

# Global GreenTag<sup>Cert™</sup>

INTERNATIONAL PROGRAM

PROGRAM RULES v4.1b

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GLOBAL  
**GREEN TAG**  
INTERNATIONAL PTY LTD

green product certification  
trust brands

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Published in Australia

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## QUALITY STATEMENT

This Program is structured under and regularly assessed under the Global GreenTag International Quality Management System (QMS) which is certified to ISO 9001:2015. GreenTag management and employees are committed to providing independent third party, accurate product conformance assessments against this standard for all compliant products and providing excellent customer and stakeholder communication and services, as well as committing to the pursuit of continual improvement and environmental and social sustainability within our own organisation.

## DOCUMENT ABSTRACT

This Standard specifies the General Program Rules and other performance requirements for operation of the Global GreenTag Certification Program (GreenTag<sup>Cert™</sup>).

This document sets out how the Program complies with ISO 14024: "Environmental labels and declarations - Guiding principles" which requires environmental labelling specifications to include criteria that are objective, reasonable and verifiable.

All Program published documents (certificates, product assessment reports, declarations and graphical mark claims) also comply with AS NZS ISO 14021:2000, "Environmental labels and declarations — Type II Self-declared environmental claims". All assessments are undertaken in compliance with ISO 17065:2012.

<b>Current Status:</b>	GGTI General Program Rules: PUBLIC Version 4.1a (DRAFT)
<b>Date Published:</b>	12 <sup>th</sup> April 2026
<b>Total Pages:</b>	28
Current to:	12 <sup>th</sup> April 2031

## REFERENCED STANDARDS

ISO/IEC 17065: 2012	Conformance Assessment: Requirements for Bodies Certifying Products, Processes and Services
ISO 9001:2015	Quality Management Systems - Requirements
ISO 14020:2022	Environmental statements and programmes for products — Principles and general requirements
AS NZS ISO 14021:2016	Environmental labels and declarations - Type II Self-declared environmental claims
ISO 14024: 2018	Environmental labels and declarations — Type I environmental labelling — Principles and procedures.
ISO 14025: 2006	Environmental labels and declarations — Type III environmental declarations — Principles and procedures
ISO 14040:2006	Environmental management — Life cycle assessment — Principles and framework.
ISO 14044:2006	Environmental management - Life cycle assessment - Requirements and guidelines
ISO 14064-1:2018:	Greenhouse Gases -- Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals
ISO 14065:2020	General principles and requirements for bodies validating and verifying environmental information.
ISO 14066:2023	Environmental information — Competence requirements for teams validating and verifying environmental information
ISO 14067:2018	Greenhouse gases — Carbon footprint of products — Requirements and guidelines for quantification
ISO 20400:2017	Sustainable procurement - Guidance
UN GHS Rev 10.	United Nations Globally Harmonized System of Classification and Labelling of Chemicals (GHS)
Regulation (EC) 1272/2008,	EU classification, labelling and packaging of substances and mixtures (CLP)- (EU Regulation on the Classification, Labelling and Packaging of Substances and Mixtures – GHS Compliant). Amended Regulation (EU) 2024/2865

Green Building Council Australia Green Star™ Technical Manuals:

- Buildings
- Performance
- Legacy Tools including but not limited to:
  - o Design & As Build
  - o Interiors
- and all subsequent tools and versions

Social Accountability  
International

Social Accountability Standard SA 8000

Australian Government

Modern Slavery Act 2018 No. 153. Compilation No.1, Act No. 38, 2024

New South Wales Government

Modern Slavery Act 2018 No. 30 as updated

CERES Fair Wood

Fair Wood Timber Selection Criteria

## CURRENCY OF REFERENCED STANDARDS

Any references to existing standard include current versions at the time of certification and their subsequent versions in particularly those called up by reference; Green Building, Infrastructure and Product rating tools, as appropriate.

## TERMS & DEFINITIONS

For the purposes of this Guide, the relevant definitions given in ISO/IEC Guide 2:2004 and ISO 9000:2015 apply, together with the following definitions:

<b><i>Alloy</i></b>	A combination of two or more metallic elements, especially to give greater strength or resistance to corrosion.
<b><i>Applicant</i></b>	The party that is responsible for ensuring that Products meet and, if applicable, continue to meet, the requirements on which the certification is based. An Applicant can be a distributor or manufacturer or assembler.
<b><i>API</i></b>	Additional Performance Information (see Section 3.05).
<b><i>Certification</i></b>	Shall include ecolabel certificates, Certification Marks, other GreenTag Program graphic mark 'TAGs', declarations, verifications and product passports, issued following the successful meeting of nominated GreenTag Standards or process outcomes and recommended for certification by the nominated project Assessor, following peer review and subsequently reviewed and approved by the Program Director.
<b><i>Complying LCA</i></b>	A life cycle assessment (LCA) in accordance with ISO 14040, ISO 14067 or PAS 2050 including Evah Institute LCADetail sourced LCA as relevant to the product assessment under consideration. A complying LCA may use partial data derived from third party audited sources such as other ecolabels or LCA or life cycle inventory (LCI) etc.
<b><i>Conformity Assessment Body</i></b>	A CAB can objectively assess conformity to specified requirements. A CAB can perform conformity assessment activities that include certification, inspection, testing and calibration.
<b><i>Defined Materials</i></b>	Materials made up entirely of known Chemical Substances, e.g. a chemical formulation is a type of homogeneous material prepared according to a defined formula, typically referring to a material in liquid form. A compounded material is a type of homogenous material prepared according to a defined formula, typically referring to a material in solid form. A metal alloy is a combination of two or more metallic substances, especially to give greater strength or resistance to corrosion. Examples for which special conditions on content inventory apply: Metal alloy material; Float glass; Ceramics; Mixed Hardware; Electronics; Reaction Products; Defined substance without identifier.
<b><i>Direct Responsibility</i></b>	Fiduciary and legal responsibility for quality, consistency, legal compliance, safety and other issues including reputational risk.

<b><i>Distributor</i></b>	A party that buys intermediate or finished products; warehouses and resells them to retailers, end users or other actors in the supply chain but does not add value to the product.
<b><i>Design for Disassembly</i></b>	Applies to product streams containing distinct components (e.g. furniture, partitions, storage, etc.) and implies products are designed so that components are easily disassembled. The processes which are required in product removal from site and component separation must not involve specialist tools so that a future recycler, Applicant/supplier or another third party, can easily direct the different materials into the appropriate reuse or recycling streams. Flooring product standards may allow for the use of specialist tools to facilitate product component disassembly.
<b><i>Dose:</i></b>	Refers to the amount of a chemical absorbed into the body from an exposure.
<b><i>Endocrine Disruptor</i></b>	Compounds that mimic, block, or interfere with hormone production, and/or metabolism and/or excretion causing malfunction of the endocrine system and creates potential malfunction/s of the reproductive and/or nervous, and/or immune systems.
<b><i>Environmental Label</i></b>	A claim which indicates the environmental aspects of a product or service.
<b><i>Environmental Declaration</i></b>	NOTE An environmental label or declaration may take the form of a statement, symbol or graphic on a product or package label, in product literature, in technical bulletins, in advertising or in publicity, amongst other things.
<b><i>ESCAP</i></b>	Ecospecifier Cautionary Assessment Process- as defined in Appendix 1.
<b><i>Exposure</i></b>	The actual contact that a person has with a chemical. It can be one-time, short-term, or long-term.
<b><i>Global GreenTag</i></b>	The Global GreenTag product assessment program, as described by this Standard and its rules of operation. Described herein as GreenTag.
<b><i>Green or Healthy Building Rating Scheme</i></b>	A points-based sustainability performance rating system for buildings operated by either Government Agencies or Non-government organisation such as a Green Building Council, whether it be mandatory or voluntary.
<b><i>GreenRate</i></b>	The product assessment program that assesses products compatibility to various Green or Healthy Building Rating schemes including Green Star™, Green Star SA, Green Star NZ and as relevant to the country of operation of the Global GreenTag operation
<b><i>Grey Chemicals</i></b>	For a homogenous material or substance where there is no CAS number available or testing is inadequate or no further information is available or there are research papers indicating potential issues that are not being reflected in GHS yet or other recognised toxicity database, then those materials or substances will be identified as 'Grey Chemicals' and it will trigger specific 'Issue of Concern' and the Product will be limited to GreenRate Level C and/or LCARate Silver.
<b><i>Heavy Metal</i></b>	Generally considered including those metals with a specific gravity that is at least 5 times the specific gravity of water. Metals of concern include antimony, arsenic, bismuth, cadmium, cerium, chromium, cobalt, gallium, gold, iron, lead, manganese, mercury, nickel, platinum, silver, tellurium, thallium, tin, uranium, and vanadium
<b><i>Homogenous Materials</i></b>	A uniform solid, liquid or gas composed of one or more substances that cannot be mechanically disjointed, in principle. It may be a chemical formulation or compound; of undefined composition (UVCB); or a combination of the two. Coatings and finishes such as plating, powder coats, enamels, etc. are considered unique homogenous materials.
<b><i>Impurities</i></b>	An unintended constituent present in a material/mixture as manufactured. It may originate from the starting materials or be the result of secondary or incomplete reactions during the manufacturing process. While it is present in the final substance, it was not intentionally added, e.g. Cr VI present in Portland cement.

<b><i>Intended Reaction Product</i></b>	The products of any chemical reaction that are an intentional part of the production/formulation process of the material/mixture, e.g. the polymer resulting from a polymerization reaction during plastic or resin manufacture.
<b><i>Intentionally Used Substance</i></b>	Any chemical substance that is used (as an input) in the production of the homogenous material, whether or not it is intended to remain in the manufacturer's finished product, e.g. Monomers, reagents, catalysts, reactive and non-reactive additives, auxiliaries, processing aids and other process chemicals, as well as any other chemical substance that is used in making the product, but may be present in reduced amounts (or not at all) in the finished product because it reacts, gets washed off or similar.
<b><i>Licensee</i></b>	Qualified and experienced assessors trained in Global GreenTag standards, assessments and reporting procedures and bound under contract to conform to all requisite aspects of this document and Global GreenTag Processes and Codes.
<b><i>Life cycle</i></b>	Consecutive and interlinked stages of a product system, from raw material acquisition or generation of natural resources to the final disposal.
<b><i>Life Cycle Assessment (LCA)</i></b>	The assessment of the environmental impact of a given product throughout its lifespan.
<b><i>Life-Cycle Inventory (LCI)</i></b>	Quantifying the energy and raw material inputs and environmental releases associated with each stage of production.
<b><i>Life Cycle Impact Analysis (LCIA)</i></b>	Assessing the impacts on human health and the environment associated with energy and raw material inputs and environmental releases quantified by the inventory.
<b><i>NOAECs</i></b>	No Observed Adverse Effects Concentration. The highest level of a chemical stressor in a toxicity test that did not cause harmful effect in a plant or animal. While NOAELs and NOAECs are similar, they are not interchangeable. A NOAEC refers to direct exposure to a chemical (e.g. through gills or the skin).
<b><i>NOAELs</i></b>	No Observed Adverse Effect Levels for any ill-effects that might occur. Also called NOEL is the highest dose in an investigation that does not cause ill effects. A NOAEL refers to a dose of chemical that is ingested.
<b><i>Part</i></b>	A single functional grouping of contents. A part is an optional categorization to identify a portion of a product that is used modularly. A part will still be comprised of one or more components, e.g. Parts for a chair might include armrests, lift mechanisms and castors.
<b><i>Primary Derivatives of Wood</i></b>	Products derived from direct processing of timber products from forestry operations & processing of timber into finished wood products. Primary derivation is laminated timber and composite wood products like plywood, OSB or MDF. Paper, cardboard, etc. are also considered as primary derivatives of wood. Cellulose derived from wood fibres are not considered a 'primary derivative' but as a 'secondary derivative'.
<b><i>Product</i></b>	A 'Product' is any material/s, product/s comprising of parts, homogenous materials, substances, etc., or technology undergoing GreenTag certification. Described herein as Product.
<b><i>Product Assessor</i></b>	A 'Product Assessor' (also 'Assessor') is a member of the GreenTag certification team responsible for independent assessment of products to determine their conformance or non-conformance to each applicable criterion of this GreenTag International Standard. They are required to be certified by RABQSA, IRCA or other national or international auditor accreditation system.
<b><i>Product Stewardship:</i></b>	A product-centred approach to environmental protection implying that operating entities in the product's life cycle (e.g., suppliers, retailers, users) need to share responsibility for reducing its environmental impact. Practically, product stewardship is understood as the Applicant's service to the customer to collect the Product for reuse, recycling or reprocessing whenever the customer no longer requires its service.

<b>Program Director</b>	A 'Program Director' amongst other responsibilities is also liable for decisions relating to its granting, maintaining, extending, suspending and withdrawing of certification; has a role in National Advisory Committee (NAC) and Expert Panel; manages disputes and complaints regarding compliance with the standard.
<b>Post Industrial Material</b>	Material diverted from the waste stream during a manufacturing process. Excluded is reutilization of materials such as rework, regrind or scrap generated in a process and capable of being reclaimed within the same process that generated it. Also known as pre-consumer material.
<b>Post Consumer Material</b>	Material generated by households or by commercial, industrial and institutional facilities in their role as end-users of the product, which can no longer be used for its intended purpose. This includes returns of material from the distribution chain." For the purposes of the calculation, the term 'product' refers to the final product as delivered to the construction site or end user and incorporated in the works.
<b>Recycled Content</b>	The proportion, by mass, of recycled material in a product or packaging. Only pre-consumer and post-consumer materials shall be considered as recycled content, see post-industrial and post-consumer materials definition.
<b>Risk:</b>	Risk is summarised as 'Hazard x exposure' a measure of the likelihood or probability of such damage occurring under circumstances of exposure
<b>Routes of Exposure</b>	Ingestion, inhalation, dermal or conjunctival.
<b>Substance</b>	A substance of fixed composition, characterized by its molecular structure(s), which typically has an associated CAS RN (and may also have synonym CAS RNs).
<b>Sufficiently Biodegradable</b>	Chemical compound biodegradability is determined to be sufficient for the purposes of this standard when: <ul style="list-style-type: none"> <li>- if when tested with one of the methods OECD 301 A, OECD 301 E, ISO 7827, OECD 302 A, ISO 9887, OECD 302 B, or ISO 9888 it shows a percentage degradation of at least 70 % within 28 days,</li> <li>- or if when tested with one of the methods OECD 301 B, ISO 9439, OECD 301 C, OECD 302 C, OECD 301 D, ISO 10707, OECD 301 F, ISO 9408, ISO 10708 or ISO 14593 it shows a percentage degradation of at least 60 % within 28 days,</li> <li>- or if when tested with one of the methods OECD 303 or ISO 11733 it shows a percentage degradation of at least 80 % within 28 days,</li> <li>- or, for substances for which these test methods are inapplicable, if evidence of an equivalent level of biodegradation is presented.</li> </ul>
<b>Supplier</b>	Any party that is responsible for producing or manufacturing or assembling of intermediate homogenous materials or substances to be used as inputs for the Product. Where a supplier is only a distributor or wholesaler and adds no value to the Product, they will be classified as Distributors.
<b>Tier 1 supplier</b>	Tier 1 supplier is one who is 'Directly Responsible' (see definition) to the Manufacturer or Assembler.
<b>Toxicity</b>	The ability of a chemical to produce adverse effects in living organisms i.e. damage an organ system, to disrupt a biochemical process, or to disturb an enzyme system.
<b>Worst Case Business as Usual</b>	A BAU product is a product that is in common usage, advertised or available within the region and market of concern, with the highest environmental impact as demonstrated by a market and LCA study of products within the same functional category.
<b>Undefinable Materials (UVCBs)</b>	A mixture of Unknown or Variable composition, Complex reaction products or Biological materials, typically with an unrefined nature and/or uncontrolled source, e.g. mixed aggregate, recycled content, geological material etc.

## 1.0 PROGRAM SCOPE

### 1.01 Program Operator

- 2.0 These Program Rules relate to Global GreenTag International Pty Ltd, as operator of the Global GreenTag Certification Program. The program operates under licence from GGTI Pty Ltd ITF GGTI Unit Trust (ABN 56 161 288 577).

Both are wholly owned private sector companies with no affiliation, financial interests or pecuniary involvement in the manufacturing sector.

Global GreenTag Certification Program is a consensus based, multi-criteria product and company certification program operating a variety of different Standards and certification processes.

### 1.02 Terms of Reference

#### 1.02.1. The Need for GreenTag

The GreenTag Program is intended to offer unique and complementary, nationally and internationally relevant and consistent product certification program scientifically derived. Where appropriate, programs are life cycle assessment (LCA) based and include appropriate assessment of health, ecological, resource, circular economy, social and ethical supply chain issues while cognisant of the economic impacts of such services on the costs of products.

As a globally recognised single-source certification Program GreenTag delivering recognition for products under the major and other country based rating schemes, GreenTag satisfies the growing demand from the global green product industry for increased simplicity of operation.

Several GreenTag services have no equivalent integrated product rating or assessment services (this is especially the case in the Green Building Sector).

GreenTag integrates holistic, life-cycle focused, product assessment and certification options designed to lead procurement towards healthy, ethical, Nature Positive and Circular Economy outcomes and achieve the Certification recognition by various Green Building, Fitout, Building Operation, Community, Housing and Infrastructure Councils rating tools.

#### 1.02.2. GreenTag Objectives

The GreenTag objective is to provide nationally and internationally relevant certifications that are reliable, consistent, third-party, scientifically-assessed, LCA and life cycle benefit assessment (LCBA) based and designed to simplify green product choice and selection such that they help purchasers and specifiers make their decisions in full light of the ecological quality, health, resource and social impacts of their product selection.

GreenTag Programs are also designed to provide recognised multi-factor, multi-scheme green and healthy building rating system information to assist global Applicants present consistent, globally relevant information about ecological, health and socially preferred products in a way that allows direct, preferably numerically quantified comparisons between products, to facilitate product procurement *to reduce impacts and promote restoration of living systems globally.*

### 1.03 Programs and Standards

These Standards include the Global GreenTag:

- i. International Standard (including Buildings, Interiors, & Infrastructure);
- ii. Personal Products Standard;
- iii. Cleaning products Standard;
- iv. Nature Positive (Circular Economy) Passport Standard.
- v. Product Health Declaration (PHD), HealthRATE™ and Asthma and Allergy Sensitive™ processes;
- vi. Modern slavery Declarations;
- vii. CarbonRATE™ assessment process;
- viii. Manufacturer Claim Verification (McV) process; and the

ix. Recycled Content & Circularity Declaration.

Global GreenTag International Pty Ltd ABN 44 600 051 554 (GreenTag) is a third-party verified ISO 17065 compliant Conformity Assessment Body (CAB) that conducts the Global GreenTag<sup>Cert™</sup> Certification program, an Australian Competition and Consumer Commission (ACCC), USA, Canada and New Zealand approved Certification (Series) Mark undertaking product-focused environmental, health, ethical and social responsibility assessments of products and their manufacturers in accordance with this standard.

The program is also specifically conducted in accordance with:

- ISO 9001:2015 Quality Management Systems - Requirements
- ISO 14024:2018 - Environmental labels and declarations — Type I environmental labelling- Principles and procedures.
- ISO 14025 -‘ Environmental Product Declarations’;
- EN 15804+A2 2019 Sustainability of Construction Works: Environmental Product Declarations;
- ISO 17065 Conformity assessment – ‘Requirements for bodies certifying products, processes and services and other normative standards.

Documents attesting to the legal registration, certification, verification and accreditation are available on request to the Program Director.

#### 1.04 Scope of the Program

The Global GreenTag GreenTag<sup>Cert™</sup> Programs:

- verify Applicants environmental, health, resource, circularity, and ethical supply chain claims relating to products and in some instances companies;
- ensure that the services delivered and information received from Applicants, meet these Program Rules;
- award a license that authorises the use of a GreenTag Approved graphic mark on products, or use of a Declaration or Passport for the purposes of marketing of those products;
- is based on multi-criteria standards;
- takes an overall ‘cradle to cradle’, ‘circular economy’ focused and product lifecycle approach;
- indicates overall environmental preferability of a product within its particular product category and in accordance with particular threshold levels of performance;
- indicates overall health preferability of a product within its particular product category and in accordance with particular threshold levels of performance;
- provides written product EPDs in accordance with AS NZS ISO 14025, EN 15804 as a Program Operator and on request ISO 21930;
- provides written Product Health, Modern Slavery Declarations and Nature Positive (Circular Economy) Passports;
- once they meet minimum conformance requirements, products will be awarded a graded achievement label that, when relevant, also demonstrate conformance with the country based GBC rating tool requirements;
- include (but are not limited to) green building and development issues such as:
  - buildings & services;
  - interior fitout, furnishings and equipment (FF&E);
  - facilities management;
  - building maintenance and operations including cleaning and consumables;
  - landscape design; and
  - infrastructure sectors;
  - Paper and packaging;
  - Textiles and fabrics;
  - Personal, cleaning & hygiene products.
- are intended for use in both Business to Business and Business to Consumer context;
- involves both Management Committee, Expert Panel and broad stakeholder participation in the Standard setting process;
- commissions second party audits of Product Certification undertaken by accredited and experienced peer reviewers;

- Awards Licence(s) to appropriately qualified and experienced conformance assessment professionals.

### 1.05 Relationship to other Materials Databases

Following successful assessment under this standard and the awarding of a label or declaration appropriate to the level of achievement, GreenTag<sup>Cert™</sup> Technical Assessments will be published in the [globalgreentag.com](http://globalgreentag.com) website database and potentially in other national and international databases, including: [sustainablechoice.com](http://sustainablechoice.com), [origin.build](http://origin.build), [ecomedes.com](http://ecomedes.com), [sustainableminds.com](http://sustainableminds.com), building etc.

### 1.06 GreenTag Product Assessment Overview

GreenTag assesses products across a range of different criteria depending on the certification service/s engaged by each Applicant and the Standard used to assess the application.

Using a whole-of-life (WOL) scope and a robust life cycle assessment or life cycle thinking based processes, together with range of additional detailed assessments as relevant to the certification or declaration under consideration, the assessment process incorporates a full and transparent reporting of one or more of the following criteria:

- Human Health;
- Environmental Quality;
- Climate Impacts
- Resource Depletion;
- Resource Circularity;
- Biodiversity impact assessments to the extent possible;
- Life cycle impact assessment;
- Life cycle benefit assessment
- Ethical supply chain reporting including Modern Slavery; and
- Integrated Design benefits of the product in generating system synergies within buildings;
- Social Enterprise and Indigenous benefit assessment;
- Other third party certification schemes.

### 1.07 Stakeholder Process

Key Professional, Industry and other stakeholder groups will be pro-actively approached in accordance with ISO 14024:1999 Environmental Labels and declarations – Type I environmental labelling – Principles and Procedures to contribute to the consultation.

- There shall be a public review phase in the development of the standard or later revision of which shall include one round of comment submissions by interested parties, where necessary;
- The round shall include a period of at least 30 days for the submission of comments;
- The extent of the consultation process will be determined by both the scope of the revision e.g. administrative and non-substantive changes to the standard can be made at the discretion of GreenTag on advice from the NAC without need of a consultation;
- The final Standard will be available via the [globalgreentag.com](http://globalgreentag.com) or relevant country website
- for each round of consultation a public summary of the consultation process will be produced dealing with each substantive comment and the reasons for the decision taken by the program and published on the [globalgreentag.com](http://globalgreentag.com) or relevant country website;
- A stakeholder database will be maintained to record who has been contacted and contributed to the consultation.

### 1.08 Documented Procedures

All documented procedures relating to this Standard are available to bona fide stakeholders on request, from the Program Director.

## 3.0 GREENTAG MANAGEMENT COMMITTEES

### 2.01 Committee Structures

The GreenTag program will be overseen in each country by 2 independent committees appointed for the life of the relevant Standard, i.e., 5 years:

- a) National Advisory Committee;
- b) International Expert Panel.

The NAC and IEP will operate in accordance with the GreenTag Program Rules for NAC and IEP Operation.

#### 2.01.1 The National Advisory Committee

The National Advisory Committee (NAC) advises the GreenTag Management Team on the general oversight of the program operation relevant to their country or region as relevant. It provides and reviews comments on the program and provides advice on any changes to processes and the general operation of this Standard deemed necessary by the committee or any other stakeholder/s. A NAC will be formed in each country where GreenTag is operational.

The Australian NAC shall, where practicable, be comprised of representatives of industry bodies or associations typical of any NAC. It does not include Applicants representing their own or any other private organisation. It includes up to 12 members where each is selected from one of the following national organisation types:

- 3 Professional Association Representatives;
- 2 Environmental/Community NGO Representatives;
- 1 University Representative;
- 1 Government Representative (where possible and may be replaced by a non-industry alternative);
- 5 Manufacturing Sector Industry Association Representatives.

The NAC will be chaired by the GreenTag Program Director. The Committee may form sub-committees at its discretion and invite additional members as relevant to any sub-committee. The sub-committee will provide advice as necessary to the Advisory committee. A member of the Advisory Committee must chair the sub-committee.

The NAC will assist GreenTag Program operation with issues as follows:

- i. Operation of the Program;
- ii. Further development of the Standard/s;
- iii. Development of any product category specific standards;
- iv. Stakeholder review processes;
- v. Dispute or Conflict resolution processes;
- vi. Appeals relating to Certification issues.

#### 2.01.2 International Expert Panels

An expert advisory panel relevant to each major standard will advise the Board and where requested, the NAC. The Expert Panel will comprise a minimum number of 6 experts in key related fields but has no limit to the number of members that may be adopted permanently or temporarily, depending on the technical needs of the Panel and will be appointed for the life of the relevant Standard, i.e., 5 years.

The Expert Panels will be chaired by the GreenTag Program Director. Expert Panels may form Technical sub-panels at its discretion and invite additional members as relevant to any sub-panel. The sub-panel will provide advice as necessary to the Expert Panel. A member of the Expert Panel must chair the Technical sub-panels.

The IEPs will assist GreenTag Program operation with issues as follows:

- i. Technical issues relating to further development of the relevant Standard;
- ii. Technical issues relating to development of any product category specific standards;
- iii. Technical aspects related to Dispute or Conflict resolution processes;

### 2.06.1 Voting, Committee & Panel Operation.

The voting of both the National Advisory Committee and International Expert Panels is on a consensus basis. If consensus is not possible a minimum of 2/3 of the quorum of the Committee or the Panel present is required to approve any issue for recommendation to the Board.

## 2.02 Quorum

Quorum shall be 50% of the total potential of NAC members at the time of the vote, plus 1. Where the 50% calculation results in a fraction of a member, the number shall be round upward for the purpose of calculating the necessary quorum for that meeting.

## 2.03 Conflict Resolution

This programme has adopted a conflict resolution process to manage disputes and complaints regarding compliance with this Standard, auditing outcomes and Applicants. The Policy aims to ensure that the conflict resolution process is:

- i. independent and free from conflicts of interest;
- ii. completed in a timely manner;
- iii. provides an opportunity for appeal by the aggrieved party; and
- iv. provides for public notification of the outcome of the grievance resolution process.

## 4.0 GREENTAG PROGRAM OPERATION

### 3.01 Awarding Certification

Awarding the GreenTag Label is based on:

1. Meeting the minimum requirement of the relevant GreenTag Standard; and/or
2. Meeting the minimum requirement of the relevant GreenTag Process; and
3. Complying with GreenTag Program Rules and Processes as appropriate.

A licence to use the Label will include the relevant Certification Mark including the appropriate and tier descriptor, Product Assessment results, Certificate, associated reporting and any additional graphical or performance Information as determined relevant by the Program Director.

### 3.02 Use of the Marks & Reporting

A unique combination of, Certification Mark, tier attainment descriptor, graphics, assessment results and associated reporting as relevant, will be created for each product assessed, based on the results of the full Product Assessment requirements and will, on Certification, be Licensed to the Applicant for its use (along with use under the Applicant's name, by its agents/representatives and licensees) in advertising and marketing materials relevant to the country (or countries) in which the product is certified.

Unique artwork, reporting and Series Mark variant/s will be provided to the Applicant for use on or with products, printed onto packaging, in marketing, advertising, electronic media and online distribution etc., strictly in accordance with Global GreenTag's:

- i. Brand Style Guide and Rules for the Use of the Mark;
- ii. The Terms and Conditions relevant at the time as posted on the GGTI Website.

### 3.03 Label Rating Tiers

The following rating tiers relate to each of the GreenTag Certification Programs:

- i. **LCARate™**: Four rating tiers from lowest to highest are Bronze, Silver, Gold and Platinum. The scoring system to determine tier performance is as specified in the relevant International, Personal or Cleaning Products Standard;
- ii. **GreenRate™**: Three rating tiers, Levels A, B and C according to Section 5.0 of the GreenTag International Standard (Building, Interiors and Infrastructure, etc.);
- iii. **HealthRATE™**: The four rating tiers from lowest to highest are BronzeHEALTH™, SilverHEALTH™, GoldHEALTH™ and PlatinumHEALTH™. The scoring system to determine tier performance is as specified in:
  - a) International (Building, Interiors and Infrastructure, etc.)- ESCAP 'In-use' process;
  - b) Personal Product Standard - GCAP-PP 'In-use' process;
  - c) Cleaning product Standard- GCAP-CP 'In-use' process;
- iv. **Nature Positive (CE) Passport**: The four rating tiers from lowest to highest are BronzeNATURE™, Silver NATURE™, GoldNATURE™ and PlatinumNATURE™. The scoring system to determine tier performance is as specified in the Nature Positive (Circular Economy) Passport Standard;
- v. **Modern Slavery Declaration**: Six Modern Slavery Risk rating tiers, and according to Section 3.0 of the GreenTag Modern Slavery Guidance Document and Standard:
  - a. Undetermined Risk (Risk Indeterminable);
  - b. High Risk;
  - c. Medium Risk;
  - d. Compliance;
  - e. Low Risk;
  - f. Best Practice; plus

Twenty Data Quality and Age of Data Matrix scoring options.

### 3.04 Additional Performance Information

In addition to the Label tier of achievement, the graphic variants of the label for swing tags, marketing etc. will also recognise the achievements of the product in relation to the following issues where relevant and possible:

- Whether any 'Issues of Concern' (IoC) exist for the Product in accordance with the ESCAP or GCAP policy;
- Whether any 'Red Light Issues' (RLI) exist for the product in accordance with the ESCAP or GCAP policy;
- Embodied Water: the amount of municipal supply sourced potable or groundwater water embodied in Litres/functional unit;
- Results of any GreenRate assessment system;
- Results of any HealthRATE assessment;
- Results of any Product Health Declaration assessment;
- Results of any CarbonRATE assessment;
- Results of any Nature Positive (CE) Passport assessment;
- Results of the GreenTag Modern Slavery assessment;
- Recycled Content & Circularity Score

Plus as relevant, comments relating to:

- The Climatic sensitivity of the information;
- Any other issues of merit or relevance deemed appropriate in the societal or environmental interest;
- Other Green or Healthy Building Rating Scheme compatibility where relevant;
- Baseline 'Business as Usual' assessment comparison;
- GreenTag or single indicator Ecopoint score;
- Whether the level of Assessment warrants the 'PLUS' or 'Streamlined' recognition;
- Any other issues of merit or relevance appropriate in societal, environmental or circular economy/resource interest;
- Program assessment information:
  - clarifying whether a product, service or process is certified;
  - Country of Assessment;
  - Date of issue of certificate;
  - 'Valid to' date;
  - Licence number;
  - Assessment version number and date;
  - Signature and title of authorized officer;
  - Name and Contact details of the Operator;
- Product information:
  - name and address of the Applicant;
  - identification of the product certified and the lot, batch, serial number, model or type number to which the certification applies;
- Any rating tool Third Party Certifier credit or feature recognitions or compliances;
- Any other Certification body Accreditation e.g. JAS/ANZ and GreenTag second party auditor.

### 3.05 Currency and Renewal

Each Certification will have currency of five years or as specified in service offering and require annual renewal to maintain the Licence.

Applicants are required to have Product/s renewed each year based on submission of an Applicant's Renewal Declaration by a Director or Principal for each of another 4 years. Upon 6<sup>th</sup> year, the Products will have to be re-certified.

Certificates that involve audit assessment will require re-audit on each 3<sup>rd</sup> Anniversary.

Any Certified Product will include the validity period of the assessment clearly within the certificate.

#### External Standard Verifications:

- i. **Best Practice PVC (BPPVC):** is subject to currency as nominated by the program owner Vinyl Council of Australia;

- ii. **Environmental Product Declarations:** subject to the currency required by EN 15804 (5 years) and payment of annual Membership Fees to remain current

### 3.06 Product Fitness Characteristics

Fitness for purpose will be considered as an essential indicator of product fitness for awarding of a licence.

For the purpose of this Standard, fitness for purpose implies that a Product satisfies health, safety and consumer performance needs according to Mandatory Standards requirements or customer satisfaction reports according to the relevant standard.

### 3.07 System Development

The rating score thresholds shown in this document are subject to ongoing development as follows:

#### 3.07.1 Continuous Improvement

The Standard Indicator Thresholds will be regularly reviewed as part of the Continuous Improvement process in accordance with ISO 9001:2015 and ISO 14024:2000.

#### 3.07.2 Standard Review Period

The period of review for this Standard will be maximum 5 years, however, in line with Continuous Improvement; Product Assessment Criteria may be reviewed within this period and minor updates issued.

### 3.08 Recognition of Assessment Version

Any change in thresholds or Product Assessment Criteria will be recognised by a change in Assessment version number and date within the artwork issued to products bearing the Tiered Certification Mark.

Where a Product does not comply with subsequently lowered (or raised) thresholds, the Product will continue to be able to use the originally issued Certified Mark logo showing the Standard version and date against which the Certificate was originally issued until the 3<sup>rd</sup> anniversary of assessment, when it is required to be assessed under current version or the Licence revoked.

### 3.09 Compliance and verification

All aspects of product compliance and performance shall be evaluated by GreenTag Accredited Assessors within the level of compliance recognised by the Tier Awards.

Global GreenTag shall assign at least one person to peer review all information and results related to the evaluation. This review shall be carried out by person(s) who have not been involved in the evaluation process.

The Program Director shall be finally responsible for the determination of the Award and awarding of Certification. The methods for assessing compliance make use of the following evidence where relevant, in order of preference:

- Compliance with this Standard;
- Certification under ISO and IEC standards: and/or
  - other internationally recognized standards; and/or
  - regional and national standards; and/or
- other repeatable and reproducible methods which follow accepted principles of good laboratory practice (see ISO/IEC 17025 for information on good laboratory practice); and/or
- Third party verified data sources;
- Manufacturer Declarations under Legal Requirements e.g. SDS;
- GreenTag expert assessment and/or audit; and
- Applicant provided evidence (supported by audit where required or noted as not audited).
- Audits: May be remote, virtual, documentary, or on-site as practicable and appropriate.

### 3.10 Transparency

Transparency will be maintained through all stages of Standard development and Program operation. Transparency implies that information shall be available to interested parties for inspection and comment where appropriate.

Adequate time will be allowed for comments to be submitted including:

- selection of product categories.
- selection and development of product environmental criteria.
- product function characteristics.
- testing and verification methods;
- certification and award procedures
- review period;
- period of validity;
- non confidential evidence on which the awarding of the label is based;
- funding sources for the program development (e.g. fees, government financial support etc.);
- compliance verification.
- transparency will not conflict with the requirements of 3.16 Confidentiality clause.

### 3.11 International trade aspects

Procedures and requirements are not prepared, adopted or applied with a view to, or with the effect of creating unnecessary obstacles to international trade. The applicable provisions and interpretations of the World Trade Organization (WTO) will be taken into account.

### 3.12 Accessibility

Application to, and participation in, the GreenTag<sup>Cer™</sup> program is open to all potential manufacturer and Applicant/supplier proponents with Products that successfully fulfil the product environmental criteria for a given rating tier and other program requirements. Any successful Applicant/product proponent will be entitled to be granted a licence and authorized to use the label.

Fees and conditions to access the GreenTag program will be consistently applied across all Applicants, without any conditions related to the size of the supplier or membership of any association or group, nor shall certification be conditional upon the number of certificates already issued. The certification body can decline certification based on Applicant or their factory participating in illegal activities or having history of repeated legally enforced environmental or worker health non-compliances.

### 3.13 Scientific basis of product environmental criteria

The development and selection of criteria are based on sound scientific criteria including, but not limited to, life cycle impact and benefit assessment and sound chemical toxicology, social, ethical and where relevant, engineering and design principles. The criteria are derived from data that support the claim of environmental, health, ethical labour, circular economy and planetary boundary preferability.

### 3.14 Avoidance of conflict of interest

GreenTag will ensure that the process is free from undue influence and that sources of funding will not create a conflict of interest.

### 3.15 Costs and fees

Fees may include application, assessment and certification or recertification, testing, administration or marketing support fees as may be published or provided from time to time. In principle, the costs and fees for the granting and maintaining of a label will:

- i) be based on recovery of all program costs; and
- ii) be kept as low as possible to maximize accessibility;
- iii) be applied equitably to all Applicants, Licensees and Franchisees.

Separate fees may be imposed for specific LCI development or if on-site audits are deemed to be required. In general, any such fee will be identified in advance of commitment to the product assessment. Any Audit fees will:

- i) include reimbursement for costs associated with the audit including travel, meals and misc. costs;

- ii) be provided in the form of a lump sum quotation;
- iii) be paid by the Applicant a minimum 7 days in advance of departure or inspection date if local inspectors are being used and be subject to cancellation fees once confirmed.

*Fees will not be based on a percentage of turnover.*

### 3.16 Confidentiality

The confidentiality of all information which is identified as confidential via the execution of an agreed Confidentiality Agreement (or Non-Disclosure Agreement) will be maintained.

### 3.17 Mutual recognition

Mutual recognition between GreenTag and other ecolabel organisations, based on mutual confidence, is welcomed and encouraged. Mutual recognition may include but not be limited to:

- mutual recognition of tests,
- inspections, conformity assessment, administrative procedures and, where appropriate, product assessment criteria.
- to ensure full transparency, information on existing mutual recognition agreements with other eco-labelling bodies shall be made available as appropriate.

### 3.18 Documentation

Applicants seeking Certification must provide the following information as a minimum:

- i) a full declaration of substances down to 0.01% by weight for each homogenous material used in the final product (or further such more detailed requirements as may be required by sector specific or Supplementary Standards);
- ii) all required GreenTag Questionnaires and Declarations completed and including place of manufacture or assembly of each raw material or component;
- iii) All Applicants and/or suppliers to sign a declaration confirming that the Product does not contain any banned ingredients;
- iv) Safety Data Sheet (SDS) for all chemical components including constituent dyes, tints or inks;
- v) current certification for any ISO or other standards compliance claimed- including FSC, PEFC (or any member scheme), ISO 9001, 14001, other 14024 Type 1 Ecolabels, or 14025/21930/EN15804 Type 3 Environmental Performance Declarations;
- vi) third party laboratory testing or other audits as required to demonstrate key product claims or to demonstrate compliance with specific product or performance standards;
- vii) where emissions to water are involved in key manufacturing processes (e.g. wool scouring, water bath dyeing, leather tanning etc.), effluent emissions testing showing compliance with Environment Protection Authority/Government Licence conditions or ANZEC or WHO Water Quality Guidelines;
- viii) compliance with relevant social and environmental legislative or other legal requirements including International Labour Organisation's conventions;
- ix) indication of status regarding participation in Corporate Social Responsibility (CSR) programs or Standards e.g. SA8000 or the Global Reporting Initiative's (GRI) 'Sustainability Reporting Guidelines';
- x) any other information deemed necessary by GreenTag to demonstrate compliance;
- xi) Submit to any audit of materials supply chain or manufacturing processes or emissions related issued as required
- xii) VOCs – Where this standard requires specific VOC emission testing, GreenTag will accept other VOC standard/s which are relevant to any market/s or rating tool/s, the product is exported to, for certification in that country or under the specific rating tool;
- xiii) Any other technical requirement for a rating tool encompassed by a rating tool that the Applicant seeks recognition for or covered by a GreenTag Standard.

For applications relating to International Green or Healthy Building Rating Schemes, submission requirements may change according to the Credits and the Scheme being assessed.

Under some circumstances, aspects of the above may be subject to on-site audit. The Applicant will be informed in advance of committing to the Certification whether audit will be part of the assessment. Audits may occur with notice or without subject to the issue being assessed.

### 3.19 Documentation Requirements for Renewal

Each year prior to renewal of the Licence, the Applicant must supply as a minimum, a Declaration signed by a Director or Principal of the company or organisation, stating:

- i) There have been no changes to the product's design, specification or composition of the product;
  - ii) There have been no changes to the manufacturing process of the product;
  - iii) There have been no changes to the sourcing of raw materials of the product;
  - iv) There have been no relevant changes to the Management Systems relating to the product Certification;
  - v) or changes in the ownership, structure or management of the Applicant;
- OR
- vi) Providing full information as to the changes and if deemed necessary by GreenTag any further details requested.
  - vii) Additional documents required if Applicant seeks a higher certification level;
  - viii) Submitting to audit if deemed necessary by GreenTag.

### 3.20 Applicant Responsibility

It is the responsibility of the Applicant to:

- a) complete an official Application form, Product Declaration, all signed by a duly authorized representative of the Applicant, in which or attached to which are the following:
  - i. the scope of the desired certification;
  - ii. a statement that the Applicant agrees to comply with the requirements for certification and to supply any information needed for evaluation of products to be certified.
- b) The Applicant, as a minimum, shall provide the following:
  - i. corporate entity, name, address and legal status;
  - ii. a definition of the products to be certified, the certification system, and the standards against which each product is to be certified if known to the Applicant;
  - iii. applicable fee;
  - iv. A completed product Questionnaire and all other documentation required by the Program Procedures listed in 3.21 above and requested throughout the assessment;
- c) Maintain its annual Certification fee 12 months in advance as required;
- d) Comply with the Terms and Conditions, Licence and the Rules for Use of the Mark contained in the Style Guidelines as published from time to time on the [globalgreentag.com](http://globalgreentag.com) website;
- e) Not reproduce in part any Product Assessment or Certification claim or use the GreenTag Trademark Claims, Registered Marks, Certification Marks or Company names without written approval from Program Director;
- f) Apply the Logo only to packing advertising and marketing collateral directly related to the Certified Product;
- g) Avoid Incorrect references to the certification system or misleading use of licences, certificates or marks, found in advertisements, catalogues, etc., to avoid withdrawal of certificate, corrective, legal or other suitable actions.
- h) Make all necessary arrangements for the provision of required evidence and/or conduct of the evaluation, including provision for examining documentation and access to all areas, records (including internal audit reports) and personnel for the purposes of evaluation (e.g. testing, inspection, assessment surveillance, reassessment) and resolution of complaints;
- i) Inform GreenTag of any change in the Certified product or manufacturing process that is likely to significantly affect the product's design or specification, or changes in the ownership, structure or management of the Applicant, if relevant, or any other information that indicates the product may no longer comply with the requirements of this Standard;
- j) In the event of GreenTag determining changes have been made to product or supplier details as per 3.22 above and not notified to GreenTag, the Applicant will, on receipt of an GreenTag 'Notice to Rectify', immediately provide GreenTag with the required details and any fees necessary to allow recertification. Failure to do so may result in the withdrawal of the Licence. If the product Licence is withdrawn, the manufacture must, within 7

- days, cease to further promulgate all product marketing, packaging, advertising or other material carrying the logo. Furthermore all material carrying the Logo will be withdrawn within 90 days.
- k) Always fulfil the Global GreenTag Certification requirements, including implementing the appropriate changes when they are communicated by Global GreenTag.
  - l) keep a record of all complaints made known to the Applicant relating to a certified product's compliance with requirements of the relevant standard :
    - i. make these records available to the certification body when requested;
    - ii. take appropriate action with respect to such complaints and any deficiencies found in products or services that affect compliance with the requirements for certification;
    - iii. document the actions taken.

### 3.21 GreenTag Organisation

To foster confidence in its operation of the GreenTag<sup>Cert™</sup> program, GreenTag undertakes to operate in accordance with ISO 17065 'Conformity assessment - Requirements for bodies certifying products, processes and services' and:

- a) be impartial
- b) be responsible for decisions relating to its granting, maintaining, extending, suspending and withdrawing of certification;
- c) identify the management (committee, group or person) that will have overall responsibility for all of the following:
  - i. performance of testing, inspection, evaluation and certification as defined in this Guide,
  - ii. formulation of policy matters relating to the operation of the certification body,
  - iii. decisions on certification,
  - iv. supervision of the implementation of its policies,
  - v. supervision of the finances of the body,
  - vi. delegation of authority to committees or individuals as required to undertake defined activities on its behalf,
  - vii. technical basis for granting certification;
- d) have documents which demonstrate it is a legal entity;
- e) have a documented structure which safeguards impartiality including provisions to ensure the impartiality of the operations of the certification body; this structure shall enable the participation of all parties significantly concerned in the development of policies and principles regarding the content and functioning of the certification system;
- f) ensure that each decision on certification is taken by a person(s) different from those who carried out the evaluation;
- g) have rights and responsibilities relevant to its certification activities;
- h) have adequate arrangements to cover liabilities arising from its operations and/or activities;
- i) have the financial stability and resources required for the operation of a certification system;
- j) employ a sufficient number of personnel having the necessary education, training, technical knowledge and experience for performing certification functions relating to the type, range and volume of work performed, under a responsible senior executive;
- k) have a quality system giving confidence in its ability to operate a certification system for products. Key aspects of the quality system include the on-going monitoring of the effectiveness of the audit program, reviewing auditor performance and competency and performing internal audits to verify the effectiveness of the overall system;
- l) have policies and procedures that distinguish between product certification and any other activities in which the certification body is engaged;
- m) together with its senior executive and staff, be free from any commercial, financial and other pressures which might influence the results of the certification process
- n) have formal rules and structures for the appointment and operation of any committees which are involved in the certification process; such committees shall be free from any commercial, financial and other pressures that might influence decisions; a structure where members are chosen to provide a balance of interests where no single interest predominates will be deemed to satisfy this provision;
- o) ensure that activities of related bodies do not affect the confidentiality, objectivity and impartiality of its certifications, and it will not
  - i) supply or design products of the type it certifies,

- ii) give advice or provide consultancy services to the Applicant as to methods of dealing with matters which are barriers to the certification requested,
- iii) provide any other products or services which could compromise the confidentiality, objectivity or impartiality of its certification process and decisions;
- p) analyse relationship with related bodies to determine possibilities for conflict of interest:
  - i. employees: are not involved in certification process if they have any conflict of interest with any client within two years of the date of application for certification;
  - ii. subcontractors: are required to report any conflict of interest prior to executing the project contract;
  - iii. clients: are not provided advice or consulting in relation to achieving certification;
  - iv. partners: remain independent.
- q) have policies and procedures for the resolution of complaints, appeals and disputes received from Applicants, suppliers or other parties about the handling of certification or any other related matters.

### 3.22 GreenTag Responsibility

GreenTag further undertakes to comply with the detailed requirements of ISO 17065 'Conformity assessment -- Requirements for bodies certifying products, processes and services', including but not limited to the following:

#### 3.22.1 Staff

- a) ensure personnel shall act in accordance with the Global GreenTag HR Policy and Procedure Manual and shall be competent for the functions they perform, including making required technical judgments, framing policies and implementing them. The person who takes the decision on granting/withdrawing certification has a level of knowledge and experience sufficient to evaluate the information obtained from the evaluation process.
- b) clearly document instructions that are available to the personnel describing their duties and responsibilities. These instructions shall be maintained up to date;
- c) Clearly define the minimum relevant criteria for the competence of personnel;
- d) require its personnel involved in the certification process to sign a contract or other document by which they commit themselves:
  - to comply with the rules defined by GreenTag, including those relating to confidentiality and independence from commercial and other interests as defined in the Global GreenTag Anti-Corruption, Anti Bribery and Conflict of Interest policy; and
  - to declare any potential conflicts including prior and/or present association on their own part, or on the part of their employer, with an Applicant, supplier or designer of products to the evaluation or certification of which they are to be assigned.
- e) ensure that and document how, any contracted personnel for their own part, and on the part of their employer if any, satisfy all the requirements for personnel outlined in the herein.
- f) Require independent Auditors and product Auditors and Assessors to be accredited auditors registered by RABQSA, IRCA or other national or international auditor accreditation system and to be completely independent in their assessment of products. Assessors do not make any decision on granting, maintaining, extending, suspending or withdrawing certification;
- g) maintain information on the relevant qualifications, training and experience of each member of the personnel involved in the certification process. Records of training and experience to be kept up to date, in particular the following:
  - (i) name and address;
  - (ii) organisation affiliation and position held;
  - (iii) educational qualification and professional status;
  - (iv) experience and training in each field of the certification body's competence;
  - (v) date of most recent updating of records;
  - (vi) performance appraisal.

#### 3.22.2 Licensees

- a) Ensure Licensees are fully trained and competent for the functions they perform, including making required technical judgments, framing policies and implementing them;
- b) clearly define the minimum relevant criteria for the competence of Licensees;
- c) require Licensees involved in the certification process to sign a contract or other document by which they commit themselves:
  - i. to comply with the rules defined by Global GreenTag in this Standard, also including compliance with the relevant sections of ISO 14024 and ISO 17065, particularly those relating to Assessors and Assessor Organisations such as confidentiality and independence from commercial and other interests as defined in the Global GreenTag Anti-Corruption, Anti Bribery and Conflict of Interest policy; and
- d) to declare any potential conflicts including prior and/or present association on their own part, or on the part of their employer, with an Applicant, supplier or designer of products to the evaluation or certification of which they are to be assigned;
- e) ensure that and document how, any Licensee satisfy all the requirements for personnel outlined in the herein;
- f) require Licensees to be accredited auditors registered by Exemplar Global,, IRCA or other national or international auditor accreditation system and to be completely independent in their assessment of products. Licensees do not make any decision on granting, maintaining, extending, suspending or withdrawing certification;
- g) maintain information on the relevant qualifications, training and experience of each member of the personnel involved in the certification process. Records of training and experience to be kept up to date, in particular the following:
  - (i) name and address;
  - (ii) organisation affiliation and position held;
  - (iii) educational qualification and professional status;
  - (iv) experience and training in each field of the certification body's competence;
  - (v) date of most recent updating of records.
- h) all Licensees shall be subject to:
  - i. initial training and ongoing formal professional development by Global GreenTag and/or GGTI approved trainers to ensure Assessor and all relevant staff skills are developed, maintained, and kept up to date with any changes to the GreenTag system and Technical Documents referenced by the scheme, via personal, corporate and GGTI efforts;
  - ii. full compliance with, and maintaining all record keeping and compliance documentation for the GGTI Quality Management System and all its requirements to ensure complete confidence in GGTI assessment outcomes;
  - iii. Submitting without reservation, to the quality oversight of the Program Director or nominee.

### 3.22.3 Fees

Maintain a current uniform Schedule of fees equal for all products and notify Applicants in advance of any change to the fees;

### 3.22.4 Confidentiality

- a) execute a Confidentiality Agreement on request by any Applicant/Supplier and ensure this agreement also binds all staff, Assessors, subcontractors and/or agents where relevant;
- b) have adequate arrangements consistent with applicable laws to safeguard confidentiality of the information obtained in the course of its certification activities at all levels, including committees and external bodies or individuals acting on its behalf;

### 3.22.5 Application for Certification

- a) provide Applicants an up-to-date detailed description of the evaluation and certification procedures, appropriate to the GreenTag<sup>Cert™</sup> program, and the documents containing the requirements for certification, the Applicants' rights and duties of suppliers which have certified products (including fees to be paid by Applicants and suppliers of certified products).
- b) require Applicants to:
  - i. always comply with the relevant provisions of the certification programme;
  - ii. make all necessary arrangements for the conduct of the evaluation, including provision for examining documentation and access to all areas, records (including internal audit reports) and personnel for the purposes of evaluation (e.g. testing, inspection, assessment surveillance, reassessment) and resolution of complaints;
  - iii. Provide samples of the Products undergoing assessment
  - iv. make claims regarding certification only in respect of the scope for which certification has been granted;
  - v. not use its product certification in such a manner as to bring the certification body into disrepute and does not make any statement regarding its product certification which the certification body may consider misleading or unauthorized;
  - vi. upon suspension or cancellation of certification, discontinue its use of all advertising matter that contains any reference thereto and returns any certification documents as required by GreenTag;
  - vii. use certification only to indicate that products are certified as being in conformity with specified standards;
  - viii. endeavour to ensure that no certificate or report nor any part thereof is used in a misleading manner;
  - ix. make comment or inclusions solely in accordance with license requirements in making reference to its product certification in communication media such as online, emails, documents, brochures or advertising.
  - x. provide any explanation needed to the Applicant in relation to the operation of GreenTag. If requested, additional application information shall be provided to the Applicant.

### 3.22.6 Preparation for evaluation

- a) Before proceeding with evaluation, GreenTag will conduct, and maintain records of, a review of the application for certification to ensure that
  - i. the requirements for certification are clearly defined, documented and understood
  - ii. any difference in understanding between GreenTag and the Applicant is resolved
  - iii. GreenTag has the capability to perform the certification service with respect to the scope of the certification sought and, if applicable, the location of the Applicant's operations and any special requirements.
- b) prepare a plan for evaluation activities to allow for the necessary arrangements to be managed
- c) assign personnel appropriately qualified to perform the tasks for the specific evaluation. Personnel (including Licensees) will not be assigned if they have been involved in, or been employed by a body involved in, the design, supply, installation or maintenance of such products in a manner and within a time period which could conflict with impartiality ensuring that a comprehensive and correct evaluation is carried out, the personnel involved will be provided with the appropriate working documents.

### 3.22.7 Product Certification and Applicant Licensing

- a) evaluate the product in accordance with information provided;
- b) determine whether or not to certify a product based on the information gathered during the evaluation process and any other relevant information. All decisions relating to Product Certification shall be made by the Program Director or delegate (who shall be a competent person, not performing product evaluation).
- c) provision of a Licence for use of the Logo) and Rules for Use of the Mark, Style Guide and Product Certification Documents if the product assessment report supports Certification;
- d) re-evaluate the Product Certification in the event of changes significantly affecting the product's design or specification, or changes in the standards to which compliance of the product is certified, or changes in the ownership, structure or management of the Applicant, if relevant, or in the case of any other information indicating that the product may no longer comply with the requirements of the certification system;

- e) give 14 days' Notice to Rectify in the event of GreenTag determining changes have been made to product or supplier details as per 3.22 above and GreenTag has not been notified. Thereafter GreenTag may withdraw the Licence. Any product for which the Licence has been withdrawn will be published by GreenTag by means of Public Notice on its website/s and in two consecutive Product Newsletter e-letter broadcasts.
- f) ensure that activities of related bodies do not affect the confidentiality, objectivity and impartiality of its certifications, and it shall not:
- g) not delegate authority for granting, maintaining, extending, suspending or withdrawing certification to an outside person or body.
- h) provide to each Applicant offering certified products, formal certification documents such as a letter or a certificate signed by an officer who has been assigned such responsibility. These formal certification documents shall permit identification as a minimum, of the following:
  - i. the name and address of the Applicant whose products are the subject of certification;
  - ii. the scope of the certification granted, including, as appropriate,
    - 1) the products certified, which may be identified by type or range of products,
    - 2) the product standards or other normative documents to which each product or product type is certified,
    - 3) the applicable certification system;
    - 4) the effective date of certification, and the term of the certification if applicable.
- i) decide, in response to an application for amendment to the scope of a certificate already granted, what, if any, evaluation procedure is appropriate in order to determine whether or not the amendment should be made and act accordingly. Decision will be made by the Program Director or delegate (who shall be a competent person, not performing product evaluation).
- j) may require re-evaluation of the product in the instance the Applicant informs or GreenTag determines that any of the following changes have occurred and the changes significantly affect the product. The changes that may trigger re-evaluation if relevant are:
  - i. product design, specification or composition,
  - ii. changes in the standards to which compliance of the product is certified,
  - iii. changes in the ownership, structure or management of the Applicant,
  - iv. intended modification to the product, manufacturing process or, if relevant, its quality system which affect the conformity of the product.
  - v. any other information indicating that the product may no longer comply with the requirements of the certification system.

In the case of any of the above occurring, GreenTag will determine whether the announced changes require further investigations. If such is the case, the Applicant is not permitted to release certified products resulting from such changes until GreenTag has notified the Applicant accordingly.
- k) review of the product is undertaken on a minimum annual basis.
- l) surveillance of the certified products is to be documented
- m) personnel appointed to evaluate the conformance of the products shall provide GreenTag with a report of findings as to the conformity with all the certification requirements;
- n) promptly bring to the Applicant's notice GreenTag's full Product Assessment report (Product Listing) on the outcome of the evaluation identifying any nonconformities that have to be discharged in order to comply with all of the certification requirements and the extent of further evaluation or testing required. If the Applicant can show that remedial action has been taken to meet all the requirements within a specified time limit, the certification body shall repeat only the necessary parts of the Initial procedure.
- o) give due notice of any changes it intends to make in terms of requirements for certification. Following the publication of changed requirements, GreenTag will verify that each Applicant makes any necessary adjustments within a reasonable time.
- p) exercise proper control over ownership use and display of licenses, certificates and marks of conformity.

### 3.23 Recognition of Testing Laboratories

Only testing undertaken by laboratories that are registered by the Australian National Association of Testing Authorities (NATA) or is approved by a member of the International Laboratory Accreditation Cooperation (ILAC) or the Asia Pacific Laboratory Accreditation Cooperation (APLAC), or laboratories which are in compliance with ISO 17025 are recognised under this standard.

### 3.24 GreenTag Operations

GreenTag will take all steps necessary to evaluate conformance with the relevant product standards according to the requirements of GreenTag (or other specific product certification system-see Note 2 below). GreenTag or its licensees will specify the relevant standards or parts thereof and any other requirements such as sampling, testing and inspection requirements which form the basis for the applicable certification system. In conducting its certification operations, GreenTag will observe, as appropriate, the requirements for the suitability and competence of body(ies) or person(s) carrying out assessment testing, inspection and certification/registration as specified in ISO/IEC 17025, 17020, 17021 and 17065.

### 3.25 Subcontracting

When GreenTag subcontracts work related to certification (e.g. assessment, testing or inspection) to an external body or person, a properly documented agreement covering the arrangements including confidentiality and conflict of interest will be drawn up. GreenTag will:

- a) take full responsibility for such subcontracted work and maintain its responsibility for granting, maintaining, extending, suspending or withdrawing certification;
- b) ensure that the subcontracted body or person is a competent accredited auditor and complies with the applicable provisions of ISO 17065 and other standards and guides relevant to testing, inspection or other technical activities (see Note 1 below), and is not involved either directly or through the person's employer with the design or production of the product in such a way that impartiality would be compromised;
- c) obtain the Applicant's consent;
- d) have arrangements in place for confirming the scope, currency and applicability of the certification it is relying upon, and other data pertaining to the competency of the body it is relying upon, before the issue of its own certification.

Notes:

- 1) Where work related to certification has been undertaken prior to the application for certification, the body may take account of it, provided it can take responsibility as detailed in 3.28a) and satisfy itself regarding the matters detailed in 3.28 b).
- 2) The requirements given in 3.28 a) and b) are also relevant by extension, when a certification body uses, for granting its own certification, work performed by another assessment or certification body with which it has signed an agreement or is a recognized third party ecolabel body.

### 3.26 Quality system

- 3.26.1 The management of GreenTag having executive responsibility for quality has defined and documents its policy for quality and its objectives for and commitment to quality. The management undertakes to ensure that this policy is understood, implemented and maintained at all levels of the organisation.
- 3.26.2 GreenTag will continue to operate an effective quality system in accordance with ISO 9001:2015 and the relevant elements of ISO 17065 as below are appropriate for the type, range and volume of work performed. This quality system will be documented and the documentation available for use by the certification body staff. GreenTag further undertakes to ensure effective implementation of the documented quality system, procedures and instructions and designate a person having direct access to its highest executive level who, irrespective of other responsibilities, shall have defined authority for:
  - a) ensuring that a quality system is established, implemented and maintained in accordance with this Guide, and
  - b) reporting on the performance of the quality system to the body's management for review and as a basis for improvement of the quality system.
- 3.26.3 The quality system is documented in a quality manual and associated quality procedures, and the manual contains or refers to at least the following:
  - a) a quality policy statement;
  - b) a brief description of the legal status of the certification body, including the names of its owners and, if different, names of the persons who control it;

- c) the names, qualifications, experience and terms of reference of the senior executive and other certification personnel, both internal and external;
- d) an organization chart showing lines of authority, responsibility and allocation of functions stemming from the senior executive;
- e) a description of the organization of the certification body, including details of the management (committee, group or person) identified in 3.2 c), its constitution, terms of reference and rules of procedure;
- f) the policy and procedures for conducting management reviews;
- g) administrative procedures including document control;
- h) the operational and functional duties and services pertaining to quality, so that the extent and limits of each person's responsibility are known to all concerned;
- i) the procedure for the recruitment, selection and training of certification body personnel and monitoring of their performance;
- j) a list of its approved subcontractors and the procedures for assessing, recording and monitoring their competence;
- k) its procedures for handling nonconformities and for assuring the effectiveness of any corrective and preventive actions taken;
- l) procedures for evaluating products implementing the certification process, including:
  - i) conditions for issue, retention and withdrawal of certification documents,
  - ii) controls over the use and application of documents employed in the certification of products; the policy and procedure for dealing with appeals, complaints and disputes; its procedures for conducting internal audits, based on the provisions of ISO 10011-1.

### 3.27 Conditions and procedures for granting, maintaining, extending, suspending and withdrawing certification

- 3.27.1 The conditions for granting, maintaining and extending certification and the conditions under which certification may be suspended or withdrawn, partially or in total are included in the Licence and Terms and Conditions.
- 3.27.2 The QMS includes procedures to:
  - a) grant, maintain, withdraw and, if applicable, suspend certification;
  - b) extend or reduce the scope of certification;
  - c) re-evaluate, in the event of changes significantly affecting the product's design or specification, or changes in the standards to which compliance of the product is certified, or changes in the ownership, structure or management of the Applicant, if relevant, or in the case of any other information indicating that the product may no longer comply with the requirements of the certification system.

### 3.28 Internal audits and management reviews

- 3.28.1 GreenTag conducts periodic internal audits covering all procedures in a planned and systematic manner, to verify that the quality system is implemented and is effective in ensuring that:
  - a) personnel responsible for the area audited are informed of the outcome of the audit;
  - b) corrective action is taken in a timely and appropriate manner; and
  - c) the results of the audit are documented.
- 3.28.2 GreenTag's management with executive responsibility reviews its quality system at defined intervals which are sufficiently short to ensure its continuing suitability and effectiveness in satisfying the requirements of ISO 17065 and the stated quality objectives. Records of such reviews are maintained.

### 3.29 Documentation

- 3.29.1 GreenTag<sup>Cert™</sup> provides (through publications, electronic media or other means), update at regular intervals, and make available on request, the following:
  - a) information about the authority under which GreenTag operates as certification body;
  - b) a documented statement of its product certification system, including its rules and procedures for granting, maintaining, extending, suspending and withdrawing certification;

- c) information about the evaluation procedures and certification process related to GreenTag<sup>Cert</sup>™;
  - d) a description of the means by which the organization obtains financial support and general information on the fees charged to Applicants and to suppliers of certified products;
  - e) a description of the rights and duties of Applicants and suppliers of certified products, including requirements, restrictions or limitations on the use of the certification body's logo and on the ways of referring to the certification granted;
  - f) information about procedures for handling complaints, appeals and disputes;
  - g) a directory of certified products and their suppliers.
- 3.29.2 GreenTag has established and maintains procedures to control all documents and data that relate to its certification functions. These documents shall be reviewed and approved for adequacy by appropriately authorized and competent personnel prior to issuing any documents following initial development or any subsequent amendment or change being made.
- 3.29.3 A listing of all appropriate documents with the respective issue and/or amendment status identified shall be maintained. The distribution of all such documents shall be controlled to ensure that the appropriate documentation is made available to personnel of the certification body or Applicants when they are required to perform any function relating to the certification body's activities.

### 3.30 Records

- 3.30.1 GreenTag maintains a record system to suit its particular circumstances and to comply with existing regulations. The records are sufficient to demonstrate that the certification procedures have been effectively fulfilled, particularly with respect to application forms, evaluation reports, surveillance activities and other documents relating to granting, maintaining, extending, suspending or withdrawing certification. The records are identified, managed and disposed of in such a way as to ensure the integrity of the process and the confidentiality of the Information. The records will be kept for a period of time that ensures continued confidence can be demonstrated for at least one full certification cycle, or as required by law.
- 3.30.2 GreenTag has policies and procedures for retaining records for a period consistent with its contractual, legal or other obligations. The policy and procedures concerning access to these records is consistent with confidentiality agreements and requirements.

### 3.31 Development of Product Specific Requirements

Product Specific Category Rules (PCRs) are developed to consistently apply Functional unit, boundary conditions and methodologies for each product category they are developed for under the GreenTag EPD Program General Rules.

Each existing or new PCR adopted sets out the rules for LCA- data collection, methodology, calculations and presentation of the results. PCRs will be created or modified based on the GreenTag PCR Development Process, including the following steps:

1. Initiation and seeking co-operation with stakeholder and other interested parties;
2. An open and effective consultation process and outcome during the preparation of the PCR documents
3. Approval of PCR documents by both NAC and IEP groups before recommendations are provided to the Board;
4. Annual Review and maintenance of validity of PCR documents;
5. Reporting and publication of PCR documents via email notification and hosting on globalgreentag.com and other GreenTag websites as relevant public domain.

