

# GoodWeave

**Terms of Reference  
GoodWeave International - Certification Division (GWI-CD)**

**Version 2.0,  
2 March 2016**

**Superseded Previous Version:  
V.1.0, June 2012**

**Contact for Comments:  
[info@goodweave.org](mailto:info@goodweave.org)**

**Next scheduled review:  
March 2019**

**For further information:  
[www.goodweave.org/about/governance/policies-and-procedures](http://www.goodweave.org/about/governance/policies-and-procedures)**



## **Terms of Reference GoodWeave International - Certification Division**

### **1. INTRODUCTION**

The following defines the structure, tasks and procedures of the GoodWeave International - Certification Division (GWI-CD), which is the certification body for GoodWeave globally. GWI-CD is responsible for all aspects of operations relating to certification in producer countries, including coordinating the inspection and monitoring program and decision-making relating to licensing and certification. These terms are designed to reflect alignment with the ISEAL Assurance Code and ISO/IEC Guide 17065.

#### *Definitions:*

- The terms 'Board,' 'Executive Leadership Team,' 'committees,' and 'Secretariat' are used in reference to GWI.
- The 'website' referred to below is [www.GoodWeave.org](http://www.GoodWeave.org).
- The terms 'Affiliates' and Programs' refer to the GoodWeave organizations based in producer and consumer countries, which carry out work on behalf of GWI (also previously referred to as 'National Initiatives' or 'NIs').
- The term 'personnel' refers to employees, contractors and volunteers carrying out work under the authority of GWI-CD (irrespective of whether said employment or contract is executed through GWI or its national affiliates/programs).

#### **1.1 Responsibilities and mandate**

GWI-CD was established by the Board as a functionally distinct division of GWI with the specific responsibility of leading and coordinating the operation of the GoodWeave certification program globally, as outlined in the [Licensing and Certification Policy](#). As the sole certification body of the GoodWeave system, GWI-CD retains decision-making authority on matters relating to certification, including overseeing inspection and monitoring in producer countries, which supersedes that of any other entity in the GoodWeave system. GWI-CD reports to the Oversight Committee.

GWI-CD is responsible for implementing the GoodWeave certification program in line with the [Licensing and Certification Policy](#). Specific processes including decision-making, steps and procedures for licensing, inspection, auditing and certification label issuance are detailed in the operating manual maintained by GWI-CD. Procedures for ensuring the operations of GWI-CD conform to the relevant functional requirements, as well as the provisions of ISO 17065 are documented in the [GWI-CD Quality Management System Manual](#).

## 1.2 Entry into force

GWI-CD was formed in 2012 as a permanent body of the GoodWeave system. These present Terms of Reference were updated in March 2016.

## 2. COMPOSITION

GWI-CD is composed of a Director and/or other senior management personnel, a Certification Committee (CC), National Inspection Units (NIUs) and other contracted personnel. An Appeals Committee may also be formed on an as-needed basis<sup>1</sup>. The structure of GWI-CD and its relation to the overall GWI system is depicted in Appendix 1.

### 2.1 Senior management

The Board designates an individual to serve as the Director of GWI-CD and/or any other senior management positions, such as a deputy director or similar positions as necessary for its proper functioning. The senior management shall have full access to all records and information concerning licensing, certification, audits and inspections from all producer countries, and is responsible for safeguarding the confidentiality of such information. The senior management ensures necessary reports and information are reported to the Certification Committee and communicates decisions and requests for information from the Certification Committee to the NIUs and national Affiliates and Programs. In case of complaints and appeals, the senior management also provides information and documents to the Appeals Committee.

Specific tasks include:

- Overseeing and coordinating the day to day operation of inspection and monitoring by NIUs, ensuring consistency of operations and conformance with approved steps and procedures;
- Receiving and reviewing audit and inspection results from NIUs and reporting the results to the Certification Committee;

---

<sup>1</sup> As described in the [Operating Procedure - Complaints and Appeals](#).

- Coordinating Certification Committee decision-making on new applications for GoodWeave licenses, certification label issuance and non-compliances;
- Notifying Affiliates and Programs of decisions made by the Certification Committee (e.g. approval of new applicants, suspension of certification label issuance, revocation of licenses, as well as corrective actions related to non-compliances);
- Communicating with licensees regarding non-compliances and corrective actions in coordination with NIUs whenever necessary;
- Coordinating with NIUs on recruitment and reviewing the performance of inspection personnel. This includes approval of decisions relating to inspection personnel hiring and firing, remuneration as well as disciplinary actions, jointly with the national Affiliate or Program senior management.

The performance of GWI-CD senior management is reviewed by the Oversight Committee or their designated representative.

## **2.2 Certification Committee**

The Certification Committee is the highest decision-making authority responsible for decisions on certification, as described in the [Certification Committee Terms of Reference](#). The authority for certification decisions remain within the mandate of the Certification Committee and are never subcontracted to an outside organization. In cases of appeals and complaints against certification decisions, decision-making authority is given to an appeals committee appointed by the Board, as described in the [Operating Procedure - Complaints and Appeals](#). The Certification Committee also monitors and provides feedback and direction to the senior management on the overall functioning of the certification system.

## **2.3. National Inspection Units**

The NIUs based in each country of operation may be employed through the local GoodWeave Affiliate or Program and are overseen by the GWI-CD Senior Management. Under its supervision the NIUs carry out the following tasks:

- Audits and inspections of new exporter licensee applicants;
- Ongoing regular (unannounced) inspections of all levels of the supply chain and annual audits in accordance with the approved steps and procedures;
- Following up on non-compliance cases and corrective actions as well as any necessary communications with producers in accordance with the direction and decisions provided by the Certification Committee;

- Referring cases of forced, bonded and/or child labour immediately to the nominated specialist in the national Affiliate or Program.

The detailed procedures as well as qualifications for inspection personnel shall be documented in the [Steps and Procedures Manual for Inspection, Monitoring and Certification](#). NIUs are responsible for following the approved procedures, maintaining the accurate and up-to-date documentation and records as necessary for the effective operation of GWI-CD. Inspection personnel performance shall be reviewed on a regular basis, normally annually, against the criteria in their respective job descriptions, jointly by the GWI-CD senior management and the management of the national Affiliate or Program.

## **2.4. Other personnel**

Additional personnel, including contractors, other partner organizations and/or volunteers may be engaged by GWI-CD as needed to conduct its business as determined by GWI-CD senior management. This includes cases where in-house capacity is insufficient for the effective operation of the inspection program, such as during expansion to new geographic areas. Personnel responsible for carrying out any functions of GWI-CD, other than administrative tasks, may not also be responsible for roles in the GoodWeave system that could pose a conflict of interest (e.g. making decisions on standard-setting, marketing, promotion of the GoodWeave standard, business development, etc.).

## **3. WORKING PRINCIPLES**

### **3.1 Language**

Working language of GWI-CD is English both for written and oral communication.

### **3.2 Impartiality**

All GWI-CD personnel are required to complete a declaration of interests form (see Appendix 2) to ensure that no actual, potential or perceived conflicts of interest arise in carrying out their responsibilities.

### **3.3 Confidentiality**

Certain information and documents gathered during the course of involvement in GWI-CD is understood as confidential, as specified in the [Confidentiality Policy](#). GWI-CD personnel acknowledge that GoodWeave is the rightful owner of all confidential information and undertake all necessary and suitable measures to maintain the level of confidentiality. The Board decides on necessary actions in the event of breaches of confidentiality by GWI-CD personnel.

### **3.4 Communications**

GWI-CD personnel (including inspection teams) are responsible for ensuring regular and timely internal and external communication in line with the relevant policies and procedures. To carry out their functions, individual personnel require access to reliable communications technology, including e-mail, phone/ voice-over-internet-protocol (VOIP) and electronic files. The GWI-CD senior management in coordination with the national Affiliates and Programs ensure that all personnel have the resources needed to carry out these duties. A roster of personnel including inspection teams and their individual contact points is maintained and circulated within GWI-CD.

### **3.5 Remuneration**

GWI-CD personnel shall receive remuneration from their respective employer or contracting entity (including GWI as well as its national Affiliates and Programs) in accordance with their respective contract and/or terms of employment. This includes regular wages, salaries, benefits, bonuses and reimbursement for time, travel and telecommunication costs. The GWI-CD Director or senior management along with the management of the respective national Affiliates and Programs shall jointly review arrangements related to remuneration of GWI-CD personnel. In the case of contractors this is done jointly with the individual responsible for managing the contract.

In all cases performance appraisals and decisions relating to remuneration (e.g. salary increments, bonuses and promotions) shall be based solely on the quality of the individual's performance against his or her respective job responsibilities; in no case shall these be contingent or influenced in any way by the positive or negative outcomes of licensing, certification and inspections (e.g. findings of non-conformities) performed by the individual.

Decisions regarding hiring, firing, job performance and remuneration for NIU personnel determined by the national Affiliate or Program shall be made in consultation and with approval of the GWI-CD Director. GWI-CD shall periodically report on arrangements relating to remuneration of personnel to the Certification Committee and Oversight Committee and any issues that may arise.

### **3.6 Information and Documentation**

GWI-CD ensures that all requirements related to disclosure of public information, notification to parties requesting information, complaints or other communications are carried out in accordance with the relevant policies and procedures, particularly with the [Confidentiality Policy](#). Confidential documents are kept on a secure intranet, which is accessible by the appropriate personnel. All records are

kept for at least five years. Electronic copies are kept as existing and back-ups are made as often as deemed necessary.

#### **4. REFERENCES**

GWJ Confidentiality Policy

GWJ Licensing and Certification Policy

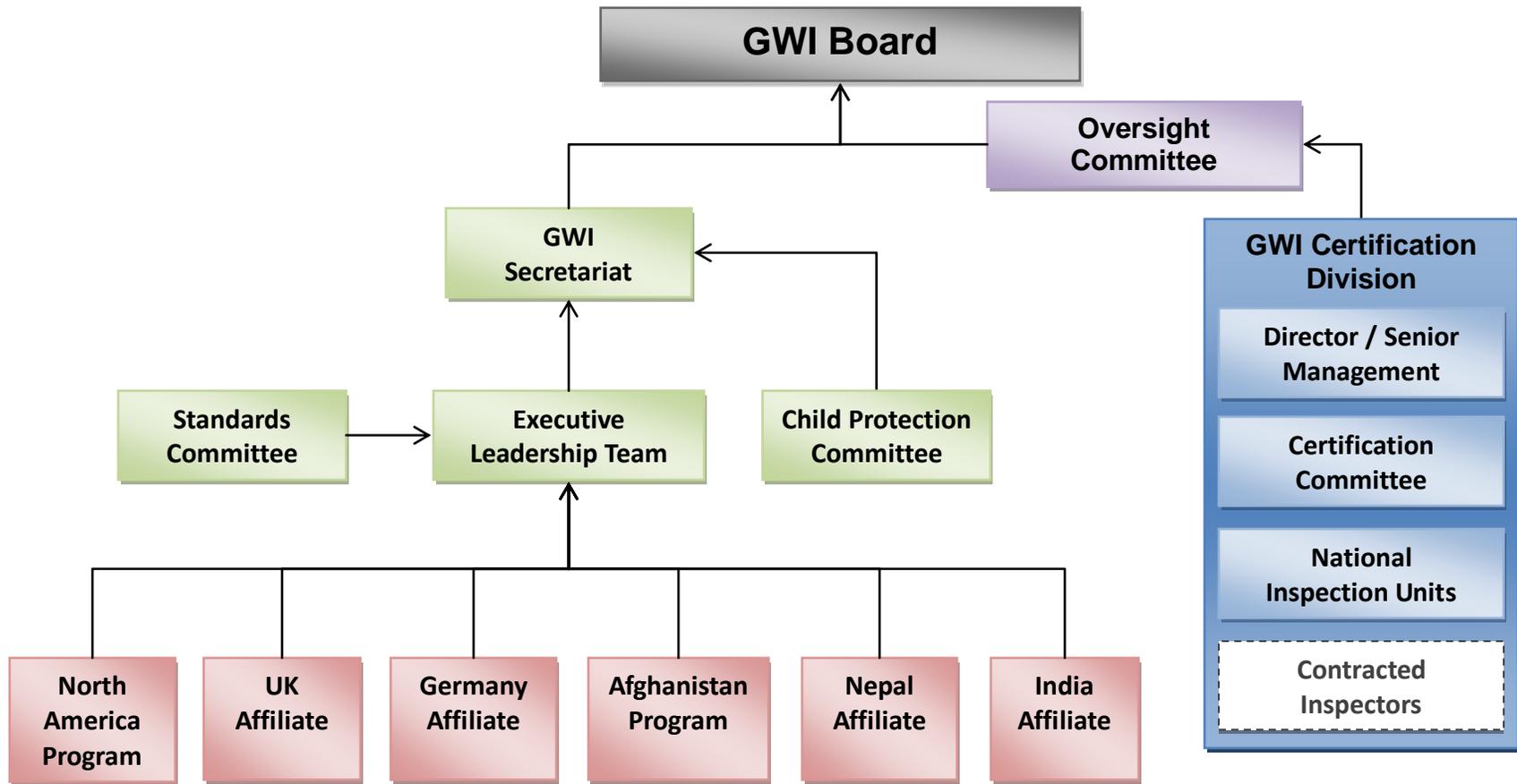
GWJ-CD Quality Management System Manual

OP Complaints and Appeals

Steps and Procedures Manual for Inspection, Monitoring and Certification

### Appendix 1: Organization Chart

The GWI Articles of Association and Terms of Reference for the Executive Leadership Team and various committees describe the roles and responsibilities of each of the constituent bodies of the GWI system.



## Appendix 2: GoodWeave International Declaration of Interests Form

### **IDENTIFICATION INFORMATION**

Name:

Relationship with GoodWeave International (GWI):

- GWI Employee
- GoodWeave Affiliate/Program Employee
- Independent Contractor/Consultant
- Board Member
- Committee Member
- Volunteer

### **DEFINITION OF CONFLICT OF INTEREST**

A conflict of interest is defined as any situation in which a person's private, personal interest, or responsibility to a third party, may potentially influence – or is sufficient to appear to influence – the impartial and objective exercise of his or her official duties to GWI.

### **DECLARATION OF INTERESTS**

I, \_\_\_\_\_, affirm that neither I nor my immediate family members have a conflict of interest and/or financial interest that would jeopardize the integrity of the work to be performed. I understand that a conflict of interest may occur when there is the potential that my professional, financial, or other personal interests may be opposed to the interests of GWI or where my outside and personal interests might influence my actions and judgments on behalf of GWI or interfere with my ability to act in the best interests of GWI. In addition, I understand that I may not use my position at GWI for personal benefit, for the benefit of friends or relatives, or to further any outside interests or personal agenda.

I have listed on the following page those companies and/or individuals that I, or members of my immediate family members, have consulted for, traded with, been employed by, received compensation from, and/or have had any business transactions with, in the past 24 months. I also have listed below those organizations for which I serve as an officer or Board member or perform significant work, whether with or without compensation, that operate in the same field as GWI. I also have listed below any other relationships that might potentially give rise to a conflict of interest. This disclosure is provided to allow GWI to determine whether these relationships constitute a conflict of interest.

Name of Company	Date Ended	Type of Interest

\_\_\_\_\_

Signature

\_\_\_\_\_

Date