CHSA
Cleaning and Hygiene Suppliers Association

Our Standards. Your Guarantee.

CHSA Audits Made Clear: A Definitive Guide for Accredited Manufacturing Members

CHSA Accredited Manufacturer Certification Mark ®

V3 January 2026

Inspection Matters

The Independent Inspection process, or auditing, ensures 'what's on the box is what's in the box'. Supporting compliance, it protects members' reputation and gives customers confidence they are receiving high-quality, fit-for-purpose products from a supplier they can trust.

This is not just a compliance check; it's a collaborative process designed to help members succeed.

Welcome and purpose

Welcome to your definitive guide to the inspection process. This document is designed to help you understand what to expect, how to prepare, and where to find further information if needed. The contents of this document apply to all members across all CHSA manufacturing schemes unless clearly and specifically stated otherwise.

This guide is intended to support your understanding of the audit process but is not a replacement for reading the full CHSA Standards, Technical Regulations, Code of Practice, and Ethical Marketing Commitment. Full compliance requires familiarity with all applicable documents.

Maintaining accurate contact details

To facilitate the process, the CHSA requires accurate contact details for every member. Please make sure you keep the CHSA Secretariat and Independent Inspector informed of any changes.

Scheduling the audit

You need to be audited to ensure compliance and retain membership. The number of audits required per Scheme is:

- Soft Tissue Accreditation Scheme – at least 2 audits per year.
- Plastic Sack Accreditation Scheme– at least 2 audits per year.
- Cotton Mop Accreditation Scheme – at least 1 audit per year.
- Cleaning Chemicals Accreditation Scheme – at least 1 audit per year.

The Independent Inspector will contact you to arrange the visit. Visits are arranged geographically to minimise travel and maximise efficiency (and not necessarily in 6- or 12-month intervals), so please respond promptly to the Inspector's request. Please also avoid cancellations unless absolutely necessary. If cancellation is unavoidable, please notify the Independent Inspector and CHSA Secretariat as early as possible. Late cancellations or repeated rescheduling may delay your audit, affect compliance status, and be recorded as part of your audit history.

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Preparing for your audit

There are several key steps to follow to ensure the process is smooth and efficient:

- Appoint a Nominated Person. Each Accredited Manufacturer must designate a Nominated Person responsible for ensuring compliance with the relevant CHSA Manufacturing Accreditation Scheme Technical Regulations and Standard.
- Ensure staff availability for on-site testing. A trained member of staff is needed to assist the Inspector during any on-site testing. The member of staff needs to understand all relevant CHSA requirements for products within scope and be able to give accurate advice on product use.
- Ensure Quality Control (QC) records are ready and linked to batches. Records must correspond directly to the products and manufacturing batches selected for sampling. Maintain systems that allow full traceability from product to batch and associated QC documentation.
- Gather ethical audit evidence or your plan/timeline. If your ethical audits are complete, have certificates ready. If not, prepare your strategy and timeline for compliance by 31 December 2026. Ethical audits must cover at least Labour Standards and Health & Safety, and accepted frameworks include amfori BSCI, ETI Base Code, EcoVadis, SA8000, SMETA, and WRAP.

Confirm audit location and site details

To ensure the audit process is smooth, please confirm the following information with the Independent Inspector prior to the audit:

- Full address of the audit location.
- Name and contact number of the person meeting and hosting the Independent Inspector.
- Other relevant site information, such as:
  - Access and location instructions.
  - Parking arrangements.
  - Security, safety and site procedures.
  - Special considerations for large sites or shared premises.

Inspector Consultancy

If you're new to the Scheme and/or still have questions, the Independent Inspector can provide a short pre-audit briefing via phone or Microsoft Teams. This can take place ahead of the audit or on the day. For either option it needs to be scheduled in advance.

Additional use of Inspector Consultancy for longer briefings, training sessions, testing, etc, which is outside the normal audit process is available at an additional charge. It must be agreed in advance with the Inspector and administered through the CHSA.

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What the audit covers

Your audit may assess compliance with some or all the following areas, with the Inspector prioritising those most relevant or requiring closer review:

- 5Ps: your relevant Product, Processes, Procedures, People and Policies.
- The relevant Accredited Manufacture Scheme Standard and Technical Regulations.
- The CHSA's Code of Practice, which includes the Competition & Markets Authority's Green Claims Code.
- The CHSA's Ethical Marketing Commitment.
- The brand guidelines and relevant Scheme Technical Regulations specifying use of the CHSA logo and relevant Certification Mark.
- The requirement for ethical audits for all factories producing CHSA accredited products by 31 December 2026.
- The Compliance Checklist (currently only required for CMAS and STAS members).
- Any additional areas the Inspector considers relevant, or the member wishes to discuss in relation to CHSA compliance, will be reviewed together during the audit before any further action.
- A close out meeting with key personnel to discuss preliminary findings and actions likely required.

Record-Keeping Requirements

You are required to maintain QC records for all products sold into the UK market. This includes outsourced products and those manufactured offshore. The QC records need to show:

- Specification tested against.
- Actual test results.
- Date/time of test.
- Product reference.
- Machine number.
- Operator and Control Officer details.
- Pass/fail status and corrective actions.

The QC records need to be retained for at least one year and must evidence regular testing during production and cover all measurements specified in the relevant CHSA Scheme Standards and Regulations. The records must be directly linked to the product and batch selected for sampling.

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What to expect on the day

The audit will focus on:

- Label Compliance Audit: review labels for accuracy and compliance (ideally 25 different products where stock and range permits).
- Random Sampling: select at least five different products, removing one full case (sales unit) of each product for testing. For certain schemes (e.g., MOPAS and PSAS), weight checks across multiple cases may be required.
- On-Site Testing: this may involve the use of your equipment with staff assistance.
- Ethical Audit Review: check evidence of completed audits or your plan/timeline.
- QC Record Review: assess records against requirements and confirm batch traceability.
- Additional Checks: perform independent tests (weight, dimensions, drop tests).

After the Audit

Following the audit, you will receive the full Scheme Compliance Report. It will include:

- The label and product audit.
- Latest and historical test reports.

If there are any issues the Independent Inspector will explain the findings. You may be asked to take corrective action and the CHSA may follow up to confirm resolution. Non-conformance levels may be increased if the issue is a repeat or part of a trend.

You may provide comments or context. If you would like your comments to be included in the Inspector's summary report to the CHSA Scheme Chair, please return them within five working days. The intention is that the audit be a collaborative process.

Additional support

- Website: https://www.chsa.co.uk
- CHSA Secretariat: secretary@chsa.co.uk
- Inspector Support: inspector@chsa.co.uk

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