with standard requirements. /标签与声明真实性：确认产品标识、宣传材料中的环保声明真实、准确、符合标准规定。

5.1.3 Certification Model / 认证模式

The certification model consists of on-site audit and post-certification surveillance./认证模式：现场审核 + 获证后监督。

5.2 Certification application/认证申请

BCK will require receiving the application form filled in with all the relevant information and signed by the legal representative or authorized representative of the applicant organization. The following document will need to be submitted:/ BCK 将要求收到填妥所有相关资料并由申请人机构法人代表或授权代表人签署的申请表。申请人须提交以下文件：

- The relevant BCK Certification application form/有关的 BCK 认证申请表格

When receiving an application from a potential client, BCK will check that the information provided is complete and if it is the case will send to all applicants the following information:/当收到潜在客户的申请时，BCK 将检查所提供的信息是否完整，如果是这样，BCK 将向所有申请人发送以下信息：

- The commercial proposal and contractual agreement to signed by the legal representative of the applicant organization. By signing the contractual agreement, the applicant organization agrees to BCK terms and conditions and to ensure conformity with all relevant certification requirements./由申请组织的法定代表签署的商业计划书及合约协议。申请机构签署合约协议，即表示同意 BCK 的条款和条件，并确保符合所有相关的认证要求，
- The latest valid version of the relevant standard./有关标准的最新有效版本
- The BCK procedure GOTS Product Certification, including relevant labeling guides and rules, /BCK GOTS 产品认证程序，包括相关标签指南和规则，
- The audit plan will be sent at least 1 days prior to the first day of the onsite audit. BCK audit plan includes the list of all BCK audit team members to be involved in the initial document

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review and certification audit. The applicant organization can object to any audit team member in case of verified and confirmed conflict of interest /审核计划将在现场审核的第一天前至少 1 天发送。BCK 审核计划包括所有参与初始文件审核和认证审核的 BCK 审核组成员。如果证实有利益冲突，申请组织可以反对任何 BCK 列出的审核组成员。

Please note that any application may be rejected by BCK in the following cases:/请注意，在下列情况下，BCK 可能会拒绝任何申请：

- Certification ban from the GOTS organization,/ GOTS 组织的认证黑名单
- A conflict of interest that could have a potential or perceived impact on BCK certification decision,/可能对 BCK 认证决定产生潜在或感知影响的利益冲突，
- A lack of BCK qualified personal,/BCK 缺乏有资质的人员
- Any other reason or force majeure that makes appropriate certification assessment in compliance with BCK procedures impossible./其他原因或不可抗力导致无法按照 BCK 程序进行适当的认证评估。

5.3 Application review/申请评审

BCK will perform a application review which will be carried out through a review of the documented system and records specific to the activities of the applicant organization with regards to GOTS Product. / BCK 将通过申请组织在 GOTS 产品认证方面的活动的文件体系和记录的审查进行申请评审。

Documented procedures and records requested will be related to the relevant certification standard./要求形成文件的程序和记录应与相关的认证标准相关。

Following the application review, BCK will prepare and will send the applicant organization an audit plan as indicated in section 5.2./在申请评审之后，BCK 将按照 5.2 节中的规定准备一份审核计划并将其发送给申请组织。

BCK lead auditor in charge of coordinating and performing audit activities will contact the applicant organization to request access to all relevant information to perform the initial document review and prepare for the onsite audit. /负责协调和执行审核工作的 BCK 首席审核员将与申请组织联系，要求获得所有相关信息，以便为现场审核做准备。

The application review is part of the initial certification audit and any results from this initial review process is included in BCK final audit report that is produced at the end of the certification audit process, covering both the document review and onsite audit. /申请评审是初认证审核的一部分，初始审核的任何结果都包含在最终审核报告中，并在认证审核结束时生成，包括文件审核和现场审核。

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5.4 Onsite audit/现场审核

BCK conducts onsite audits to ensure conformity of the applicant organization procedures, processes and products with the requirements of the relevant certification standard. /BCK 进行现场审核，以确保申请人组织的程序、过程和产品符合相关认证标准的要求。

5.4.1 Initial Factory Audit Duration/ 初始工厂检查时长:

5.4.1.1 GOTS audit duration/GOTS 审核时长

The following time (sum of a. and b.) shall be spent on-site to conduct each GOTS audit. This does not include auditor travel or reporting time and is specified per site./以下时间(a 和 b 的总和)应用于每次现场进行 GOTS 审核。这并不包括审核员的旅行或报告时间，并且是具体到每个场所的。

a. A set time per site, based on the type of operation:/根据操作类型，每个场所计算审核时间:

Type of Operation/操作类型	Audit Duration (hour)/审核时长 (小时)		
Trader and Distributor/贸易商和经销商	2		
Warehouse/仓储	2		
Mechanical process/机械加工	1 mechanical process/1 个机械加工	2-3 mechanical processes/2-3 个机械加工	> = 4 mechanical processes/大于等于 4 个机械加工
	3	4	6
Wet process/湿加工	1 wet process/1 个湿加工	2-3 wet processes/2-3 个湿加工	> = 4 wet processes/大于等于 4 个湿加工
	4	6	8

b. A time for worker interviews related to GOTS Social Criteria based on the following table./ 根据以下表格，与 GOTS 社会标准相关的工人面谈时间。

Number of Workers/工人数	Audit Duration (hour)/审核时长 (小时)
1-100	2
101-500	5
501-1000	7
1001-2000	11
≥2001	12

5.4.1.2 Joint audit/联合审核

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If GRS and GOTS of a site are audited jointly, only one social criteria audit time can be calculated, and the longest duration of the two is taken as the duration of the worker interview of this site/如果一个场所的 GRS 和 GOTS 联合审核，可只计算一次社会责任审核时间，取两者中最长时间作为该场所社会责任员工审访谈时长。

The audit duration of facilities and subcontractors: the audit duration shall be calculated according to the above provisions according to the activity type and standard ./分包商审核时长:根据活动类型和标准认证如上。

5.4.1.3 Additional audit duration 审核时长增加

For such processes as Trading, warehousing and buying house, according to the actual situation of the enterprise, 1 h can be added for the auditors to flexibly use on he basis of the above audit time./对于贸易、分销和购方工序，根据企业实际情况，可在以上审核时长基础上增加 1 小时，供审核员灵活支配。

For mechanical and wet processes, according to the actual situation of the organization, 2 h can be added for the auditors to flexibly use o the basis of the above audit time./对于机械和湿加工工序，根据企业实际情况，可在以上审核时长基础上增加 2 小时，供审核员灵活支配。

5.4.2 Onsite audit/现场审核

BCK onsite audits include the following steps:/BCK 现场审核包括以下步骤:

- An opening meeting to be performed by BCK lead auditor in compliance with BCK auditing best practices, /由 BCK 审核组长按照 BCK 审核最佳实践进行开幕会议，
- A review of previous outstanding non-conformities whenever relevant, /对以前的重大不符合项进行评审，
- A review of the organization documented procedures and records as required to complement the initial document review, /必要时对组织形成文件的程序和记录进行审查，以补充最初的文件审查；
- An onsite audit of all the relevant production facilities as well as storage areas including the storage of chemicals, /对所有有关的生产设施和储存区域(包括化学品的储存区域)进行现场审核；
- Interviews of a representative sample of relevant personnel, both on the production site or in the office. Please note that BCK audit team will require to perform all interviews in confidence without the presence of any representative of the organization's management, /在生产现场或在办公室与具有代表性的有关人员面谈。请注意，BCK 审核组将要求在没有任何组织管理代表在场的情况下进行所有面谈，
- A closing meeting during which BCK lead auditors presents a summary of the audit process and the audit results with any nonconformity identified during the audit. BCK lead auditor will also explain to the applicant organization the next steps in the certification process based on the results of the audit./ BCK 审核组长在末次会议上对审核过程和审核结果进行总结，并对审核过程中发现的任何不符合项进行总结。BCK 主审核员还将根据审核结果向申请组织解释认证过程中的下一步骤。

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For onsite audits, the applicant organization shall provide BCK audit team with safe access to its facilities and in particular shall ensure that BCK audit team is fully informed about any potential H&S hazard within the production area and shall be provided with the relevant required PPE./对于现场审核，申请组织应为 BCK 审核组提供进入其设施的安全通道，尤其应确保 BCK 审核组充分了解生产区域内的任何潜在的健康安全危害，并提供相关所需的个人防护装备。

5.5 Management of Audit Findings/审核发现的管理

BCK audit teams may issue non-conformities during BCK certification audits. Each nonconformity identify requires appropriate corrective action(s) to resolve the nonconformity identified within a specific timeframe./BCK 审核组在认证审核时期间会发布不符合项，每一项不符合都需要在特定的时间范围内采取适当的纠正措施来解决所辨别出的不符合。

BCK classifies non-conformities as follow, to reflect the level of nonconformity identified during the audit: /BCK 将不符合分为以下几类，以反映审核过程中发现的不符合程度:

- Minor nonconformity: When the nonconformity identified is a single occurrence, is limited in scope and does not impact the characteristics of the product to be certified. The applicant organization can still be recommended for certification if a maximum of 10 Minor non-conformities have been detected during BCK audit. When a minor nonconformity is detected during a renewal audit, the certified organization has a maximum of 60 days to implement appropriate corrective action(s) to address the root cause of the nonconformity and ensure conformity with the relevant standard requirement. Non-conformity is upgraded to become a major non-conformity with a timeline 30 days from the original deadline.
- 轻微不符合：所识别的不符合仅为一次发生，范围有限，且不影响待认证产品的特性。如果在 BCK 审核过程中，当在审核过程中中发现轻微不符合时，认证组织从末次会议起有最长 60 天的时间来实施适当的纠正措施，以解决不符合的根本原因，并确保符合相关的标准要求。在原截止日期起 30 天的时间期限内，不符合项升级为重大不符合项。
- Major nonconformity: When the nonconformity identified has multiple occurrences, is systematic and may have an impact on the product to be certified, even if no impact was detected during the BCK audit. The applicant organization cannot be recommended for certification if any major nonconformity is outstanding as all major non-conformities need to be closed. When a major nonconformity is detected during a renewal audit, the certified organization has a maximum of 30 days to implement appropriate corrective action(s) to address the root cause of the nonconformity and ensure conformity with the relevant standard requirement. For GOTS, In case of major non-conformities, scope certificate shall be withheld or suspended until the implementation of corrective actions can be demonstrated.
- 重大不符合：当发现的不符合有多次发生，是系统性的，可能对认证产品产生影响，即使在 BCK 审核中没有发现影响。如果任何重大不符合项是突出的，则不能推荐申请组织进行认证，因为所有重大不符合项都需要关闭。当在复审核中发现重大不符合时，

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认证组织有最长 30 天的时间来实施适当的纠正措施，以解决不符合的根本原因，并确保符合相关的标准要求。对于 GOTS 标准，如有重大不符合项，应暂扣或暂停范围证书直至实施纠正措施的实施得到证明。

- Critical nonconformity: When the nonconformity identified has multiple occurrences, is systematic and has a direct impact on the product to be certified, and this impact was detected during the BCK audit. The applicant organization cannot be recommended for certification if any critical nonconformity is outstanding as all critical non-conformities need to be closed. When a critical non-conformity is identified for a certified organization, BCK shall suspend the scope certificate immediately. In all cases, the suspension shall be enacted within a maximum of five business days from the day the critical non-conformity was identified, even if the entire audit has not yet been completed.
- 关键不符合项:当所识别的不符合项有多次发生，是系统性的，并对待认证产品有直接影响，且该影响在 BCK 审核中被发现时。如果任何关键不符合项是突出的，则不能推荐申请组织进行认证，因为所有关键不符合项都需要关闭。当认证组织发现重大不符合项时，BCK 将立即暂停其范围证书。在所有情况下，即使整个审核尚未完成，暂停时间不得超过发现关键不符合项之日起的五个工作日。

If the organization does not provide BCK with appropriate evidence to demonstrate that the root cause of the nonconformity(ies) has been assessed and that appropriate corrective action has been implemented within the specified time frame, then BCK may take any of the following measures:/如果组织未能向 BCK 提供适当的证据，证明不符合的根本原因已得到评估，适当的纠正措施已在规定的时间内得到实施，则 BCK 可采取下列措施之一：

- Specify new conditions for the organization to remain certified, such as additional unannounced surveillance or follow-up audits as required./规定组织保持认证的新条件，如额外不通知的监督或必要的后续审核。
- Reduction of the scope of certification./缩减认证范围
- Suspension of the organization's certificate for a period not extending beyond 6 months. /暂停该机构的证书为期不超过 6 个月。
- Termination of the organization's certificate./终止该组织的证书

5.6 Review and Certification Decision Making Process/复核和认证决定的

过程

BCK review and certification decision is taken by a qualified BCK personnel who is qualified and has not taken part in any of the certification activities. To make an appropriate certification decision, BCK certifier will review the following documentation: /BCK 复核和认证决定由合格的 BCK 人员做出，但该人员没有参加任何认证活动。为了做出适当的认证决定，BCK 认证机构将审查以下文件：

- BCK audit report./BCK 审核报告
- The non-conformities that have been identified and reported during BCK audit. /BCK 审核

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期间发现并报告的不符合项。

- The corrective action plan and corrective actions implemented to close all relevant non-conformities./ 纠正措施计划和为关闭所有相关不符合项而实施的纠正措施。

BCK ensures that a certification decision is taken within a defined timeframe after the audit closing meeting. Specifically, for audits conducted under the GOTS, the certification decision will be made within two calendar months following the closing meeting of the audit. The applicant organization will only be informed of a positive certification decision, when: /BCK 确保在审核末次会议后的规定时间内做出认证决定。具体而言，对于按照 GOTS 进行的审核，认证决定将在审核末次会议后的两个日历月内作出。只有在下列情况下，申请机构才会被告知认证结果是积极的：

- All relevant certification fees have been paid by the applicant organization, and 所有相关的认证费用已由申请组织支付;及
- All relevant certification requirements have been fulfilled, and/所有相关认证要求均已满足，并且
- A positive certification decision has been taken by the relevant BCK qualified personnel. /相关的 BCK 资质人员作出了积极的认证决定。

Once a positive certification decision has been taken, BCK will issue to the applicant organization a scope certificate that includes the following information: /一旦做出积极的认证决定，BCK 将向申请机构颁发证书，其中包括以下信息：

- The name and address of BCK/BCK 的名称和地址
- The name and address of applicant organization/申请组织的名称和地址
- The scope of the certificate, including list of sites in case of multi-site certification, and list of certified products within the scope of the certificate/证书范围，包括多批次认证的场所清单，以及证书范围内的认证产品清单
- The standard used for the certification audit/认证审核所用的标准
- The date of issue/证书签发日
- The end date the certificate/证书到期日
- Signature of authorized person of BCK /BCK 授权人的签名
- Statement that BCK may withdraw this certificate before it expires if the declared conformity is no longer guaranteed. /声明如果声明的符合性不再得到保证，BCK 可以在证书到期前撤回证书。

After the scope certificate is issued with the list of certified products, the organization is required to ensure that certified products remain in full compliance with all the requirements of the relevant standard, shall allow for surveillance audits to be performed as required, and shall ensure timely payment of all relevant certification and surveillance audit fees./带有认证产品列表的证书签发后，认证组织应确保认证产品仍然完全符合所有相关标准的要求，允许监督审核应按要求执行，并确保及时支付所有相关认证和监督审核费用。

Scope certificates shall be valid for a maximum of one year from the date of issue./范围证书自签

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发之日起，有效期最长不超过一年。

5.7 Surveillance after Certification/获证后监督检查

BCK shall perform annual surveillance to ensure continuous conformity with the relevant certification requirements. Surveillance can be unannounced onsite audit and Checks on the implementation of remedial action. The audit duration shall be in accordance with the provisions of 5.4.1./ BCK 应进行年度监督审核，以确保持续符合相关认证要求。监督审核可以是不通知的现场审核和检查纠正措施的实施。审核时长参照 5.4.1 规定。

The surveillance activities are planned and carried out in the manner stated in the relevant Standard Documents./监督活动是按照有关标准文件所述的方式计划和执行的。

The surveillance plan, and in particular the production sites subject to auditing, is based on the risk assessment of processes and of the information collected as part of the initial auditing activity, and on the basis of the information contained in the Textile System Plan and/or its annual updates. BCK arranges surveillance visits to be carried out on an annual basis. Based on all this information, BCK forwards to the Organization the annual offer for surveillance activities, which must be signed for acceptance by the Organization and returned to BCK./监督计划，特别是要审核的生产地点，是基于对过程的风险评估和作为初始审核活动的一部分收集的信息，以及纺织系统计划和/或其年度更新中包含的信息。BCK 每年都会安排监督活动。在所有这些信息的基础上，BCK 向组织提交监督活动的年度报价，该报价必须由组织签字接受并返回 BCK。

Prior to performing a surveillance audit, BCK shall send to the certified organization an audit agenda 1 days prior to the opening meeting of the audit. For unannounced audits, BCK is not required to send an audit agenda in advance of the audit./在执行监督审核前，BCK 应于首次会议召开 1 日前，向被认证组织发送审核议程。对于不通知的审核，BCK 不需要在审核前发送审核议程。

Unannounced surveillance audits may be required in the following situations: /在下列情况下，可能需要进行不通知的监督审核：

- Evidence of misleading claims by the certified organization, including misuse of the certificate./认证组织有误导性声明的证据，包括误用证书。
- Justified and documented complaint(s)/合理的和文件化的投诉。
- In case of fraud, such as after a suspension decision there is evidence that the organization is still trading certified products./如有欺诈行为，例如在被暂停交易后，有证据表明该组织仍在交易认证产品。
- In case of court case that may indicate that the organization has not fully complied with all relevant certification requirements. /如在诉讼案件中发现该机构没有完全遵守所有有关的认证规定。
- At the request of the scheme owner. /应标准制定方的要求

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BCK surveillance audits are normally performed through document review and an onsite audit. / BCK 监督审核通常通过文件审查和现场审核进行。

BCK Remote audits will include the following activities: /BCK 远程审核将包括以下活动:

- Opening meeting/首次会议
- Documents and records review,/文件和记录审核
- Review of any outstanding nonconformity with the corrective action plan and corrective action implemented,/评审任何突出的不符合项, 以及相关的纠正措施计划和已实施的纠正措施,
- Review of list of certified products and related records, /审核认证产品清单及相关记录;
- List of suppliers and raw material records whenever relevant,/供应商清单及相关原材料记录;
- Onsite audit of production area(s) including storage area(s)/生产区域(包括仓库)的现场审核
- List of buyers and sales records whenever relevant, /买家清单及相关销售记录,
- Traceability exercise,/追溯
- Review of communication material including organization's website,/审核宣传资料, 包括组织网站,
- Remote interview(s) of selected relevant organization's personnel./对选定的有关组织的的人员进行远程访谈。
- losing meeting with presentation of audit findings/召开审核结果的末次会议

5.8 Renewal audit/复审

Audits shall be conducted annually for each certified organization. Renewal audits should be completed no later than 60 days prior to the expiry of a scope certificate. Renewal audits are announced audits that follow the same process flow as an initial certification audit. The audit duration shall be in accordance with the provisions of 5.4.1./对每个认证组织应每年进行一次审核。复审核应不迟于范围证书到期前 60 天完成。更新审核是按照与初始认证审核相同的流程进行的通知审核。审核时长参照 5.4.1 规定。

Renewal audits shall be performed through document review and an onsite audit, unless any particular exception granted by the scheme owner./复审应通过文件审查和现场审核进行, 除非标准制定方批准任何特殊的例外情况。

BCK will need to make a new certification decision after each renewal audit. If major or critical non-conformities are detected during a renewal audit, BCK may take a negative certification decision and the organization's certificate may not be renewed until full conformity with the relevant requirements have been demonstrated./ BCK 需要在每次复审后做出新的认证决定。如

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果在复审中发现重大或关键的不符合，BCK 可以采取否定认证决定，直到证明完全符合相关要求，组织的证书才可以更新。

In exceptional circumstances, BCK may decide to make a positive certification decision under specific conditions such as:/在特殊情况下，BCK 可以在以下特殊情况下做出积极的认证决定

- A new audit to be performed within a specified time frame./在指定时间内进行新的审核，
- A revised deadline for a non-conformity so that adequate implementation of the corrective action(s) can be verified./修订不符合项的截止日期，以便验证纠正措施的适当实施
- Conditions shall always have a clear time frame and if not complied with may lead to the termination of the certificate./条件应始终有明确的时限，如不遵守，可导致证书的终止。

5.9 Certification Certificate / 认证证书

5.9.1 Validity Period of Certification Certificate/认证证书有效期

The validity period of a certification certificate under GOTS is one year./ GOTS 认证证书的有效期为一年。

The continued effectiveness of the certificate during its validity period is contingent upon the certificate holder successfully passing BCK's post-certification surveillance audits, which may include unannounced audits base on risk assessment./有效期内，认证证书的有效性依赖于证书持有者通过 BCK 的获证后监督审核，监督方式可包括不通知审核，具体依据风险评估确定。

5.9.2 Content of Certification Certificate/认证证书内容

The certification certificate shall include, at a minimum, the following information:/认证证书内容至少应包含以下信息：

- Name and address of the certificate holder (organization, producer, manufacturer);/证书持有者（组织、生产者、制造商）名称及地址；
- Scope of certification: clearly defining the activities (e.g., spinning, weaving, dyeing, finishing, trading), locations (site addresses), product types, and applicable materials (e.g., recycled polyester, organic cotton);/ 认证范围：明确界定活动（如纺纱、织造、染整、贸易）、场所（地址）、产品类型及适用材料（如再生聚酯、有机棉）；
- Applicable standard and version (e.g., GOTS v7.0);/适用标准及版本（如 GOTS v7.0）；
- Certification model: onsite audit + post-certification surveillance;/认证模式：现场审核 + 获证后监督
- Date of issue and expiry date;/发证日期和有效期；
- Certificate number (unique and traceable);/ 证书编号（唯一可追溯）；
- Name, logo, and accreditation information of BCK;/ BCK 名称、标志及认可信息；
- Legal Representative of BCK./ BCK 法人代表签名。

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5.9.3 Scope extension or reduction/扩大或缩小范围

A certified organization may require for its certificate scope to be extended at any stage during the one year of the certification cycle. Scope can be extended can correspond to new sites or new products. A formal written request for scope extension shall be sent to BCK before any related claim can be made./认证组织可在 1 年的认证周期内的任何阶段要求扩大其认证范围。范围可扩大，可对应新场所或新产品。组织在提出任何相关声明之前，应向 BCK 发出正式的扩大范围的书面请求。

Scope extension requires a document review and onsite audit to take place and a formal decision making process shall be followed as per BCK procedures./扩大范围需要进行文件审查和现场审核，并按照 BCK 程序进行正式的认证决定流程。

Scope extension can be granted or rejected based on the outcome of the BCK audit./可根据 BCK 审核结果批准或拒绝扩大范围。

Scope reduction may also be decided by BCK in the following situations:/有下列情形之一的，BCK 也可以决定缩小范围：

- Nonconformity not addressed by the organization which may not be sufficient to lead to a total suspension or withdrawal of the certificate,/ 组织未处理不符合，但可能不足以导致证书的全部暂停或撤销，
- At the request of the organization that does not wish to carry on using the certificate for one or more certified product(s)./应认证组织的要求，对证书上的一种或多种认证产品不继续使用。

In such case, BCK will remove the product from the scope of the certificate and a new certification will be issued./在这种情况下，BCK 将从证书的范围中删除该产品，并颁发新的证书。

5.9.4 Certification suspension/认证暂停

BCK may suspend a certificate in the following circumstances:/有下列情形之一，BCK 可以暂停证书：

- Critical non-conformities have been found during the audit or major non-conformities were not adequately addressed within the required time frame,/在审核中发现关键不符合项，或者重大不符合项没有在规定的时间内解决。
- Significant changes to the organization's processes that may have an impact on the product's compliance with relevant standard requirements and that have not been communicated to BCK,/ 组织的工序有重大变化，可能会影响产品符合相关标准要求的，且未告知 BCK。
- Not allowing BCK audit team to perform an unannounced audit,/不允许 BCK 审核组进行通知和或不通知的审核；
- Fraud, wrong claims or misuse of the certificate,/欺诈、错误索赔或滥用证书，
- Failure to pay relevant certification fees./未支付相关认证费用。

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BCK will notify in writing the organization of the decision to suspend a certificate, specifying the reasons for the suspension and the condition(s) for the suspension to be lifted./ BCK 将会以书面通知组织暂停证书的决定，说明暂停证书的原因和取消暂停证书的条件。

Suspension should have a maximum period of 6 months. If a suspension cannot be lifted within a maximum of 6 months, then BCK shall terminate the certificate./暂停使用的最长期限为 6 个月。因不符合暂停条件而不能在 6 个月内解除的，则 BCK 终止证书。

5.9.5 Certification termination/认证终止

BCK may terminate a certificate in the following circumstances:/有下列情形之一者，BCK 得终止证书：

- Failure to lift suspension within the specified time frame,/未能在指定的时间内解除暂停，
- Serious and repeated or systematic fraud, wrong claim or misuse of the certificate,/多次或有系统地进行严重欺诈、错误申领或误用证书，
- In case of bankruptcy or if the organization closes its business./如果组织破产或关闭业务
- If the legal representative of the certified organization makes a formal request for the certificate to be terminated./认证组织的法定代表人正式要求终止该证书。

BCK will notify in writing the organization of the decision to terminate a certificate, specifying the reasons for the suspension. BCK certification certificate shall be returned by the organization to BCK within 15 days of the date of the written notification./ BCK 将书面通知组织机构终止证书的决定，并说明中止证书的原因。组织应在书面通知之日起 15 日内将 BCK 认证证书退还给 BCK。

For termination that is due to serious and repeated or systematic fraud, wrong claim or misuse of the certificate, the organization will not be allowed to re-apply to BCK for certification services for a period of 3 years from the date of BCK decision to terminate the certificate./因严重的重复的或系统性欺诈、错误声明或滥用证书而终止的，自 BCK 决定终止证书之日起 3 年内，不得再向 BCK 申请认证服务。

For GOTS, in case reasons for denial or withdrawal of certification include fraudulent activities BCK shall promptly notify Global Standard gGmbH who will circulate among all approved Certification Bodies details of such operators. Certification Bodies must not offer certification to those operators within a period specified by Global Standard gGmbH./对于 GOTS 标准，如果拒绝或撤销的理由包括欺诈行为，BCK 应立即通知全球有机纺织品标准组织，后者将向所有批准的认证机构通报此操作者的详细情况。在全球有机纺织品标准组织规定的期限内，认证机构不得向此类操作者提供认证

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5.10 Certification Mark/认证标志

5.10.1 Trademark Ownership and Usage Requirements/ 认证标志归属与使用要求

5.10.1.1 BCK Mark/BCK 标志

The BCK logo shall be used on the certificate. The style of the mark is as shown in the following figure:/ 证书上使用 BCK 的标志，标志样式如下图：



5.10.1.2 Standard Logo/标准标志

The Standard Logos used under this scheme are intellectual property of the respective standard owners (eg., GOTS), not of BCK./ 本认证所使用的认证标志归属各标准方（如 GOTS），不属于 BCK 所有。



GOTS Logo/GOTS 标志

5.10.2 Pre-Use Review Requirement 使用前审核要求

Before first use of the certification mark on product labels, packaging, promotional materials, e-commerce platforms, or social media, the certificate holder shall submit a complete usage proposal to BCK, including:/获证组织在首次将认证标志用于产品标签、包装、宣传材料、电商平台或社交媒体前，须向 BCK 提交完整的使用方案，包括：

- Location and format of mark use (e.g., hangtag, care label, outer packaging, webpage screenshot, etc.);/标志使用位置与形式（如吊牌、洗标、外包装、网页截图等）；
- Label design drafts or visual mockups;/标签设计稿或视觉效果图；
- Product name, composition;/产品名称、成分信息；
- Labeling statements./标签内容。

BCK shall conduct compliance verification based on the official Labeling Guidelines. Any use without BCK's written confirmation is prohibited./ BCK 将依据官方标签使用指南进行合规性核查。未经 BCK 书面确认的标志使用，不得实施。

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5.10.3 Prohibited Uses 禁止行为

The following uses are strictly prohibited:/以下行为严格禁止:

- Modifying, distorting, redrawing, recoloring, or splitting the certification mark in any way;/对认证标志进行任何形式的修改、变形、重绘、换色或拆分使用;
- Using the mark on products, materials, or processes not included in the certified scope;/在未纳入认证范围的产品、材料或加工环节上使用认证标志;
- Continuing to use the certification mark after suspension, withdrawal, or cancellation of certification;/认证被暂停、撤销或注销后继续使用认证标志;
- Using the mark to imply additional endorsement by BCK regarding product performance, quality, or environmental claims./将认证标志用于暗示 BCK 对产品性能、质量或环保属性的额外背书。

5.10.4 Supervision and Compliance Verification 监督与合规检查

BCK shall verify the actual use of certification marks during surveillance audits, including but not limited to:/ BCK 将在监督审核中对认证标志的实际使用情况进行现场核查, 包括但不限于:

- Consistency between physical product labels and approved designs;/产品实物标签与备案设计的一致性;
- Digital use on e-commerce platforms, websites, and brochures;/电商平台、官网、宣传册中的数字使用情况;
- Whether the use exceeds the certified scope or misleads consumers;/标志使用是否超出认证范围或误导消费者;
- If misuse is found, BCK shall require corrective actions within a specified time frame. Serious or repeated non-compliance may lead to suspension or withdrawal of certification./发现标志误用, BCK 将要求限期整改。情节严重或拒不改正的, 将作为暂停或撤销认证的依据。

5.11 Changes to certification requirements/认证要求的变更

BCK shall inform all its clients for GOTS certification services of any change to the standard requirements./BCK 将及时告知其客户关于 GOTS 产品认证服务的标准变更。

6. Complaints and Appeals/投诉和申诉

6.1 General/总则

BCK operates and delivers certification services to the highest professional standards. However, in specific circumstances, you may wish to raise a formal complaint against some of the services delivered by BCK or appeal a specific certification decision./ BCK 以最高的专业标准运作和提供认证服务。然而, 在特殊情况下, 您可能希望对 BCK 提供的某些服务提出正式投诉, 或对特定的认证决定提出申诉。

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In order to offer fair and impartial certification decision services, BCK is implementing formal complaint and appeal procedures that are described in the sections blow./为了提供公平和公正的认证决定服务，BCK 正在实施正式的投诉和申诉程序，这些程序在下面章节中描述。

6.2 Management of Complaint received/管理收到的投诉

BCK shall develop and implement a documented procedure for the management of complaints received from third parties. The procedure must include the following requirements: /BCK 应制定并实施一套文件化程序，用于管理来自第三方的投诉。该程序必须包括以下要求：

- Record any complaint raised from any interested stakeholders,/记录任何有关利益相关者提出的投诉；
- Document and record the results of any investigation performed with respect to the complaint received, /就接获的投诉所进行的任何调查结果，记录在案
- Document and record any action taken to address and resolve the complaint received./记录为处理和解决收到的投诉而采取的任何行动。

6.3 Complaint against BCK/投诉

Any BCK client or any interested party may send a complaint to BCK. A complaint raised to BCK shall comply with the following minimum requirements to be considered by BCK as a formal complaint: /BCK 客户或任何相关方均可向 BCK 投诉。向 BCK 提出的投诉须符合以下最低要求，BCK 方可视为正式投诉：

- Be in writing. BCK will not consider informal complaints that are not provided in written format, /用书面形式。BCK 不会考虑没有以书面形式提供的非正式投诉；
- Shall not be anonymous,/不能匿名；
- Be fully justified with appropriate description of the issue raised and how this is related to the BCK audit, certification process or any other relevant BCK activity./对所提出的问题进行充分合理的描述，并说明其与 BCK 审核、认证过程或其他相关 BCK 活动的关系。

BCK will record all formal and justified complaints received, will review the complaint within 15 working days after reception, and is committed to responding to the complainant(s) within 45 working days. If additional time is required to review, address and/or respond to the complaint, BCK will formally informed the complainant and will propose a new timeline to respond. /BCK 将记录所有收到的正式且合理的投诉，并将在收到投诉后 15 个工作日内对投诉进行审核，并承诺在 45 个工作日内对投诉人做出回应。如果需要额外的时间来审查、处理和/或回应投诉，BCK 将正式通知投诉人，并提出新的回复时间。

BCK will ensure that complaints are not reviewed and addressed by any BCK personnel whom may have a conflict of interest./ BCK 将确保投诉不被任何可能有利益冲突的 BCK 人员审查和处理。

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BCK will record each complaint that has been accepted together with the action taken to resolve the issue and the response that was sent to the complainant./ BCK 将记录已受理的每一个投诉，以及为解决该问题所采取的行动和发送给投诉人的答复。

If the complainant is not satisfied with BCK response, BCK will provide the contact details of the scheme owner so that appropriate follow-up can take place at the level of the scheme owner. /如投诉人对 BCK 的回应不满意，BCK 会提供有关标准制定方的联络资料，以便在标准制定方层面进行适当的跟进。

6.4 Appeal/申诉

BCK will only receive formal appeals from BCK applicant or certified organizations. Appeals have to be specifically related to: /BCK 只接受来自 BCK 申请人或认证组织的正式申诉。申诉必须具体涉及：

- A BCK certification decision,/ BCK 认证决定；
- A decision by BCK to suspend or terminate a certificate,/ BCK 暂停或终止证书的决定；
- A nonconformity raised by BCK audit team during an audit process./ BCK 审核组在审核过程中提出的不符合项。

The auditee or the certified client will appeal to BCK within 30 days after receiving the decision or notice of action. Appeal must: /被审核方或被认证客户将在收到 BCK 的决定或诉讼通知后 30 天内向 BCK 提出申诉。申诉必须：

- Be in writing,/通过书面；
- Be signed or sealed by the complainant/由投诉人签名或盖章；
- Be fully justified, presenting all relevant evidence related to the case,/有充分理由，提出与本案有关的所有证据；
- Be with clear reference to relevant normative reference./明确参考相关的规范

All appeals will be dealt with as per BCK appeal procedure, as follow: 所有申诉将按照 BCK 申诉程序处理，如下：

- Appeal will be reviewed by a qualified BCK personnel who has not been involved in any certification activity related to the organization,/申诉将由一名合格的 BCK 人员进行审查，该人员未参与任何与组织有关的认证活动，
- BCK can reject an appeal if the evidence provided is not sufficient to justify for BCK decision to be reviewed./如果所提供的证据不足以证明对 BCK 的决定进行复审，BCK 可以驳回申诉。
- If the appeal is accepted, the Certification Human Resources Department fills in the “Appeal/Complaint and Dispute Acceptance Record” and reports to BCK's top management and management representatives within 2 working days. The investigation team shall be composed of personnel who have not audited and certified the party involved in the appeal, and the management representative appoints the head of the investigation team to conduct

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an investigation./如申诉获接纳，认证人力资源部在收到申诉材料后，在 2 个工作日内填写《申诉/投诉及争议受理记录》，并向公司最高管理者和管理者代表报告。调查组由未对申诉当事人进行审核和证明的人员组成，由管理者代表任命调查组组长进行调查。

- The investigation team organizes investigation, confirmation, analysis and evidence collection of the appeal: /调查组组织申诉的调查、确认、分析和证据收集:
 - o Both the complainant and the respondent should be required to provide sufficient factual evidence and written materials. /要求申诉方与被申诉方均应提供充分的事实证据和书面材料
 - o The working group shall arrange for the representatives of the party to appeal and the party to response to present their reasons fully./工作组应安排申诉方与被申诉方代表充分陈述理由。
 - o Investigate, confirm, analyze and collect evidence of the reasons and facts of the appeal to determine the validity of the application./对申诉理由和事实进行调查、确认、分析和取证，以确定申请的有效性。
 - o Propose the relevant measures to respond to the appeal, that is, to process opinions or conclusions./ 提出回应申诉的相关措施，即处理意见或结论。
- The investigation team forms a written report after investigation, confirmation, analysis and evidence collection results, as well as processing opinions or conclusions./调查组经过调查、确认、分析和取证结果以及处理意见或结论，形成书面报告。
- The leader of the investigation team convened a meeting to review the results of the treatment and, if necessary, refer to the results of previous similar complaints./调查组组长召集会议，审定处理结果，必要时可以参考以前类似申诉的结果。
- The reasons for the appeal are established and are the responsibility of the company. The representative of the company manager is responsible for organizing the relevant departments to analyze the reasons for non-conformity according to the relevant provisions of the Procedures for Corrective/Preventive Measures, taking corrective measures, forming documents and verifying their validity. When the auditee or the certified customer is required to review, the audit department shall conduct the review in accordance with the requirements in the certification procedure. /申诉理由成立，属公司责任，公司管理者代表负责按照《纠正/预防措施程序》中有关规定，组织相关部门分析不符合产生的原因，采取纠正措施，形成文件并验证其有效性；如果认为对受审核方或获证客户应予复审时，由审核部按照认证程序中的要求实施复审。
- The problem in the appeal is not the responsibility of the company, but it is related to the company's certification audit work, and should be taken in the same way, and appropriate improvement measures should be taken. /申诉中的问题不属于公司的责任，但与公司认证审核工作有关，应举一反三，采取适当的改进措施。
- The reasons for the appeal are established, and the costs of the appeal investigation and the cost of the review are borne by the company. The reason for the appeal is not established and the claimant shall bear the expenses. /申诉理由成立，申诉调查处理费用及复审费用由公司承担。申诉理由不成立，由申诉方负担费用。

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- The confirmation of the appeal and the progress of the investigation and the final processing result shall be sent to the appealing party in writing by the Certification Human Resources Department. The final processing result will be accepted from the formal acceptance, no later than 6 months./申诉的确认和调查处理进展情况和最终处理结果，由认证人力资源部以书面形式送交申诉方。最终处理结果自正式受理申诉，最迟不超过 6 个月。

Please note that an appeal, even if accepted by BCK, is not suspend of the decision subject to the appeal./请注意，申诉即使被 BCK 接受，也不意味着诉后的决定被中止。

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附件 1

Requirements for the Quality Assurance Capability of Factories 工厂质量保证能力要求

1. Management System and Responsibilities/管理体系与职责

1.1 Establish a documented GOTS management system defining responsibilities, authorities, and resources related to GOTS./建立文件化的 GOTS 管理体系，明确与 GOTS 相关的职责、权限和资源。

1.2 Appoint a senior manager as the GOTS responsible person, accountable for the effectiveness of the system./指定一名高层管理者作为 GOTS 负责人，对体系的有效性负责。

2. Organic Material Procurement and Incoming Verification/有机材料采购与进货验证

2.1 Establish a list of approved suppliers to ensure all organic material suppliers hold valid or equivalent standard certificates./建立合格供应商名录，确保所有有机材料供应商均持有有效或同等标准的认证证书。

2.2 Conduct incoming verification for each batch of organic materials (including raw materials and auxiliaries):/对每批进厂的有机材料（包括原料、辅料）进行进货验证：

- 1) Verify supplier Transaction Certificates (TC) or invoice information (product name, quantity, GOTS grade, batch number, etc.)/核对供应商的交易证书（Transaction Certificate, TC）或发票信息（品名、数量、GOTS 等级、批次号等）。
- 2) Inspect whether material labeling is clear and complete (including GOTS labels, batch information)/检查材料标识是否清晰、完整（含 GOTS 标签、批次信息）。
- 3) Retain all procurement documentation, TC copies, and inspection records for at least 5 years./保留所有进货凭证、TC 复印件、检验记录至少 5 年。

3. Production Process Control and Segregation/生产过程控制与隔离

3.1 Establish a material traceability system (e.g., batch management, production work orders) to ensure a complete and verifiable traceability chain from incoming organic materials to final product shipment./建立材料追溯系统（如批次管理、生产工单系统），确保从有机材料进厂到最终产品出货的完整、可验证的追溯链条。

3.2 Implement strict physical segregation or temporal segregation measures to prevent mixing of organic and non-organic materials./实施严格的物理隔离或时间隔离措施，防止有机材料与非有机材料的混合污染。

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3.3 Apply clear GOTS labeling in production areas (for zones, equipment, work-in-progress)./在生产区域设置清晰的 GOTS 标识（区域、设备、在制品）。

3.4 Key processes (e.g., opening, spinning, weaving, dyeing) must have work instructions specifying GOTS related requirements./关键工序（如开松、纺纱、织造、染色）需有作业指导书，明确 GOTS 相关要求。

4. In-Process and Final Inspection/过程与最终检验

4.1 Conduct consistency checks at critical points (e.g., material input, semi-finished goods, finished products) to confirm materials used match the planned inputs./在关键节点（如投料、半成品、成品）进行一致性检查，确认使用的材料与计划一致。

4.2 Perform final inspection on final GOTS products to confirm compliance with GOTS labeling requirements (e.g., content, labeling)./对最终 GOTS 产品进行最终检验，确认其符合 GOTS 标签要求（如含量、标识）。

4.3 Establish a GOTS product release procedure; GOTS products that have not been inspected or fail inspection must not be released./建立 GOTS 产品放行程序，未经检验或检验不合格的 GOTS 产品不得放行。

5. Non-Conforming Product and Change Control/不合格品与变更控制

5.1 Establish procedures for handling GOTS related non-conforming products (e.g., material contamination, labeling errors, traceability breaks), clearly defining isolation, disposition (downgrading, scrapping), and corrective actions./建立 GOTS 相关不合格品处理程序（如材料污染、标识错误、追溯断裂），明确隔离、处置（降级、报废）和纠正措施。

5.2 Any changes that may affect GOTS compliance (e.g., changing suppliers, adjusting processes, modifying product formulations) must be reported to BCK in advance and approved before implementation./任何可能影响 GOTS 符合性的变更（如更换供应商、调整工艺、改变产品配方），必须事先向 BCK 申报并获得批准。

6. Record and Document Control/记录与文件控制

6.1 Retain all records related to GOTS, including but not limited to: procurement records, TCs, production records, inspection records, internal audit records, training records, non-conformance records, and TC application documents./保存所有与 GOTS 相关的记录，包括但不限于：采购记录、TC、生产记录、检验记录、内审记录、培训记录、不合格品处理记录、TC 申请文件等。

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6.2 All records must be authentic, clear, complete, traceable, and retained for a minimum of 5 years./所有记录必须真实、清晰、完整、可追溯，保存期限不少于 5 年。

6.3 Establish a document control procedure to ensure the use of the latest valid versions of GOTS standards and related documents./建立文件控制程序，确保使用的 GOTS 标准及相关文件为最新有效版本。

7. Labeling and Claim Management/标签与声明管理

7.1 Establish procedures for GOTS label usage and content claims to ensure accurate and non-misleading labeling./建立 GOTS 标签使用和含量声明控制程序，确保标签使用准确无误，避免误导性声明。

7.2 Use GOTS labels and content claims only for products that have passed certification audits and meet the requirements./仅对通过认证审核并符合要求的产品使用 GOTS 标签和含量声明。

8. Control of Subcontractors/对分包商的控制

8.1 The factory must establish a documented procedure for the selection, evaluation, and management of subcontractors involved in GOTS certified production processes./工厂必须建立文件化的程序，用于选择、评估和管理参与 GOTS 认证生产过程的分包商。

8.2 All subcontractors performing GOTS related processes (e.g., spinning, weaving, dyeing, printing, finishing) must hold a valid GOTS certification or be included within the scope of the main factory's GOTS certification./所有执行 GOTS 相关工序（如纺纱、织造、染色、印花、后整理）的分包商，必须持有有效的 GOTS 认证，或被纳入主工厂 GOTS 认证的覆盖范围。

8.3 Prior to engaging a subcontractor, the factory must conduct a risk assessment and verify the subcontractor's GOTS certification status, including reviewing valid certification Scope Certificate./在委托分包商之前，工厂必须进行风险评估，并核实其 GOTS 认证状态，包括审查有效的认证范围。

8.4 A formal agreement (e.g., contract or quality agreement) must be in place with each subcontractor, clearly defining GOTS requirements, responsibilities, traceability obligations, and audit rights./必须与每个分包商签订正式协议（如合同或质量协议），明确 GOTS 要求、责任、追溯义务和审核权利。

8.5 The factory is responsible for ensuring that materials sent to subcontractors are properly

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labeled and documented (e.g., with TCs or internal transfer records) to maintain traceability./工厂有责任确保送往分包商的材料有清晰标识和完整记录（如附带 TC 或内部转移单），以保持可追溯性。

8.6 The factory remains ultimately responsible for the GOTS compliance of the final product, regardless of subcontracting activities./无论是否进行分包，工厂始终对最终产品的 GOTS 符合性负最终责任。