

# CHSA Guidance: Sourcing Soft Tissue Products from Non-CHSA Manufacturers



## Purpose

This document explains what you must do when sourcing soft tissue products from a non-CHSA manufacturer. These steps ensure that products meet agreed quality, labelling and product standards. **What is on the box is what is in the box.**

## Scope

- Applies to soft tissue products within the scope of the Soft Tissue Accreditation Scheme, including centre feed rolls, toilet rolls, jumbo rolls, flat towels, wipes, kitchen towels, facial tissues and napkins.
- Applies only where these products are sourced from non-CHSA manufacturers.
- Fully CHSA compliant products that carry the CHSA Certification Mark are outside the scope of this guidance and can only be produced by CHSA Accredited Manufacturers.

Products supplied without the CHSA Certification Mark must still conform to the dimensional, labelling and ethical principles set out in the Scheme.

Where an ADS member sources products from a non-CHSA manufacturer, the ADS member takes full responsibility for compliance with this guidance.

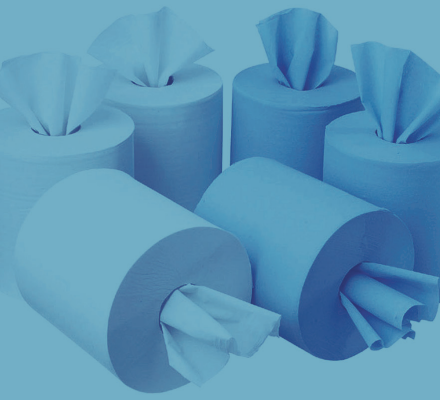
## Responsibilities

Responsibility Type	Supplier	Distributor	Joint Responsibility
Agree written specification			✓
Provide QC report & signed compliance	✓	Monitor	
Accurate labelling	✓	Check	
Retain QC records for 1 yr.	✓	✓	
Verify documentation		✓	

## Specification Requirements

Before supply begins, a written specification must be agreed.

Requirement	Details
Dimensions	Roll length and width or sheet size, expressed in metric units
Ply	Ply number
Quantity	Quantity per sales unit
Batch reference	Must link to production and quality control records
Packaging	Number of rolls or packs per container
Target sizes	Suppliers must aim for nominal sizes
Tolerances	No more than 10 percent of measurements more than 2.5 percent below nominal and none more than 5 percent below



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When multiple measurements are taken from the same roll or sales unit, small variations are acceptable provided the average meets or exceeds the stated dimensions. Suppliers must aim for target sizes and not work to tolerance limits.

Dimensional conformity may be assessed using aggregate square area.

Suppliers must operate a dimensional control system and retain quality control records for at least one year. Records must confirm conformity of the batch and show measurements taken, batch reference, pass or fail outcome and any corrective action.

ADS members must review this information and be satisfied that it confirms conformity of the batch as a whole.

### Labelling Requirements

- Labels must accurately reflect the agreed specification and show product description, size, ply, quantity and batch reference.
- Metric measurements must appear first and be the most prominent. Imperial units may be included if accurately converted.
- Labels must not include any reference to CHSA, including CHSA logos or Certification Marks.

### CHSA Inspection and Nonconformance

Based on supplier quality control data, nonconformance is classified as follows:

Classification	Threshold
Minor	Up to minus 2 percent
Major	Greater than minus 2 percent up to minus 5 percent
Critical	Greater than minus 5 percent

Where critical nonconformance is identified, immediate action must be taken to prevent supply of non-compliant product.

### Good Practice - Documentation with Every Delivery

Good practice requires that the following documentation is available with every delivery or on request:

- Quality control report relevant to the batch supplied
- Signed compliance statement
- Copy of the agreed specification

All documentation must be retained for at least one year and be available for CHSA inspection if requested.

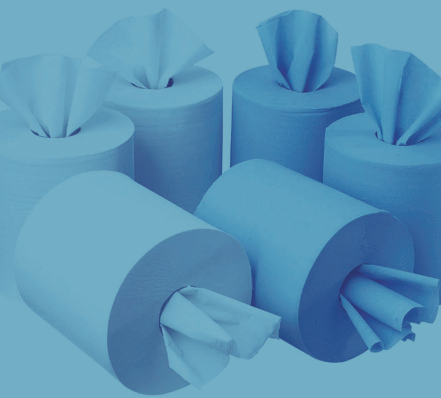
### Supplier Recommended Accreditations

Accreditation to recognised quality, safety and environmental standards is recommended. An ethical audit covering labour standards, health and safety, environmental practices and business ethics is recommended.

Suppliers should also hold FSC or PEFC certification or demonstrate a clear commitment to securing certification.

### Glossary

- **Nominal Dimensions:** The stated size shown on the label.
- **Batch reference:** A code linking the product to its production run and quality control records.
- **Ply:** The number of layers in the tissue product.
- **Square area:** The area of soft tissue material calculated from length and width, used to assess dimensional conformity.



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