



Cradle to Cradle Products Innovation Institute

Policy and Procedures for Appeals

Version 1.2

November 2023

Copyright

Copyright © 2023 by Cradle to Cradle Products Innovation Institute. All rights reserved.

No part of this publication is to be reproduced or utilized in any form or by any means, without prior written permission from the Cradle to Cradle Products Innovation Institute.

Trademark

Cradle to Cradle Certified™ is a registered trademark of the Cradle to Cradle Products Innovation Institute.

Cradle to Cradle® and C2C® are registered trademarks of MBDC, LLC.

For more information about the Cradle to Cradle Products Innovation Institute and the Cradle to Cradle Certified Products Program, visit www.c2ccertified.org.

Table of Contents

POLICIES AND PROCEDURES FOR APPEALS REVISION HISTORY	5
1 Purpose.....	5
2 Normative References	5
3 Definitions	5
4 Determination of Merit	5
5 Procedures	6
6 Records and Communication	7
7 Confidentiality and Security	7

POLICIES AND PROCEDURES FOR APPEALS REVISION HISTORY

1 Purpose

This document provides a clearly delineated policy and procedures for appealing certification decisions, determination of certification level, and interpretation of the Cradle to Cradle Certified™ Product Standard. Appeals to Cradle to Cradle Certified Product Standard content shall follow the Appeals Procedures in Appendix 2 of the Development Process for Cradle to Cradle Certified Product Standard.

2 Normative References

ISO 17065:2012, *Conformity Assessment – Requirements for bodies certifying products, processes, and services.*

ISO 14025, *Environmental labels and declarations -- Type III environmental declarations -- Principles and procedures*

Cradle to Cradle Certified™ Product Standard

Cradle to Cradle Certified™ Material Health Assessment Methodology

3 Definitions

3.1 Assessment Body (AB): An entity accredited by the C2CPH to conduct assessments sufficient in scope and rigor to support a certification decision based on the Cradle to Cradle Certified Product Standard.

3.2 Accredited Assessor (AA): An individual trained by the C2CPH to conduct Cradle to Cradle product certification assessments under the auspices of an accredited AB. The individual may be accredited to conduct full assessments or assessments limited to specific categories of the standard.

3.3 Certification Body (CB): An entity accredited by the C2CPH to perform conformity audits, render certification decisions, and issue certificates based on the Cradle to Cradle Certified Product Standard in accordance with the principles of ISO 17065.

3.4 Certification Scheme Owner (Scheme Owner): The Cradle to Cradle Products Innovation Institute (C2CPH).

3.5 Cradle to Cradle Certified Product Standard (the ‘standard’): The governing standard that serves as the basis for all Cradle to Cradle product certifications.

3.6 Standards Steering Committee (SSC): The independent body responsible for maintaining and revising the standard.

4 Determination of Merit

4.1 Appeals to C2CPH are limited to applications and interpretations of the standard, including certification and certificate issuance decisions. All other forms of complaints and

appeals shall be dealt with through the individual policies of each entity participating in the certification scheme.

4.2 Appeals shall be specific in nature. An appeal shall include sufficient data and information to support a challenge to any decision affecting certification or certificate issuance.

4.3 Appeals shall be in the form of a written notice directed to the C2CPII Vice President, Science and Certification. The Vice President, Science and Certification and appropriate C2CPII staff shall review the appeal. If it is determined an appeal fails to provide sufficient detailed data or evidence to justify the appeal, the Vice President, Science and Certification may reject the appeal. Communication to the appellant regarding such rejection must be in writing and clearly indicate the deficiencies that disqualify the appeal from receiving further consideration. Such a determination is final 30 days from the date of communication if the appellant has A) failed to communicate, B) failed to provide additional sufficient information necessary to adjudicate the appeal, or C) not withdrawn its appeal. The C2CPII Executive Director shall be advised of any such rejection of an appeal.

4.4 Provided there is sufficient information to proceed, the C2CPII Vice President, Science and Certification shall assemble an ad hoc team composed of at least two program stakeholders (e.g. SSC members). The selected individuals shall be qualified for dealing with the appeal. Additional stakeholders and external experts may be added or consulted at any time during the process.

5 Procedures

5.1 The Vice President, Science and Certification and team shall review and evaluate the appeal as quickly as possible.

5.2 If the team determines further information is required to arrive at a proper decision, a detailed request for such information shall be sent to the appellant.

5.3 Once sufficient information is obtained, the team evaluates the appeal and arrives at a recommendation for resolution.

5.4 The recommendation is considered by the Vice President, Science and Certification, who makes the final recommendation for resolving the appeal. The final recommendation rests solely with the Vice President, Science and Certification, acting on the advice of the team.

5.5 The team considers if any members shall be recused due to conflict of interest or other reason. Conflicts of interest may include a member's connection to a competitor of the appellant, or engagement in any activity relative to the appeal that might result in financial gain for the member or any entity with which he or she is affiliated. Conflicts need not be direct, and may concern supply chains, external resources, intellectual property, and outsourced activities. Team members affiliated directly or indirectly with an Assessment Body are de facto recused from any matter relating to a client of that AB. If such a determination is made, the recused members shall be so advised. At the sole discretion of the Vice President, Science and Certification, a reason for recusal may be given, provided

it does not compromise confidentiality or share any information that could be used in any way to the detriment of the appellant.

5.6 The Vice President, Science and Certification shall determine a period for review and voting that shall be sufficient for participating team members to raise any questions regarding the proposed disposition of the appeal. Normally, activities during this period, including voting, shall be conducted electronically or by phone. Individual team member availability and time constraints may also be taken into consideration when determining the duration of the review and voting period.

5.7 A simple majority of all votes cast during the review and voting period shall determine the approval of the proposed disposition of the appeal.

5.8 If not approved, the Vice President, Science and Certification must call a team to conduct further review. This team need not be comprised of the same people, or the same number of people as the team that previously addressed the appeal. However, it shall retain the requirement for a minimum of three people, one of whom is the Vice President, Science and Certification and two other program stakeholder members. Process steps 5.2 – 5.7 are repeated.

5.9 Once approved, the decision is conveyed in writing to the appellant.

5.10 Any additional action indicated by the decision is enacted.

6 Records and Communication

6.1 The C2CPII shall maintain a full set of records throughout the entire process.

6.2 All records and communication shall be held in accordance with the C2CPII document control systems.

6.3 Confidential records shall be destroyed in accordance with the C2CPII document control systems' provisions for duration of record retention.

7 Confidentiality and Security

7.1 All proceedings, records, and communication related to an appeal shall be strictly confidential. The findings and decisions of the team shall be communicated to the appellant in a manner that provides sufficient support for the decision without compromising confidentiality.

7.2 The confidentiality obligations cease in the event confidential information it holds is required to be shared by law or judicial order.

7.3 The team shall maintain sufficient security to ensure the confidentiality of the proceedings, records, and correspondence related to all complaints and appeals.