

## Labelling and Traceability

**CHSA**

Accredited  
Manufacturer  
of Soft Tissue  
Certification Mark

**CHSA**

Accredited  
Manufacturer  
of Plastic Sacks  
Certification Mark

**CHSA**

Accredited  
Manufacturer  
of Cleaning Chemicals  
Certification Mark

**CHSA**

Accredited  
Manufacturer  
of Cotton Mops  
Certification Mark

**CHSA**  
Member

At the heart of CHSA accreditation is a simple and well recognised principle: What's on the box is what's in the box.

To maintain confidence in CHSA accredited products, what is ordered and specified must be clearly identified on the label and consistently delivered in the product.

By using a CHSA Accredited Manufacturer for Soft Tissue, Plastic Sacks, Cotton Mops and Cleaning Chemicals, customers gain assurance that products are independently inspected and regularly verified.

### Labelling requirements to comply with the terms of your CHSA membership

For all products manufactured by a CHSA Accredited Manufacturer, labels must, as a minimum, include the following, as applicable:

- A clear and accurate product description, including size, volume and full specification – if in doubt either check the appropriate CHSA Standard or ask the Inspector
- Batch or lot identification
- Traceability to the CHSA Accredited Manufacturer

### Manufacturer traceability

Traceability to the CHSA Accredited Manufacturer must be maintained at all times. This may be achieved by:

- Stating the manufacturer name on the label
- Using a clearly recognisable brand, or
- Applying the CHSA confidential member number

The confidential member number is particularly important for private label, own brand or plain label products, where the manufacturer name is not intended to appear.

### Confidential member number

The confidential member number is:

- Issued by the Independent Inspector
- Known only to the Inspector and the individual member

Its use allows the Independent Inspector to identify the CHSA Accredited Manufacturer quickly and accurately, while:

- Ensuring full traceability
- Protecting commercial confidentiality

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## Use of the CHSA Certification Mark

Where the CHSA Certification Mark is used, it must:

- Be the correct scheme specific Accredited Manufacturer mark
- Be clearly visible and legible
- Have a suggested minimum width of 30 mm
- Not be distorted, modified or altered in any way
- Be reproduced only in the CHSA brand colours or greyscale, as provided by the CHSA

The mark provides a clear visual indication of CHSA accreditation and compliance.

## Private and own brand products

Where the manufacturer is not shown on the label, the CHSA confidential member number must be applied to maintain compliance with CHSA requirements.

## Responsibilities

### Manufacturers

- Ensure labels are accurate and complete
- Ensure products meet the declared specification
- Maintain traceability at all times

### Distributors

- Support and uphold CHSA requirements
- Ensure own brand specifications do not remove or contradict compliance requirements
- Work collaboratively with CHSA manufacturers
- Ensure non-CHSA manufacturers or suppliers comply fully with stated labelling requirements and do not refer to or include any text that could be wrongly interpreted as suggesting the product was manufactured by a CHSA Accredited Manufacturer

### Note for Distributors:

See: *CHSA Guidance Sourcing Soft Tissue Products from Non-CHSA Manufacturers* and *CHSA Guidance: Sourcing Plastic Sack Products from Non-CHSA Manufacturers*

Distributors must ensure that the CHSA Accredited Manufacturer either clearly identifies themselves on the label or, where this is not appropriate, applies their CHSA approved confidential member number.

## Working together

Manufacturers and distributors must work together to ensure that compliance is built in, not removed, at any stage in the supply chain.

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## Labelling – common errors identified during inspections

### All product groups

- No traceability to manufacturer
- No batch or lot identification
- Incorrect, missing or inappropriate CHSA Certification Mark

### Plastic sacks

- Minimum net weight not declared

### Soft tissue

- Number of plies not stated
- Missing roll height and or sheet width
- Insufficient information to calculate square metreage per roll or pack

### Cotton mops

- Inadequate labelling of mop bundles, resulting in loss of key information once de-boxed

### Cleaning chemicals

- Insufficient instructions for correct end use, including:
  - Method of application
  - Whether pre-cleaning is required
  - Contact time

Example of acceptable instruction:

*"Remove surface soilage before applying disinfectant to surface. Leave the surface visibly wet for (\*specified time) to achieve bactericidal activity in accordance with EN 1276. (\*The specific contact time is for the specific microorganism tested and claimed on the label.) Do not wipe before this time has elapsed. Rinse if required."*