

# Assessor-Institute call

## Meeting Slides

9 November 2023

**Confidential: not for further circulation or citation**

# Proposed agenda

| ITEM  | OBJECTIVE   |
|---|---|
| 1 Update on post-Taskforce follow-up                      | Information sharing   |
| 2 Setting up an Institute-Assessor communications network | Seeking support for Assessors to nominate one staff member to work with Angela and others             |
| 3 Certification operations update                         | To open a discussion of how to handle various frictions in process – in particular delays and backlog |
| 4 Extensions policy                                       | Seek ideas for resolution of multiple extensions  |
| 5 Progress update on list of '118 issues'                 | To respond requests for an update on this   |
| 5 Fees policy   | To socialise options on fees and get ideas/feedback   |
| 6. A.O.B.   |   |

# Update on post-Taskforce follow-up



# NY Workshop follow-up

- **Priority** now is get these Task Teams organized so that there is enough time to generate ideas for the next C2CPII Board meeting in January or February in NY.
- On **team compositions** - co-convenors identified for each task team and now sending out invitations - both those that expressed a preference and also asking others to join their group
- On the **number and scope of Task Teams**: "Future certification products and tools" merged with value-proposition team, hence the scope of that second team has been broadened to include products ("2. Our value-proposition, products and communication"):
- On **phasing** - rather than start all teams at once we will delay the Institute-focused team for a few more weeks - ~~here is a suggested template~~

| Task Team   | Co-Convenors                           |
|---|--|
| 1. The transition to 4.1  | Michelle Molloy and Cedric Wintraecken |
| 2. Our value-proposition, products and communication                              | Nina Tooley and Kristoff Debrandere    |
| 3. Material health collaboration  | Meg Whittaker and Kolton Kitterman     |
| 4. Certification business model - ensuring regulatory credibility and scalability | Jeff Hogue and Tim Glaz                |
| 5. Strengthening the Institute  | Victoria Woo and Jan Berman            |

| Output for C2CPII Board:<br>Task Team 1 - The transition to 4.1 |           |               |            |                              |
|---|-----------|---------------|------------|------------------------------|
| Proposal  | Rationale | Pros/benefits | Cons/costs | Level of team support (x/10) |
| 1. Proposal 1   |           |               |            |                              |
| 2. Proposal 2   |           |               |            |                              |
| etc   |           |               |            |                              |

# SSC Update [in square brackets]

<https://c2ccertified.app.box.com/file/1338161444778>

## Material Health

- Modify the Restricted Substances List to more closely align with leading regulations. **[approved]**
- Other proposals **[in November]**

## Product Circularity

- Modify to better encourage reuse, remanufacturing, and similar pathways. Other required updates are primarily in reference documents, User Guidance, and forms. **[approved]**

## Clean Air & Climate Protection

- Provide more options for achieving the targets to use renewable electricity and address greenhouse gas emissions in manufacturing and ensure alignment with best practice. **[approved]**

## Water & Soil Stewardship

- Move third-party effluent quality and supply chain related requirements (which have proved to be quite demanding for Bronze and Silver levels) to higher achievement levels. **[approved]**

## Social Fairness

- Modify Bronze level requirements to monitor and verify performance to reduce documentation while still ensuring the category is aligned with leading international guidelines (e.g., UN Guiding Principles and OECD). **[approved most of the changes – a few more remaining]**

## Packaging, environmental policy and management, and animal welfare **[November – hopefully in the 2 SSC meetings scheduled for next week]**

# Setting up an Institute-Assessor communications network

# Creating an Assessors/Institute Communications network

- **Why:** to create better communications alignment between Institute and Assessors, and join forces in the common effort of communicating about the C2C Certified.
- **What:** a collaborative network where we will share information, challenges, opportunities and plans around communications, and seek shared solutions as necessary.
- **Who:** the person responsible to communicate about C2C Certified in your organization (and in longer-run perhaps some 'lighthouse company' communications leads?)
- **How:** regular video-calls, and an email group for more frequent ad-hoc exchanges
- **Next step:** each AB please nominate one person to join the network, and share the following information to Angela Antolini ([aantolini@c2ccertified.org](mailto:aantolini@c2ccertified.org)): Name, Role, contact details (email/phone)

# Certification operations update

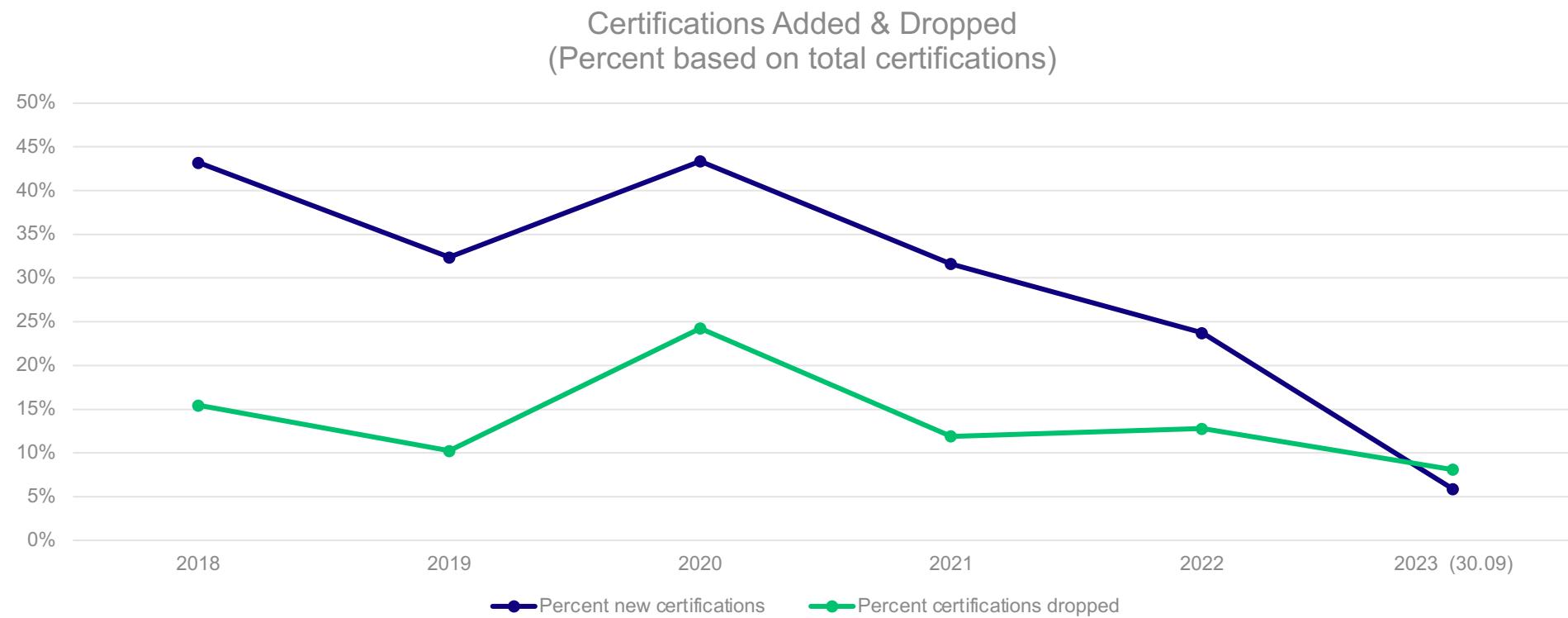
# Issues

- Modification of Institute review process – pilot more selective risk-based approach and only review complete and sufficient quality ASFs. 4.1 timing...
- Strengthening review capacity: Cert team hiring (2 just joined, 1 vacancy) and consultant support; contracting external review company
- Recomence annual Assessment Body audits (in-person or remotely)
- Improving ASF quality: improvements but need greater internal QA before submission
- Addressing problem projects more systematically: quarterly review/status meetings between Cert team and each Assessor team (r.t. one per client)
- Company communications: Institute involvement, systematic updates
- 4.1 Transition issues: Task Team 1 (collect any questions in chat)
- Assessor training

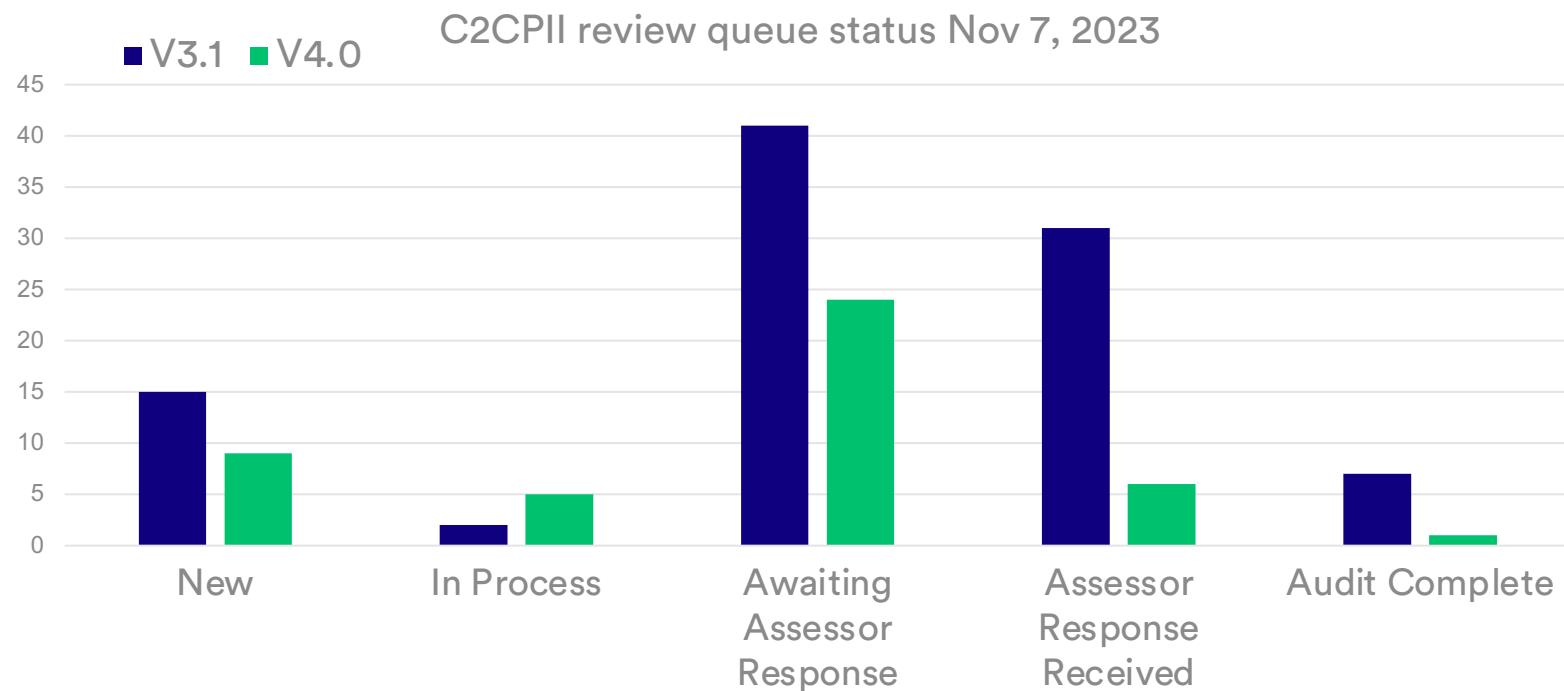
# Data Snapshot – Certifications as of Oct 1

|       | Certifications Issued (2022) |            | Certification Targets (2023) | Under Assessment by Assessors | Under Review by C2CPII | Certifications Issued (YTD) |
|-------|------------------------------|------------|------------------------------|-------------------------------|------------------------|-----------------------------|
|       | New                          | Recert     |                              |                               |                        |                             |
| V.3.1 | 219                          | 325        | 55                           | 3                             | 15                     | 56                          |
|       | 325                          | 351        |                              | 112                           | 84                     | 244                         |
|       | <b>Subtotal</b>              | <b>544</b> | <b>406</b>                   | <b>115</b>                    | <b>99</b>              | <b>300</b>                  |
| V4.0  | 6                            | 11         | 81                           | 43                            | 35                     | 23                          |
|       | 11                           | 38         |                              | 50                            | 13                     | 5                           |
|       | <b>Subtotal</b>              | <b>17</b>  | <b>119</b>                   | <b>93</b>                     | <b>48</b>              | <b>28</b>                   |
|       | <b>TOTAL</b>                 | <b>561</b> | <b>525</b>                   | <b>208</b>                    | <b>147</b>             | <b>328</b>                  |

# Data snapshot: inflow vs outflow of certifications (September)



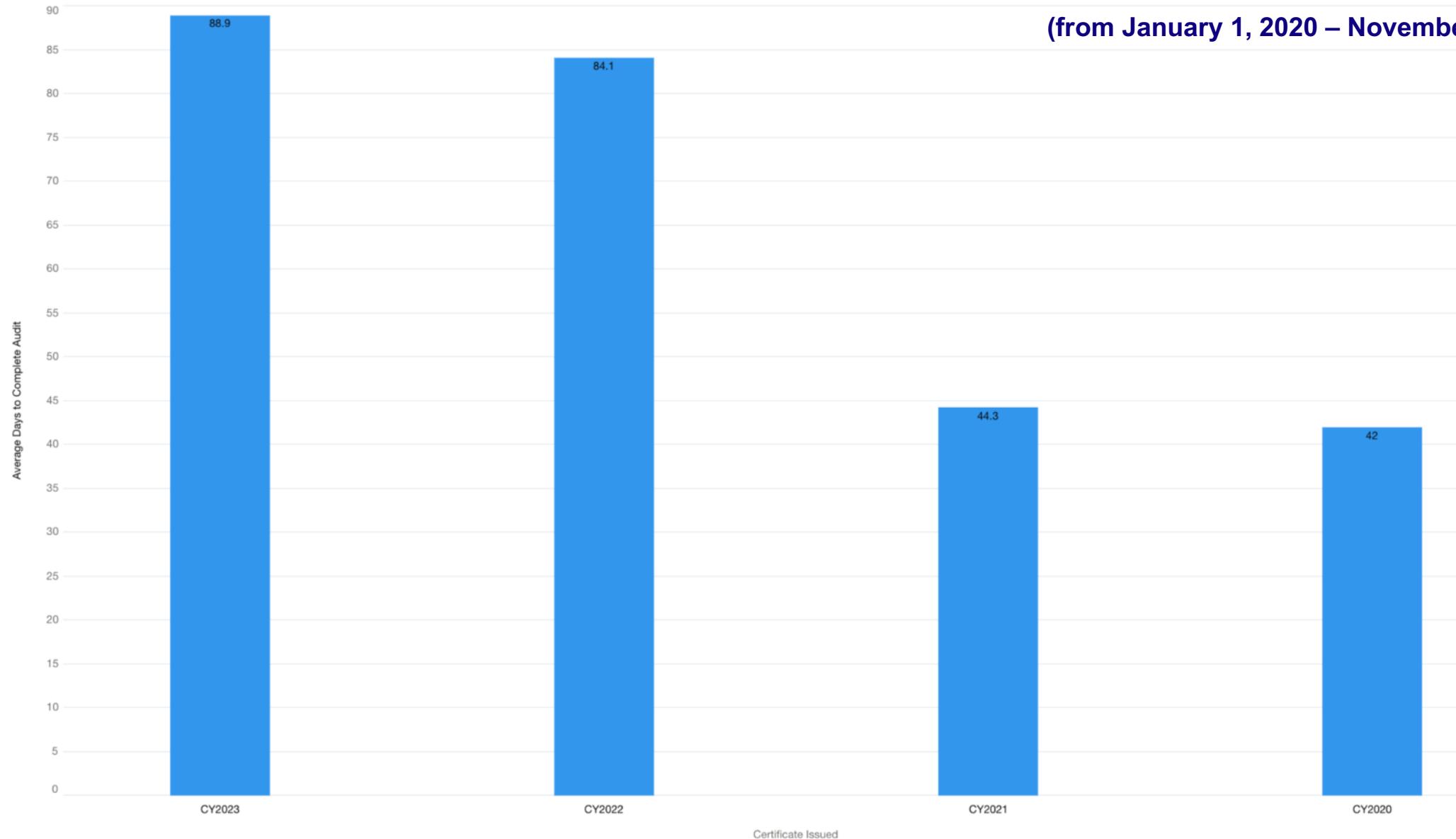
# Data snapshot: queue diagnostics (07 Nov 23)



- *New*: ASF received, review not started yet
- *In Process*: ASF review started
- *Awaiting Assessor Response*: review questions have been sent to assessor for revision/explanation
- *Assessor Response Received*: C2CPII reviews assessor's responses
- *Audit complete*: pending certification decision

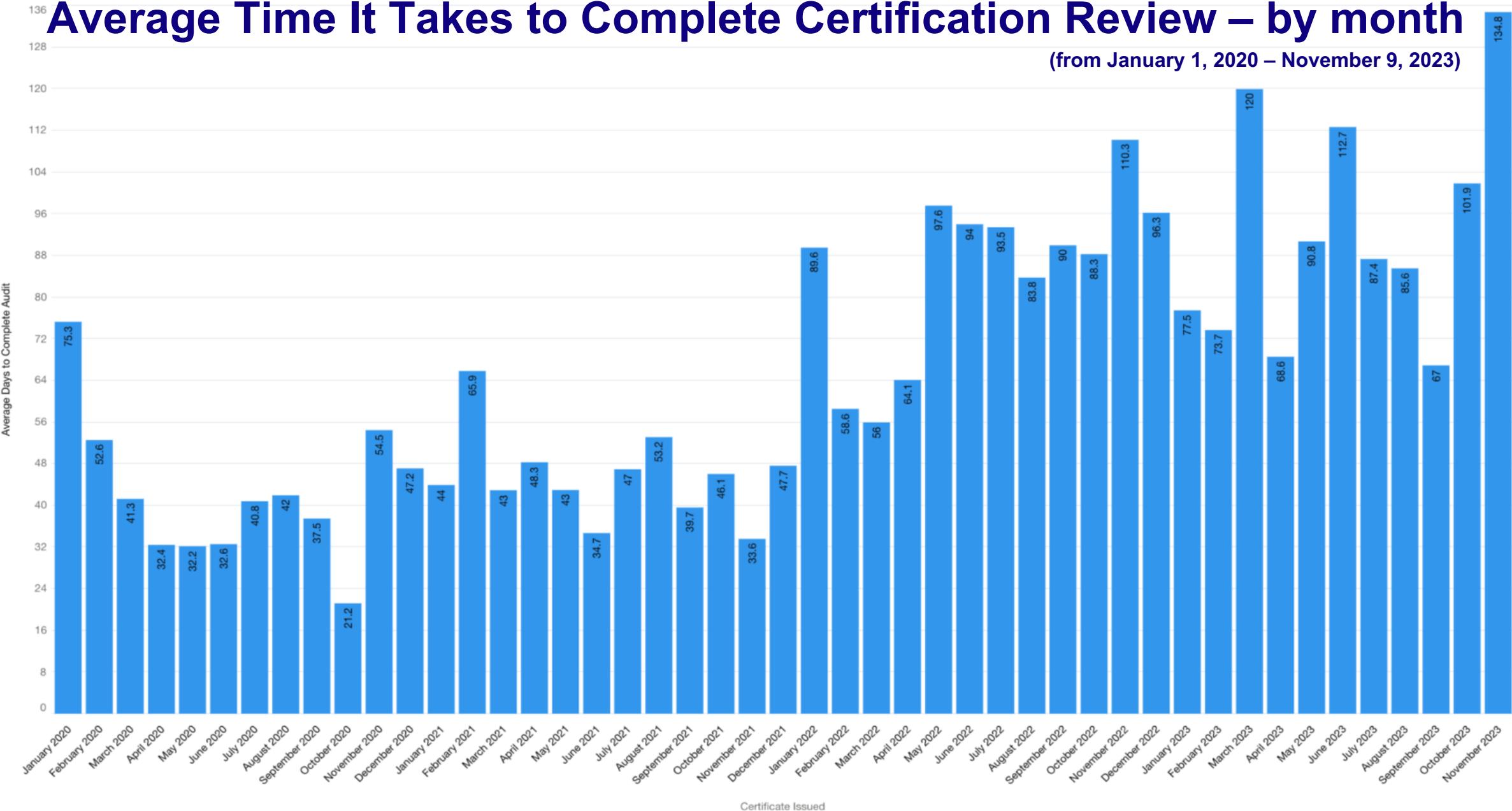
# Average Time It Takes to Complete Certification Review – by year

(from January 1, 2020 – November 9, 2023)

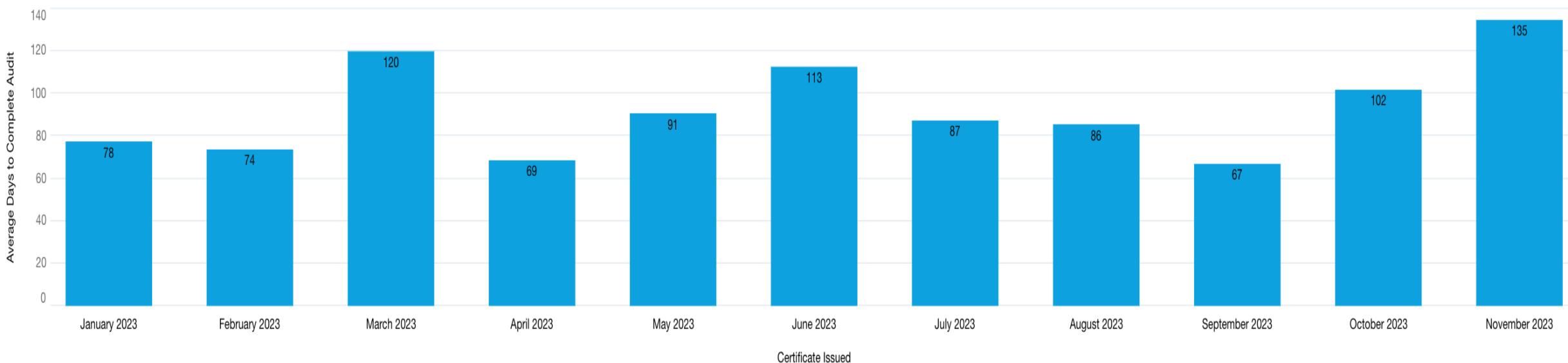


# Average Time It Takes to Complete Certification Review – by month

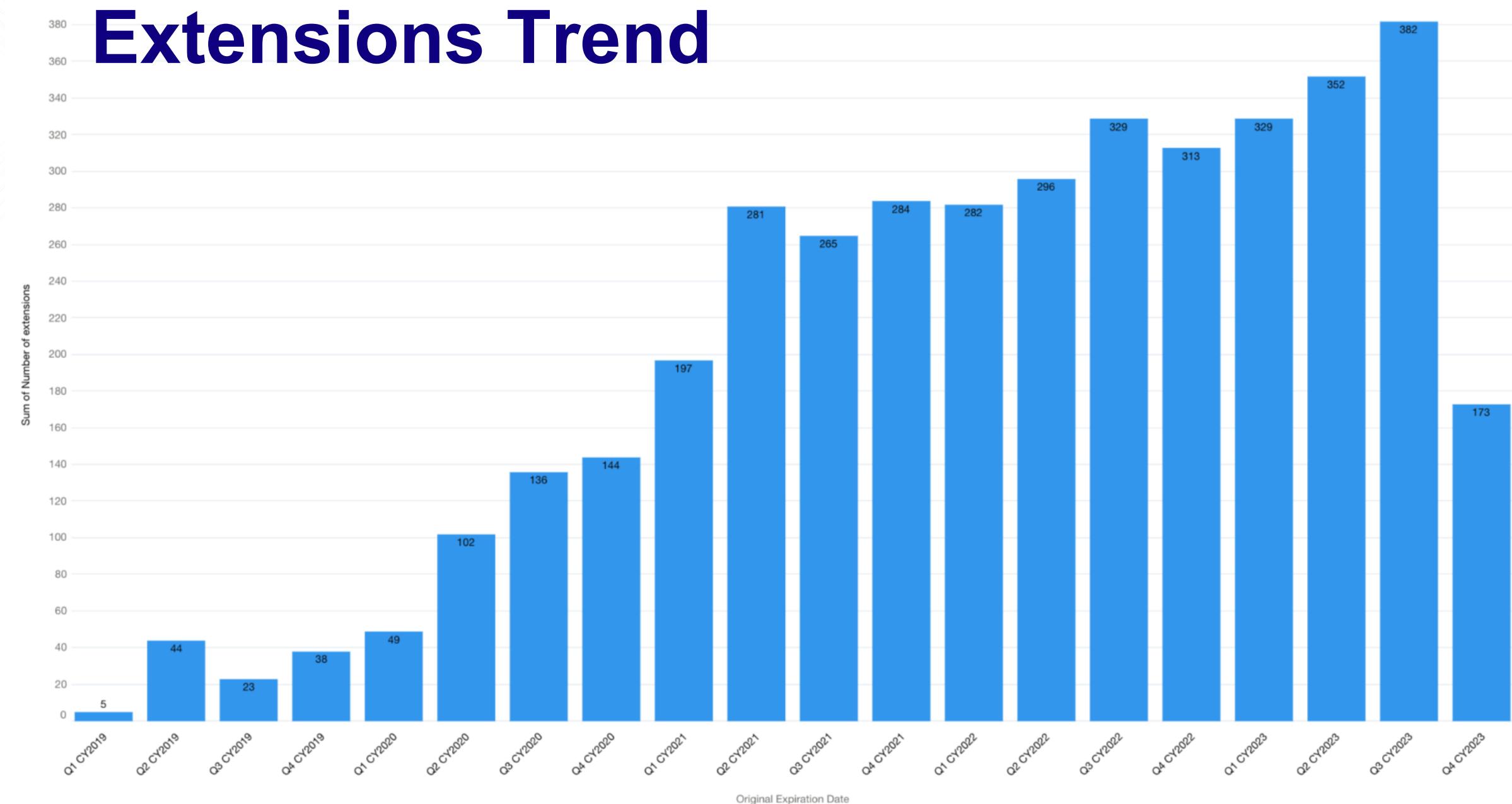
(from January 1, 2020 – November 9, 2023)



## Average Time It Takes to Complete Certification Review – 2023



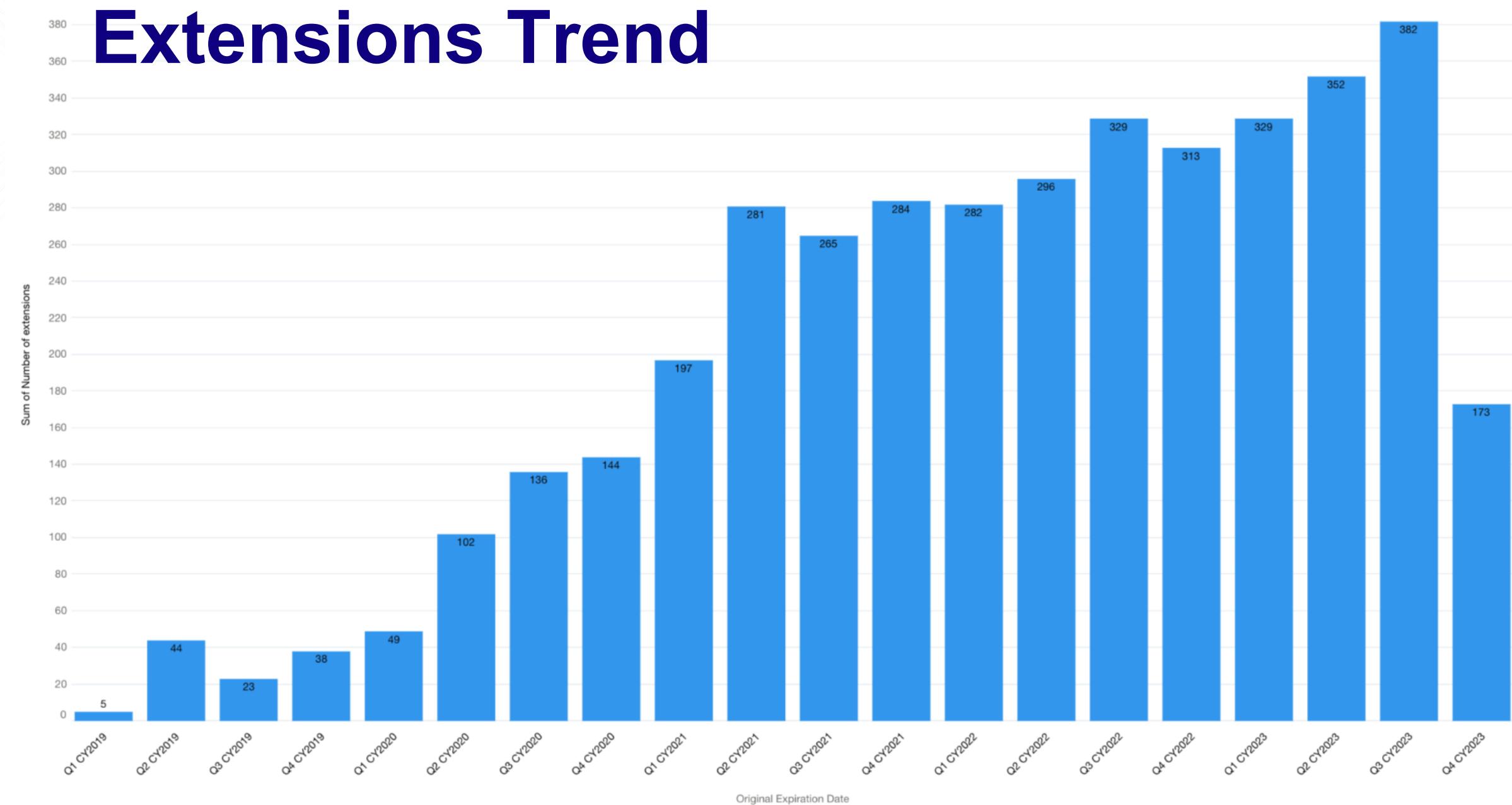
# Extensions Trend



# Extensions policy

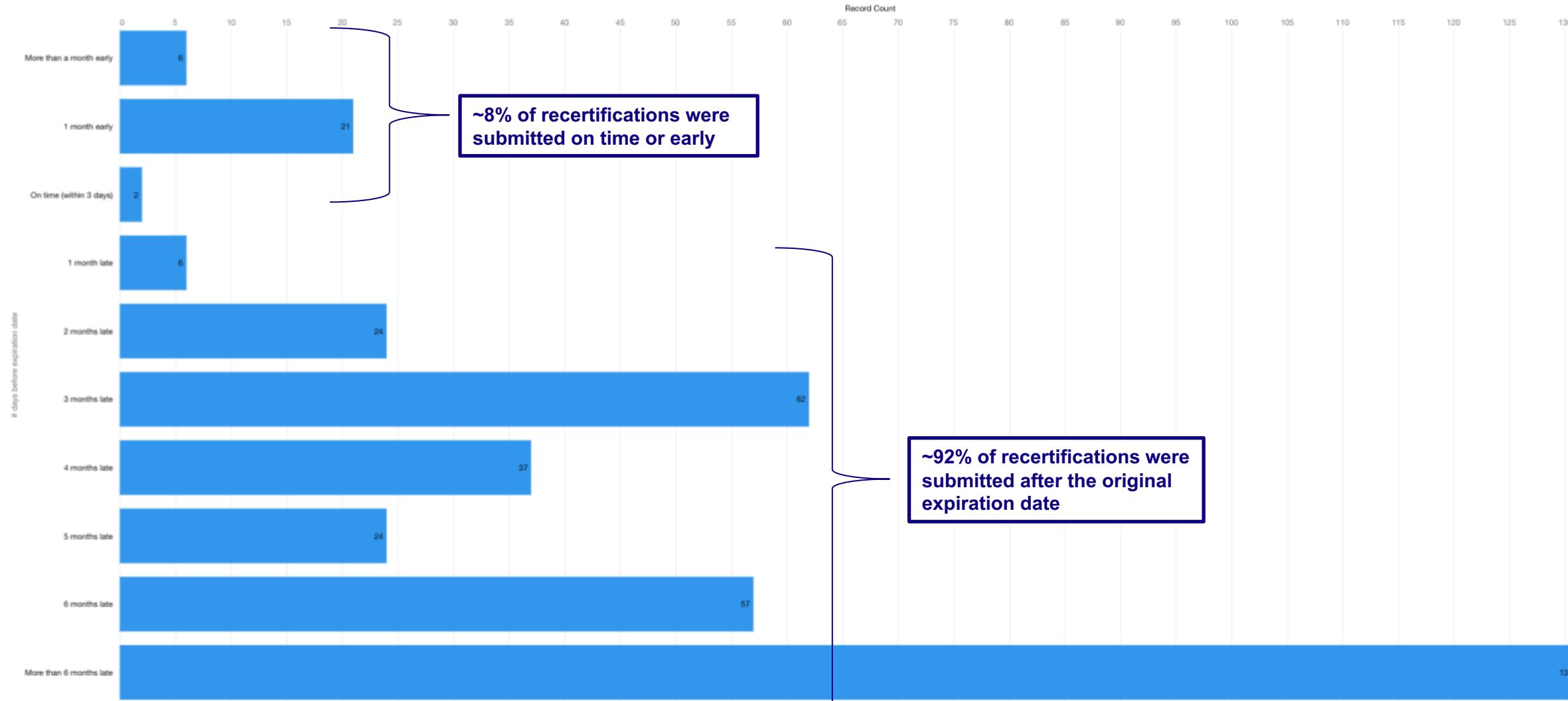


# Extensions Trend

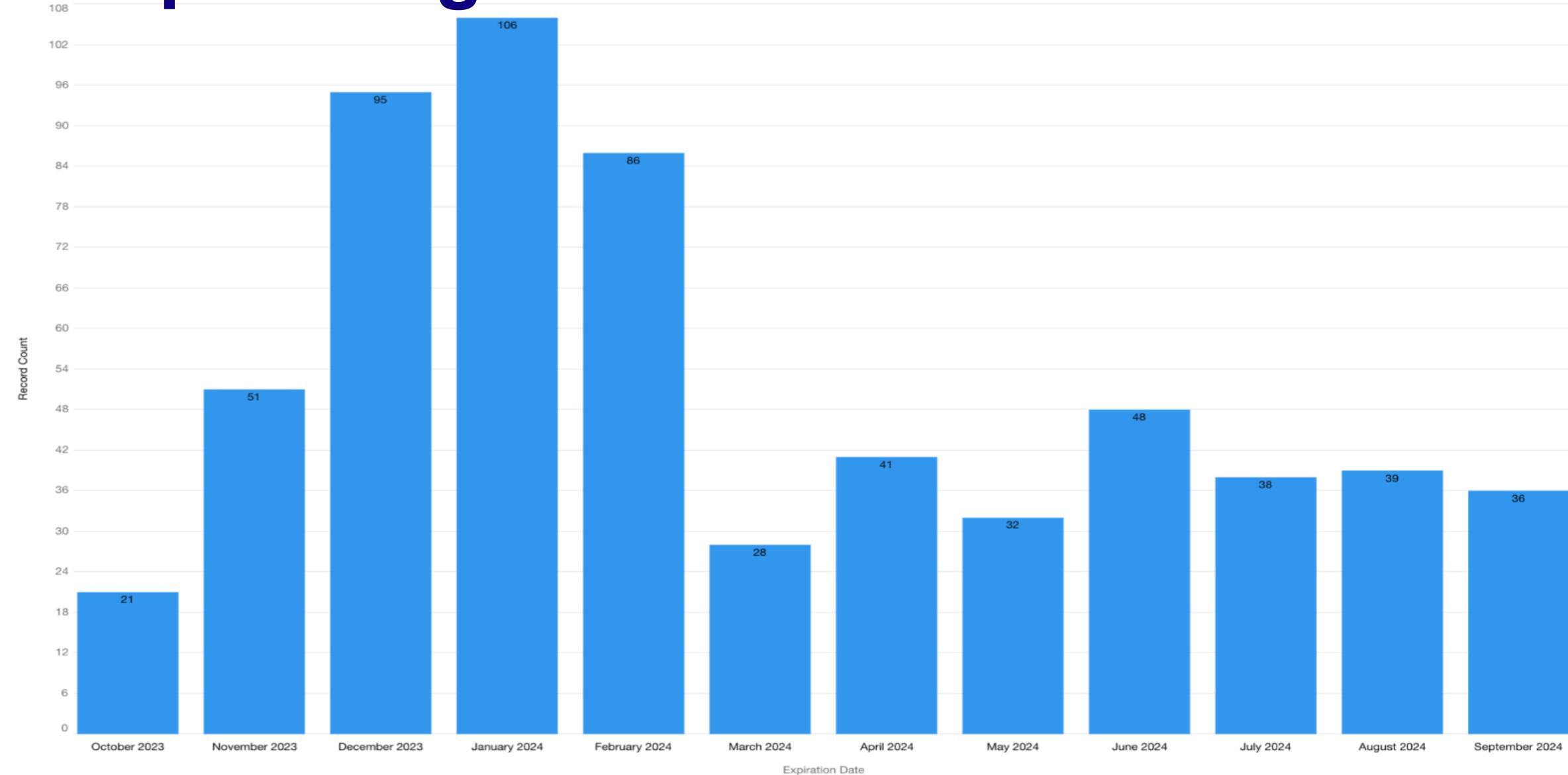


# ASF Submission Times

(for ASFs submitted between November 9, 2020 – November 9, 2023)



# Upcoming Re-Certifications



# Progress update on 114 issues list

# Assessor Feedback form update

- See updated columns to the feedback form and a few new comments in blue font - here in [the sheet](#)
- User Guidance update will be key next step
- Many of the required guidance updates are already in a draft guidance. For some comments/concerns, a solution is already noted in the feedback form. Some new content creation is also still required, including consultant work to define chain of custody requirements for verification of cycled content.

| Do the proposed V4.1 standard changes address the remaining (open) concerns? |     |     |
|--|-----|-----|
| Yes  | 15  | 12% |
| Partially  | 24  | 19% |
| No   | 86  | 69% |
| n/a - completed/closed*  | 26  |     |
| Total number of comments*  | 151 |     |

\*114 comments received Oct-Nov 2022 + 37 received in July 2023.  
17% of total are closed. 23% of initial are closed.

| If no or partially, what will (or may) address the concern?<br>Required follow up tasks (more than one is required for some issues): |            |             |
|--|------------|-------------|
| User Guidance update   | 54         | 47%         |
| Forms  | 19         | 17%         |
| Track 2 tasks  | 12         | 10%         |
| MHAM update  | 12         | 10%         |
| List of approved labs  | 5          | 4%          |
| Standard recognition work  | 4          | 3%          |
| Virtual site visit protocol  | 2          | 2%          |
| V3.1-V4 compatibility review   | 2          | 2%          |
| Standard clarification   | 2          | 2%          |
| Reference document update  | 2          | 2%          |
| Homogeneous Materials Method (update?)   | 1          | 1%          |
| <b>Grand Total</b>   | <b>115</b> | <b>100%</b> |

# Fees policy



# Seeking ideas and sharing some dilemmas

- Revenue needs
- Differentiation for company size – possible in certificate pricing?
- Product grouping – some ideas
- Positive incentive for pre-expiry ASF submission
- Community fee – differentiation and (ideally) reducing
- Timing of any changes