

# IBD CERTIFICAÇÕES

## Natrue Cosmetics Certification

### Step by step

Welcome to IBD!

We have prepared this guide to provide you with all the necessary information about the Natrue Cosmetics certification process.



# IBD

A QIMA COMPANY



# Índice

Terms and definitions .....	3
Objectives and applicable certification scheme .....	4
Evaluation procedures .....	5
Certification request .....	5
Critical analysis of certification request.....	5
Commercial proposal.....	5
Certification contract.....	5
Inspection preparation.....	5
Preliminary certificate issue .....	6
Inspection.....	6
Report evaluation and Certification Decision.....	7
Granting certification .....	7
Maintaining certification / Surveillance.....	8
Refusing certification .....	8
Suspending / Withdrawing certification.....	8
Scope extension or reduction .....	9
Use of marks of conformity and accreditation .....	9
Complaints and appeals.....	10
Samples collection .....	10
Services evaluation .....	10



## Terms and definitions

**Accreditation**: formal acknowledgment by an accreditation body, that a certification body meets previously defined requirements and demonstrates competence to perform its activities with confidence.

**Appeal**: any request from a client for IBD to reconsider a decision referring to compliance assessment.

**Inspection**: systematic documented and independent process for obtaining and assessing evidences to determine the extension to which certification requirements are met.

**Certificate of conformity**: certification document attesting compliance of inspected client's management system and products to certification scheme.

**Certification cycle**: steps sequence of the certification process that must be repeated to maintain (renew) the Certificate of Conformity.

**Certification decision**: decision taken by the certification body with regards to fulfillment of products and processes' certification requirements.

**Certification requirements**: criteria established by the certification scheme as a condition to obtain or maintain the certification.

**Certification scheme**: certification system related to specific products for which the same requirements, rules and procedures (defined by the scheme owner) apply.

**Certification scope**: identification of products, processes or services and certification scheme with its normative documents against which certification is granted.

**Complaint**: expression of dissatisfaction, other than appeal, manifested by clients or third parties, about IBD's certification activities.

**Compliance**: fulfillment of certification scheme's requirements.

**Mark of accreditation**: mark of the accreditation body responsible for the accreditation of the certification body to certify the product or service.

**Mark of conformity**: mark attesting the conformity of the product or service to certification scheme requirements that can be used on products and communication materials by the means of licensing. Marks of conformity ("seal") are normally registered and protected legally against any abusive use.

**Non compliance**: non fulfillment of certification scheme requirements.

**Scheme owner**: person or organization responsible for the development and maintenance of a certification scheme.

## Objectives and applicable certification scheme

We made this guide to provide you with all necessary information about the NATRUE certification process.

The certification scheme covered by this document is the NATRUE Label Requirements & Annexes (NATRUE), based on the NATRUE Requirements for Certification Bodies and the NATRUE label usage guidelines.

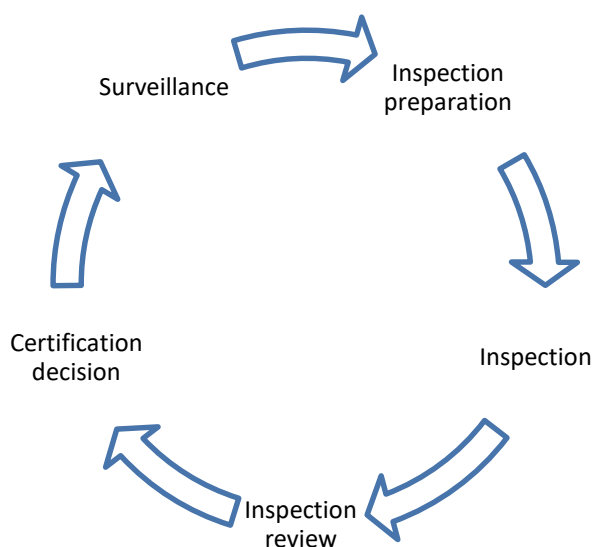
It allows for marketing natural and organic cosmetics with NATRUE seal.

NATRUE is the owner and manager of this scheme, and IOAS is responsible for the accreditation of the certification bodies.

Applicable standards, evaluation procedures and certification extension procedures are available on the scheme owner's website and through the link displayed on IBD website, or upon request.

The Certification Cycle is of 2 years, and the Certificate of Conformity is issued/renewed when all certification requirements are met.

The **Certification cycle** is made of the main steps below:



## **Evaluation procedures**

### **Certification request**

IBD sends to the requestor a Commercial Proposal Request Form, aiming at collecting all necessary information in order to comprehend well your need and provide you with customized commercial services.

### **Critical analysis of certification request**

IBD Commercial Management performs a critical analysis of the certification request against ISO17065 requirements, in order to clear any doubt and guarantee that IBD has the necessary competence and resources to perform the service.

If the requestor is already certified - or its certification was denied / suspended / cancelled – for the required scheme, we'll proceed to our Certification Transfer Procedure (available upon request) in order to ensure continuity of the process done by the previous certification body.

In case it is not possible to attend your demand at the moment, IBD will inform you the motives.

### **Commercial proposal**

IBD Commercial Management submits a Commercial Proposal based on the information sent by the requestor and on IBD Prices and Certification Criteria (available upon request).

Inspection time varies according to certification scheme requirements, as well as complexity, size and risks of the operation.

IBD is a private owned company and sustains its activities exclusively from fees charged for our certification services.

### **Certification contract**

By signing the Commercial Proposal the requestor manifests its agreement with the terms and conditions established in the Certification Services Contract, available on IBD website.

This contract informs about rights and obligations of clients, including the requirements for use of IBD name and marks of conformity or accreditation.

### **Inspection preparation**

Our team will send you a Management Plan template and applicable NATRUE forms to be filled in with all relevant information about your operations. It is crucial to fill this document in thoroughly since it will optimize the conduction of the inspection.

The main documents and records that should be maintained and be available to allow compliance checking are:

- General information about the production unit (name, address, federal tax registration, licenses and product registration, person in charge, percentage of natural cosmetics products...);
- NATRUE Level 1 worksheet – filled in by the client with the details of formulation of each product and corresponding NATRUE Raw Material Documentation File with the details of each ingredient of the formulation, always using INCI names;
- Technical data about the ingredients, its origin and production means (FISPQ, MSDS, certificate of analysis, non-GMO affidavits, declaration about testing on animals...). For this purpose, the NATRUE website provides templates of Non-GMO and ISO9235 declaration, information on how to classify the raw-materials, as well as annexes with the ingredients already included in NATRUE list;
- Purchase receipts of ingredients, production, marketing and stock;
- Certified products' labels graphic arts;
- Effective date of marketing and countries of destination.

The inspector assigned by IBD will analyze your Management Plan and relevant documentation, in order to draw a critical vision of its comprehensiveness, to detect eventual shortcomings and to request complements when necessary. This assessment aims at ensuring that the client is able to comply with all NATRUE certification requirements, and will be formalized in writing.

If some derived natural or nature identical substances informed in the formulation are not listed in the NATRUE standards, IBD will request to NATRUE their inclusion in the annexes of the criteria.

Upon NATRUE Scientific Committee's feedback the client will conclude the formulation and the inspector assigned by IBD will review again the documentation.

### **Preliminary certificate issue**

After confirming the adequacy of the client's documentation with the NATRUE requirements, IBD will upload the information on NATRUE label extranet and issue the Preliminary Certificate.

### **Inspection**



At the beginning of the inspection, the inspector proceeds to an opening meeting, to clarify how the assessment will be done and what rules apply to the certification scope. This is the ideal moment to clear any doubts and to adjust the schedule as necessary.

The inspection is performed based on the specific requirements of applicable standards. The inspector needs always be accompanied by guides assigned by the client at the opening meeting.

The evaluation methods are based on:

- Interviews;
- Observation of activities;
- Documents and records analysis;
- Observation of equipment, areas and facilities.
- Comparison inputs – production – sales – stock;
- Traceability exercise;
- Sample collection (if applicable);
- Identification and investigation of risk areas;
- Check on previous non compliances situation;
- Critical analysis of received complaints and corresponding corrective actions.

Potential non-compliances are immediately communicated to the client, ensuring a full knowledge and understanding of the situation.

At the end of the inspection, the inspector formalizes the results in a closing meeting.

Any differences of opinion regarding the findings of the inspection are discussed and, if possible, resolved. If not resolved, they are recorded for posterior evaluation by IBD.

### **Report evaluation and Certification Decision**

IBD technical staff evaluates the inspection report, its quality and the coherence of information and formalizes the result in the Certification Decision.

At this stage the recommendation and findings of the inspector might be altered.

### **Granting certification**

When an inspection's evaluation results in a positive decision, IBD issues or renews the client's Certificate of Conformity, valid for 2 year from the date it is issued.

Clients' data requested by the certification scheme are displayed on IBD website and client's products are activated on NATRUE label extranet.

### **Maintaining certification / Surveillance**

Every 2 years, IBD renews the full Certification Cycle, to ensure the maintenance (renewal) of the Certificate of Conformity.

While the Certificate of Conformity remains valid, the client may trade its products and make claims about its certification using the marks of conformity (seals), always respecting the applicable requirements.

IBD may conduct unannounced inspections at any time, according to the certification scheme requirements, to operations with higher risk level or for investigation of potential non compliances or complaints.

### **Refusing certification**

According to the scheme requirements it is possible for IBD not to issue the Certificate of Conformity. That happens when certification requirements are not met within the initial Certification Cycle. In such case, IBD will notify the motives and explain what steps are necessary to obtain certification.

### **Suspending / Withdrawing certification**

When the evaluation of an inspection or when the investigation of a complaint results in non-compliance, or when the client does not fulfill any aspect of the contract signed with IBD, or the requirements applicable to the certification scope, IBD will notify the non-compliance to the client, always informing the deadline for correction or appeal.

If the client submits evidences of resolution of all non-compliances within the established deadline, IBD will notify formally the resolution and proceed with the maintenance of the certification.

If not, IBD will notify formally the client, according to rules applicable to the certification scheme, a Proposed Suspension or Cancellation/Revocation, as well as the deadline for correction or appeal.

Lack of resolution or appeal within the established deadline will lead to Suspension of the Certificate of Conformity.



In such case the client's data will be removed from IBD website and from NATRUE label extranet.

Not performing an inspection within the deadline established by the certification scheme also implies in suspending the Certificate of Conformity.

### **Scope extension or reduction**

Clients must inform IBD about all changes related to the certification, in particular changes of management system, production units, certified products and volumes.

When certified clients request a change of scope, IBD will evaluate if there is a need for updating the Commercial Proposal initially agreed.

- Inclusion of new products processed by a productive unit that has already been audited:

A second audit is not required when additional products are certified within a year of the performance of the original audit. In this case, IBD will request sufficient documentation and information (such as flowchart, formulation, used inputs, production forecast, labels, etc.) and proceed to a desktop evaluation.

The inclusion of additional products after this deadline requires a new audit.

- Inclusion of new products processed by a productive unit that has not been audited:

At the discretion of IBD, under its sole responsibility, the inclusion of products processed in non-audited sites is possible upon observation of NATRUE Requirements for Certification Bodies, item 7.2.5.

Upon conclusion of the evaluation process, IBD will notify the result and make the necessary changes of the Certificate of Conformity and update the data on IBD website and NATRUE label extranet.

### **Use of marks of conformity and accreditation**

IBD verifies the correct use and exhibition of certificates and marks of conformity of the certification scheme owner and/or of the accreditation body, mainly on labels of certified products, but also on communication materials such as website, announcements, folders, brochures, business cards, etc.

The incorrect use of marks of conformity and certificates is notified to the client and appropriate action is requested, such as corrective actions, certificate

suspension, communication to ruling authorities, legal action, etc. depending on the level of non-compliance.

### **Complaints and appeals**

IBD has procedures in place (available upon request) for receiving, treating and recording efficiently and impartially Complaints and Appeals.

Upon reception of a complaint or appeal, IBD acknowledges receipt formally. All the decision process to solve the complaint or appeal is made by, or reviewed and approved by, person(s) not involved in the related certification activities, in order to maintain impartiality.

The result is reported to the complainant / appellant, in a way that does not threaten the confidentiality of the involved parties.

Submitting complaints and appeals is important for IBD to always improve the quality of its services. Feel free to use for this purpose all channels we provide you: telephone, fax, website, e-mail.

### **Samples collection**

The collection and laboratory analysis of samples of products, soil, water, inputs, tissues and other materials relevant to the certification activities are sometimes necessary to the certification process.

It aims at confirming the fulfillment of legal or standards' parameters, the presence or absence of contamination by substances that are prohibited or restricted by certification standards, and for taking subsequent suitable decisions according to the result.

The collection and analysis of samples are necessary whenever there is a suspicion of use of prohibited substances/methods or contamination of the certified product by prohibited substances.

All samples collected by our inspectors are analyzed by previously qualified laboratories, accredited against ISO17025.

### **Services evaluation**

IBD highly values the opinion of its clients and for this reason invites you to appraise our services upon conclusion of each certification process, by the means of a Satisfaction Survey.

Your opinion is very important as it helps us to continuously improve the quality of our services.



# IBD

A Q I M A COMPANY

IBD CERTIFICAÇÕES Ltda.

Tel.: +55 14 3811 9800

[www.ibd.com.br](http://www.ibd.com.br) – [ibd@ibd.com.br](mailto:ibd@ibd.com.br)

Rua Amando de Barros, 2275 – Lavapés  
Botucatu/SP – Brasil – CEP:18602-150