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Published in Australia

CONTENTS

QUALITY STATEMENT

This Program is assessed under the Global GreenTag International Quality Management System (QMS) which is certified to ISO 9001:2015. GreenTag management and employees are committed to providing independent third party, accurate product conformance assessments against this standard for all compliant products and providing excellent customer and stakeholder communication and services, as well as committing to the pursuit of continual improvement and environmental and social sustainability within our own organisation.

DOCUMENT ABSTRACT

This Standard specifies environmental and other performance requirements of products under the Global GreenTag Ecolabel Program (GreenTag^{CertTM}). This Program complies with ISO 14024: "Environmental labels and declarations - Guiding principles" which requires environmental labeling specifications to include criteria that are objective, reasonable and verifiable. All Assessments also comply with AS NZS ISO 14021:2000, “Environmental labels and declarations — Type II Self-declared environmental claims”. All assessments are undertaken in compliance with ISO 17065:2012 and ISO 17020: 2012.

Date Published: 11th April 2023
Total Pages: 32
Current to: 11th April 2026

REFERENCED STANDARDS

ISO 17065: 2012	Conformance Assessment: Requirements for Bodies Certifying Products, Processes and Services
ISO 17020: 2012	Requirements for the operation of various types of bodies performing inspection.
ISO 9001:2015	Quality Management Systems - Requirements
ISO 14020:2015	Environmental labels and declarations - General principles
AS NZS ISO 14021:2016	Environmental labels and declarations - Type II Self-declared environmental claims
ISO 140242018	Environmental labels and declarations — Type I environmental labeling — Principles and procedures.
ISO 14025: 2006	Environmental labels and declarations — Type III environmental declarations — Principles and procedures
ISO 14040:2006	Environmental management — Life cycle assessment — Principles and framework.
ISO 14044:2006	Environmental management - Life cycle assessment - Requirements and guidelines
ISO 14064-1.2018:	Greenhouse Gases -- Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals
ISO 14065:2013	Greenhouse gases - Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition.
ISO 14066:2011	Greenhouse Gases: Competence Requirements for Greenhouse Gas Validation Teams and Verification Teams
ISO 14067.2	Carbon footprint of products -- Requirements and guidelines for quantification and communication
ISO 20400:2017	Sustainable procurement - Guidance
UN GHS Rev 8.	United Nations Globally Harmonized System of Classification and Labelling of Chemicals (GHS)
Regulation (EC) 1272/2008,	EU classification, labelling and packaging of substances and mixtures (CLP)- (EU Regulation on the Classification, Labelling and Packaging of Substances and Mixtures – GHS Compliant)

GBC Australia	Green Building Council of Australia Green Star™ Technical Manuals: - Buildings - Design & As Build - Interiors - Performance - Legacy Tools - and all subsequent tools and versions
Social Accountability International	Social Accountability Standard SA 8000
Australian Government	Modern Slavery Act 2018 No. 153
New South Wales Government	Modern Slavery Act 2018 No. 30
Living Building Challenge	Standard Version 3.1 and subsequent versions
CERES Fair Wood	Fair Wood Timber Selection Criteria

NOTES FOR REFERENCED STANDARDS

Any references to existing standard includes current versions and their subsequent versions in particularly those called up by reference Green Building and product rating tools, as appropriate.

TERMS & DEFINITIONS

For the purposes of this Guide, the relevant definitions given in ISO/IEC Guide 2 and IS0 8402 apply, together with the following definitions:

Alloy	A combination of two or more metallic elements, especially to give greater strength or resistance to corrosion.
Applicant	The party that is responsible for ensuring that Products meet and, if applicable, continue to meet, the requirements on which the certification is based. An Applicant can be a distributor or manufacturer or assembler.
API	Additional Performance Information (see Section 3.05).
Complying LCA	A life cycle assessment (LCA) in accordance with ISO 14040, ISO 14064 or PAS 2050 including LCADetail sourced LCA as relevant to the product assessment under consideration. A complying LCA may use partial data derived from third party audited sources such as other ecolabels or LCA or life cycle inventory (LCI) etc.
Conformity Assessment Body	A CAB can objectively assess conformity to specified requirements. A CAB can perform conformity assessment activities that include certification, inspection, testing and calibration.
Defined Materials	Materials made up entirely of known Chemical Substances, e.g. A chemical formulation is a type of homogeneous material prepared according to a defined formula, typically referring to a material in liquid form. A compounded material is a type of homogenous material prepared according to a defined formula, typically referring to a material in solid form. A metal alloy is a combination of two or more metallic substances, especially to give greater strength or resistance to corrosion. Examples for which special conditions on content inventory apply: Metal alloy material; Float glass; Ceramics; Mixed Hardware; Electronics; Reaction Products; Defined substance without identifier.
Direct Responsibility	Fiduciary and legal responsibility for quality, consistency, legal compliance, safety and other issues including reputational risk.
Distributor	A party that buys intermediate or finished products; warehouses and resells them to retailers, end users or other actors in the supply chain but does not add value to the product.
Design for Disassembly	Applies to product streams containing distinct components (e.g. furniture, partitions, storage, etc.) and implies products are designed so that components are easily disassembled. The processes which are required in product removal from site and component separation must not involve specialist tools so that a future recycler, Applicant/supplier or another third party, can easily direct the different materials into the appropriate reuse or recycling streams. Flooring product standards may allow for the use of specialist tools to facilitate product component disassembly.
Dose:	Refers to the amount of a chemical absorbed into the body from an exposure.
Endocrine Disruptor	Compounds that mimic, block, or interfere with hormone production, and/or metabolism and/or excretion causing malfunction of the endocrine system and creates potential malfunction/s of the reproductive and/or nervous, and/or immune systems.
Environmental Label	A claim which indicates the environmental aspects of a product or service.
Environmental Declaration	NOTE An environmental label or declaration may take the form of a statement, symbol or graphic on a product or package label, in product literature, in technical bulletins, in advertising or in publicity, amongst other things.
ESCAP	Ecospecifier Cautionary Assessment Process- as defined in Appendix 1.
Exposure	The actual contact that a person has with a chemical. It can be one-time, short-term, or long-term.
Global GreenTag	The Global GreenTag product assessment program, as described by this Standard and its rules of operation. Described herein as GreenTag.

Green or Healthy Building Rating Scheme	A points based sustainability performance rating system for buildings operated by either Government Agencies or Non-government organisation such as a Green Building Council, whether it be mandatory or voluntary.
GreenRate	The product assessment program that assesses products compatibility to various Green or Healthy Building Rating schemes including Green Star™, Green Star SA, Green Star NZ and as relevant to the country of operation of the Global GreenTag operation
Grey Chemicals	For a homogenous material or substance where there is no cas number available or testing is inadequate or no further information is available or there are research papers indicating potential issues that are not being reflected in GHS yet or other recognised toxicity database, then those materials or substances will be identified as 'Grey Chemicals' and it will trigger specific 'Issue of Concern' and the Product will be limited to GreenRate Level C and/or LCARate Silver.
Heavy Metal	Generally considered including those metals with a specific gravity that is at least 5 times the specific gravity of water. Metals of concern include antimony, arsenic, bismuth, cadmium, cerium, chromium, cobalt, gallium, gold, iron, lead, manganese, mercury, nickel, platinum, silver, tellurium, thallium, tin, uranium, and vanadium
Homogenous Materials	A uniform solid, liquid or gas composed of one or more substances that cannot be mechanically disjointed, in principle. It may be a chemical formulation or compound; of undefined composition (UVCB); or a combination of the two. Coatings and finishes such as plating, powder coats, enamels, etc. are considered unique homogenous materials.
Impurities	An unintended constituent present in a material/mixture as manufactured. It may originate from the starting materials or be the result of secondary or incomplete reactions during the manufacture process. While it is present in the final substance, it was not intentionally added, e.g. Cr VI present in Portland cement.
Intended Reaction Product	The products of any chemical reaction that are an intentional part of the production/formulation process of the material/mixture, e.g. the polymer resulting from a polymerization reaction during plastic or resin manufacture.
Intentionally Used Substance	Any chemical substance that is used (as an input) in the production of the homogenous material, whether or not it is intended to remain in the manufacturer's finished product, e.g. Monomers, reagents, catalysts, reactive and non-reactive additives, auxiliaries, processing aids and other process chemicals, as well as any other chemical substance that is used in making the product, but may be present in reduced amounts (or not at all) in the finished product because it reacts, gets washed off or similar.
Licensee	Qualified and experienced assessors trained in Global GreenTag standards, assessments and reporting procedures and bound under contract to conform to all requisite aspects of this document and Global GreenTag Processes and Codes.
Life cycle	Consecutive and interlinked stages of a product system, from raw material acquisition or generation of natural resources to the final disposal.
Life Cycle Assessment (LCA)	The assessment of the environmental impact of a given product throughout its lifespan.
Life-Cycle Inventory (LCI)	Quantifying the energy and raw material inputs and environmental releases associated with each stage of production.
Life Cycle Impact Analysis (LCIA)	Assessing the impacts on human health and the environment associated with energy and raw material inputs and environmental releases quantified by the inventory.
NOAECs	No Observed Adverse Effects Concentration. The highest level of a chemical stressor in a toxicity test that did not cause harmful effect in a plant or animal. While NOAELs and NOAECs are similar, they are not interchangeable. A NOAEC refers to direct exposure to a chemical (e.g. through gills or the skin).

NOAELs	No Observed Adverse Effect Levels for any ill-effects that might occur. Also called NOEL is the highest dose in an investigation that does not cause ill effects. A NOAEL refers to a dose of chemical that is ingested.
Part	A single functional grouping of contents. A part is an optional categorization to identify a portion of a product that is used modularly. A part will still be comprised of one or more components, e.g. Parts for a chair might include armrests, lift mechanisms and castors.
Primary Derivatives of Wood	Products derived from direct processing of timber products from forestry operations & processing of timber into finished wood products. Primary derivation is laminated timber and composite wood products like plywood, OSB or MDF. Paper, cardboard, etc are also considered as primary derivatives of wood. Cellulose derived from wood fibres are not considered a 'primary derivative' but as a 'secondary derivative'.
Product	A 'Product' is any material/s, product/s comprising of parts, homogenous materials, substances, etc. or technology undergoing GreenTag certification. Described herein as Product.
Product Assessor	A 'Product Assessor' (also 'Assessor') is a member of the GreenTag certification team responsible for independent assessment of products to determine their conformance or non-conformance to each applicable criterion of this GreenTag International Standard. They are required to be certified by RABQSA, IRCA or other national or international auditor accreditation system.
Product Stewardship:	A product-centred approach to environmental protection implying that operating entities in the product's life cycle (e.g., suppliers, retailers, users) need to share responsibility for reducing its environmental impact. Practically, product stewardship is understood as the Applicant's service to the customer to collect the Product for reuse, recycling or reprocessing whenever the customer no longer requires its service.
Program Director	A 'Program Director' amongst other responsibilities is also liable for decisions relating to its granting, maintaining, extending, suspending and withdrawing of certification; has a role in National Advisory Committee (NAC) and Expert Panel; manages disputes and complaints regarding compliance with the standard.
Post Industrial Material	Material diverted from the waste stream during a manufacturing process. Excluded is reutilization of materials such as rework, regrind or scrap generated in a process and capable of being reclaimed within the same process that generated it. Also known as pre-consumer material.
Post Consumer Material	Material generated by households or by commercial, industrial and institutional facilities in their role as end-users of the product, which can no longer be used for its intended purpose. This includes returns of material from the distribution chain." For the purposes of the calculation, the term 'product' refers to the final product as delivered to the construction site or end user and incorporated in the works.
Recycled Content	The proportion, by mass, of recycled material in a product or packaging. Only pre-consumer and post-consumer materials shall be considered as recycled content, see post-industrial and post-consumer materials definition.
Risk:	Risk is summarised as 'Hazard x exposure' a measure of the likelihood or probability of such damage occurring under particular circumstances of exposure
Routes of Exposure	Ingestion, inhalation, dermal or conjunctival.
Substance	A substance of fixed composition, characterized by its molecular structure(s), which typically has an associated CAS RN (and may also have synonym CAS RNs).
Sufficiently Biodegradable	Chemical compound biodegradability is determined to be sufficient for the purposes of this standard when: - if when tested with one of the methods OECD 301 A, OECD 301 E, ISO 7827, OECD 302 A, ISO 9887,OECD 302 B, or ISO 9888 it shows a percentage degradation of at least 70 % within 28 days,

	- or if when tested with one of the methods OECD 301 B, ISO 9439, OECD 301 C, OECD 302 C, OECD 301 D, ISO 10707, OECD 301 F, ISO 9408, ISO 10708 or ISO 14593 it shows a percentage degradation of at least 60 % within 28 days, - or if when tested with one of the methods OECD 303 or ISO 11733 it shows a percentage degradation of at least 80 % within 28 days, - or, for substances for which these test methods are inapplicable, if evidence of an equivalent level of biodegradation is presented.
Supplier	Any party that is responsible for producing or manufacturing or assembling of intermediate homogenous materials or substances to be used as inputs for the Product. Where a supplier is only a distributor or wholesaler and adds no value to the Product, they will be classified as Distributors.
Tier 1 supplier	Tier 1 supplier is one who is 'Directly Responsible' (see definition) to the Manufacturer or Assembler.
Toxicity	The ability of a chemical to produce adverse effects in living organisms i.e. damage an organ system, to disrupt a biochemical process, or to disturb an enzyme system.
Worst Case Business as Usual	A BAU product is a product that is in common usage, advertised or available within the region and market of concern, with the highest environmental impact as demonstrated by a market and LCA study of products within the same functional category.
Undefinable Materials (UVCBs)	A mixture of Unknown or Variable composition, Complex reaction products or Biological materials, typically with an unrefined nature and/or uncontrolled source, e.g. mixed aggregate, recycled content, geological material etc.

Volume 1: System Rules

GLOBAL GREENTAG PROGRAM OPERATION

1.0 INTRODUCTION

1.01 Global GreenTag International

Global GreenTag Pty Ltd operates the Global GreenTag certification scheme under licence from Global GreenTag International Pty Ltd, ACN 155 663 013, is a wholly owned private sector company with no affiliation, financial interests or pecuniary involvement in the manufacturing sector.

Global GreenTag Pty Ltd (GreenTag) is a third-party verified ISO 17065 and ISO 17020 Conformity Assessment Body (CAB) that conducts the GreenTag CertTM Certification program, an Australian Competition and Consumer Commission (ACCC), USA, Canada and New Zealand approved Certification (Series) Mark undertaking product-focused environmental, health, ethical and social responsibility assessments of products and their manufacturers in accordance with this standard. The program also conducted in accordance with ISO 14024:2018 - Environmental labels and declarations — Type I environmental labelling — Principles and procedures and ISO 14025 -' Environmental Product Declarations', ISO 17065 Conformity assessment – 'Requirements for bodies certifying products, processes and services and other normative standards, ISO 17020 – 'Requirements for the operation of various types of bodies performing inspection'.

Documents attesting to the legal registration and accreditation are available on request.

1.02 Terms of Reference

1.02.1. The Need for GreenTag

The GreenTag Program is intended to fill a current void, nationally and internationally for a consistent green product rating scheme that is scientifically derived, life cycle assessment based and includes appropriate assessment of health, ecological and social issues yet cognisant of the economic impacts of products.

The scheme also satisfies the growing demand from the global green product industry for increased simplicity rather than the mushrooming complexity as many different countries introduce their own green rating schemes with existing, sometime multiple schemes operating in the same market or region. The globalization consulting practices also means that organisations are operating within multiple schemes simultaneously.

Currently, no equivalent integrated product rating and assessment service exists outside GreenTag. (This is especially the case in the Green Building Sector).

GreenTag integrates a holistic life-cycle based product assessment approach with a sub-scheme designed to achieve the Certification requirements of various Green Building Councils including Green Building Council of Australia's Part I- Criteria for Evaluating Product Certification Schemes document required for third party certification of specific Green Star™ credits.

1.02.2. GreenTag Objectives

The GreenTag objective is to provide internationally relevant certification of a reliable and consistent, third party, scientifically assessed, life cycle assessment based product rating and certification system globally that simplifies the green product selection and helps purchasers and specifiers make their decisions in full light of the ecological quality, health, resource and social impacts of their product selection.

It is also designed to provide multi-factor, multi-scheme green or healthy building rating system information to assist global Applicants present consistent, globally relevant information about ecological, health and socially preferred products in a way that allows direct numerical comparison between products to drive product improvement *to reduce impacts and promote restoration of living systems globally*.

1.03 Scope of the Program

Global GreenTag International operates The Global Green Tag CertTM label and its subset LCARate and GreenRate product assessment services, Environmental Product Declaration (EPD) program and other reporting, including

Product Health Declarations (GreenTag PHDs), HealthRate™, CarbonRate™, WaterRate™ and others that may be developed that together:

- verify Applicants environmental and health claims relating to a Product or Products;
- certify that the product/s meet this Standard (Program Rules);
- award a license that authorises the use of a label on Products;
- is based on multi-criteria standards;
- takes an overall 'cradle to cradle', 'circular economy' focused and Product lifecycle approach;
- indicates overall environmental preferability of a Product within its particular product category and in accordance with particular threshold levels of performance;
- indicates overall health preferability of a Product within its particular product category and in accordance with particular threshold levels of performance;
- provides written product EPDs in accordance with AS NZS ISO 14025, and on request ISO 21930 and EN 15804 as a Program Operator;
- provides written Product Health Declarations;
- once they achieve 'LCARate Bronze' or 'GreenRate level C' conformance products will be awarded a graded achievement label that, when relevant, will via the GreenRate CertTM process, also demonstrate conformance with the country based GBC rating tool requirements;
- include (but are not limited to) green building and development issues such as:
  - buildings & services;
  - interior Fit out, furnishings and equipment (FF&E);
  - facilities management;
  - building maintenance and operations including cleaning and consumables;
  - landscape design; and
  - infrastructure sectors;
  - Paper and packaging;
  - Textiles and fabrics
- are intended for use in both Business to Business and Business to Consumer context;
- involves both Management Committee, Expert Panel and broad stakeholder participation in the Standard setting process;
- commissions second party audits of Product Certification undertaken by accredited and experienced peer reviewers;
- Awards Licence(s) to qualified and experienced conformance assessment professionals.

1.04 Scope of this Document

This standard sets out essential rules under which the Global GreenTag CertTM International Ecolabel Program will assess and certify Products and its various elements in Australia and internationally. This Standard also establishes the sustainability indicators and procedures in awarding the labels and declarations.

1.05 Relationship to Ecospecifier Materials Databases

Following successful assessment under this standard and the awarding of a label or declaration appropriate to the level of achievement, GreenTag CertTM Technical Assessments will be published in a one or more, unique and comprehensive databases, including Ecospecifier.com.au, origin.build, ecomoedes.com, sustainableminds.com

1.06 GreenTag Product Assessment

GreenTag assesses products across the whole-of-life (WOL) cycle, using a robust life cycle assessment based process and a key range of detailed assessment screens. The assessment and certification process incorporates a full and transparent reporting of the whole-of-environment impact assessment process in all product listings as a minimum assessment of impacts on and/or benefits to:

- Human Health;
- Environmental Quality;
- Resource Depletion; and an analysis of the
- Integrated Design benefits of the product in generating system synergies that reduce the intensity of, or need for, other products or systems within buildings thereby generating cost savings of offsets, plus;

- Biodiversity impact assessments to the extent possible;
- Other third party certification schemes; and includes
- 'Issue of Concern' mild Cautionary Comment/s where relevant;
- 'Red Light' or severe Cautionary Comment/s, where relevant;
- Ethical supply chain reporting including Modern Slavery

This standard includes a unique Human Health and Eco-toxicity Ecospecifier Cautionary Assessment Process (hereinafter referred to as ESCAP) based around the most current version of the United Nations Globally Harmonized System of Classification and Labelling of Chemicals (GHS) and the EU Regulation on the Classification, Labelling and Packaging of Dangerous Substances and Mixtures (CLP regulation) and the related Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) is used to assess Products based on element and compound concentrations present within a product via a full composition analysis together with a scale and intensity based risk assessment process.

The basic principle of this system is to approximate the NOAEL, or NOAEC levels of constituents within products via the ESCAP assessment process.

This approach recognises that NOAEL/NOAEC and LC/LD toxicity data are DOSE indicators and as toxicity hazard potential is a function of both dose and exposure, NOAEL/NOAEC levels or LC/LD toxicity data are, in themselves, not able to assess toxicity risk levels of products in manufacture, use (except in the case of VOCs and other gaseous emissions or with extremely detailed *in-situ* chemical specific analysis well beyond the range of any building rating scheme) or disposal.

The system adopted herein allows an approximation of the NOAEL/NOAEC after assessing the likely Probability and Severity of the possible risk before ascribing a hazard/risk level or score which according to the Expert Panel most closely reflects NOAEL/NOAECs.

This ESCAP results in the attribution of an appropriate score and four possible actions/warnings:

- Any product containing 'Banned' substances immediately excluded from certification; OR
- unmodified inclusion of the product assessment in the database; OR
- a Product listing modified with an 'Issue of Concern' mild Cautionary Comment/s including relevant R-▌Statements; OR
- a Product listing modified with an 'Red Light' or severe Cautionary Comment/s including relevant Hazard Statements R-phrase; OR
- exclusion from further assessment and licensing of Label.

This information is then attached to the Product Assessment Report (PAR), Label or PHD to ensure maximum transparency.

1.07 Stakeholder Process

Key stakeholders will be pro-actively approached to contribute to the consultation. A stakeholder database will be maintained to record who has been contacted and contributed to the consultation.

a) There shall be a public review phase in the development of the standard or later revision of which shall include one round of comment submissions by interested parties, where necessary. The round shall include a period of at least 30 days for the submission of comments. The extent of the consultation process will be determined by both the scope of the revision e.g. administrative and non-substantive changes to the standard can be made at the discretion of GreenTag on advice from the NAC without need of a consultation.The final Standard will be published on the globalgreentag.com or relevant country website

b) for each round of consultation a public summary of the consultation process will be produced dealing with each substantive comment and the reasons for the decision taken by the program and published on the globalgreentag.com or relevant country website.

1.08 Documented Procedures

All documented procedures relating to this Standard are available to bona fide stakeholders on request, from the Program Director.

2.0GreenTag^{CertTM} Program

GreenTag^{CertTM} is a range of voluntary, multi-criteria, tiered award, product rating conformance certification processes and Series Certification Marks that include various schemes and programs. The 'LCARate' scheme assesses products using life cycle assessment processes. The 'GreenRate' scheme is directed at Certification within Green or Healthy Building Rating Schemes in Australia and Internationally. The 'HealthRate' scheme assesses products' safety for human health and ecosystems in use, based on Product Health Declarations (PHDs). The 'CarbonRate' scheme measures the relative and absolute greenhouse gas emissions of a product's life cycle compared to a BAU product. The 'WaterRate' scheme measures the water intensity of a product's life cycle compared to a BAU product. The Market context of these associated assessment processes are shown in Figure 1. The overall GreenTag Certification process uses key Assessment Screens including:

2.01 ESCAP Health and Ecotoxicity Analysis

ESCAP (as defined in Appendix 1 and called up in clause 4.1, SAC3) provides the means for determining key indicator comments for consumers and industry in relation to health, occupational health and safety and ecological toxicity. While these issues are dealt with varying extents by the LCA methodology within the LCA rating process, ESCAP gives GreenTag the ability to provide precautionary statements about possible risks and impacts in a qualitative way that should be easily understood by any member of the public. The ESCAP assessment also gives GreenTag a framework by which to exclude products from the assessment if they are deemed to have too significant health and/or ecological impacts to be Certified. This provides a highly detailed, parallel process to the very broad-based LCA health and eco-impact analysis;

- REFERENCE STANDARD AUSTRALIA: Safe Work Australia HSIS System, United Nations Globally Harmonized System of Classification and Labelling of Chemicals (GHS)and Regulation (EC) 1272/2008 - EU Regulation on the Classification, Labelling and Packaging of Substances and Mixtures and ESCAP process (see Appendix 1)
- REFERENCE STANDARD GLOBAL: United Nations Globally Harmonized System of Classification and Labelling of Chemicals (GHS) and Regulation (EC) 1272/2008 - EU Regulation on the Classification, Labelling and Packaging of Substances and Mixtures and ESCAP process (see Appendix 1).

2.02 LCARATE Program

GreenTag International integrates Life Cycle Assessment (LCA) directly into GreenTag^{CertTM} certification processes by use of commercially available LCA tools loaded with GreenTag proprietary database, in accordance with:

- REFERENCE STANDARD AUSTRALIA:
  AS/NZS ISO 14040:1998 Environmental management — Life cycle assessment — Principles and framework.
- REFERENCE STANDARD GLOBAL:
  ISO 14040:2006 Environmental management — Life cycle assessment — Principles and framework.

2.03 GreenRate Program

Where relevant, Products will be GreenRate assessed against existing, relevant Green or Healthy Building Rating Tool standards and indicators with summary outcomes listed on the Certificate; as well as the results of the Product assessment scored against relevant Materials Credits and Credit Points available (see below) in accordance with the process described in Section 5.0.

Note: LCA procedures above for LCARate- apply to GreenRate Greenhouse and Water Priority Areas of Concern.

2.04 Subsidiary Schemes

See section 6.0 for Subsidiary schemes such as HealthRate, CarbonRate, WaterRate, etc.

2.05 GreenRate Technical Reference Standards

REFERENCE STANDARDS AUSTRALIA & NEW ZEALAND:

a) Green Star™[1] Technical Manuals of currently released sector tools and subsequent tools and versions.
b) Living Building Challenge Standard Version 3.1 and subsequent tools and versions.

REFERENCE STANDARDS INTERNATIONAL:

a) Living Building Challenge Standard Version 3.1 and subsequent tools and versions.
b) Other tools as adopted.

2.06 GreenTag assessment Pathways

LCARate and GreenRate are assessed using 2 pathways as described in Figure 2:

a) The LCARate program can be used for all product assessments to award the GreenTag LCARate Label;
b) The GreenRate program can be used for products relevant to green or healthy building rating systems and is displayed independently with its own GreenTag Label or combined into a single LCARate/GreenRate Tag
c) GreenTag PHDs can be consequent to GreenRate or LCARate certifications or a standalone service.
d) GreenTag EPDs are produced in accordance with the General Program rules, Scheme Document, relevant ISO or EN standards and appropriate PCRs.
e) Products assessed for CarbonRate or WaterRate must also be assessed using LCARate and will be awarded with an additional rating and label.

2.07 GreenTag Management Committees

The GreenTag program will be overseen in each country by 2 independent committees:

a) National Advisory Committee.
b) International Expert Panel.

The NAC and IEP will operate in accordance with the GreenTag Program Rules for NAC and IEP Operation.

2.06.1 The National Advisory Committee

The National Advisory Committee (NAC) advises the GreenTag Management Team on the general oversight of the program operation relevant to their country or region as relevant. It provides and reviews comments on the program and provides advice on any changes to processes and the general operation of this Standard deemed necessary by the committee or any other stakeholder/s. A NAC will be formed in each country where GreenTag is operational.

The Australian NAC is comprised of representatives of industry bodies or associations typical of any NAC. It does not include Applicants representing their own or any other private organisation. It includes up to 12 members where each is selected from one of the following national organisation types:

- 3 Professional Association Representatives
- 2 Environmental/Community NGO Representatives
- 1 University Representative
- 1 Government Representative (where possible and may be replaced by a non-industry alternative)
- 5 Manufacturing Sector Industry Association Representatives

The NAC will be chaired by the GreenTag Program Director. The Committee may form sub-committees at its discretion and invite additional members as relevant to any sub-committee. The sub-committee will provide advice as necessary to the Advisory committee. A member of the Advisory Committee must chair the sub-committee.

The NAC will assist GreenTag Program operation with issues as follows:

i. Operation of the Program
ii. Further development of this Standard
iii. Development of any product category specific standards

[1] Green Star™ is a Registered Trade Mark of the Green Building Council of Australia

iv. Stakeholder review processes;
v. Dispute or Conflict resolution processes;
vi. Appeals relating to Certification issues.

2.06.2 International Expert Panels

An expert advisory panel relevant to each major standard will advise the Board and where requested, the NAC. The Expert Panel will comprise a minimum number of 6 experts in key related fields but has no limit to the number of members that may be adopted permanently or temporarily, depending on the technical needs of the Panel.

The Expert Panels will be chaired by the GreenTag Program Director. Expert Panels may form Technical sub-panels at its discretion and invite additional members as relevant to any sub-panel. The sub-panel will provide advice as necessary to the Expert Panel. A member of the Expert Panel must chair the Technical sub-panels.

The IEPs will assist GreenTag Program operation with issues as follows:

i. Technical issues relating to further development of the relevant Standard;
ii. Technical issues relating to development of any product category specific standards
iii. Technical aspects related to Dispute or Conflict resolution processes.

2.06.3 Voting, Committee & Panel Operation

The voting of both the National Advisory Committee and International Expert Panels is on a consensus basis. If consensus is not possible a minimum of 2/3 of the quorum of the Committee or the Panel present is required to approve any issue for recommendation to the Board.

2.08 Conflict Resolution

This programme has adopted a conflict resolution process to manage disputes and complaints regarding compliance with this Standard, auditing outcomes and Applicants. The Policy aims to ensure that the conflict resolution process is:

i. independent and free from conflicts of interest;
ii. completed in a timely manner;
iii. provides an opportunity for appeal by the aggrieved party; and
iv. provides for public notification of the outcome of the grievance resolution process.

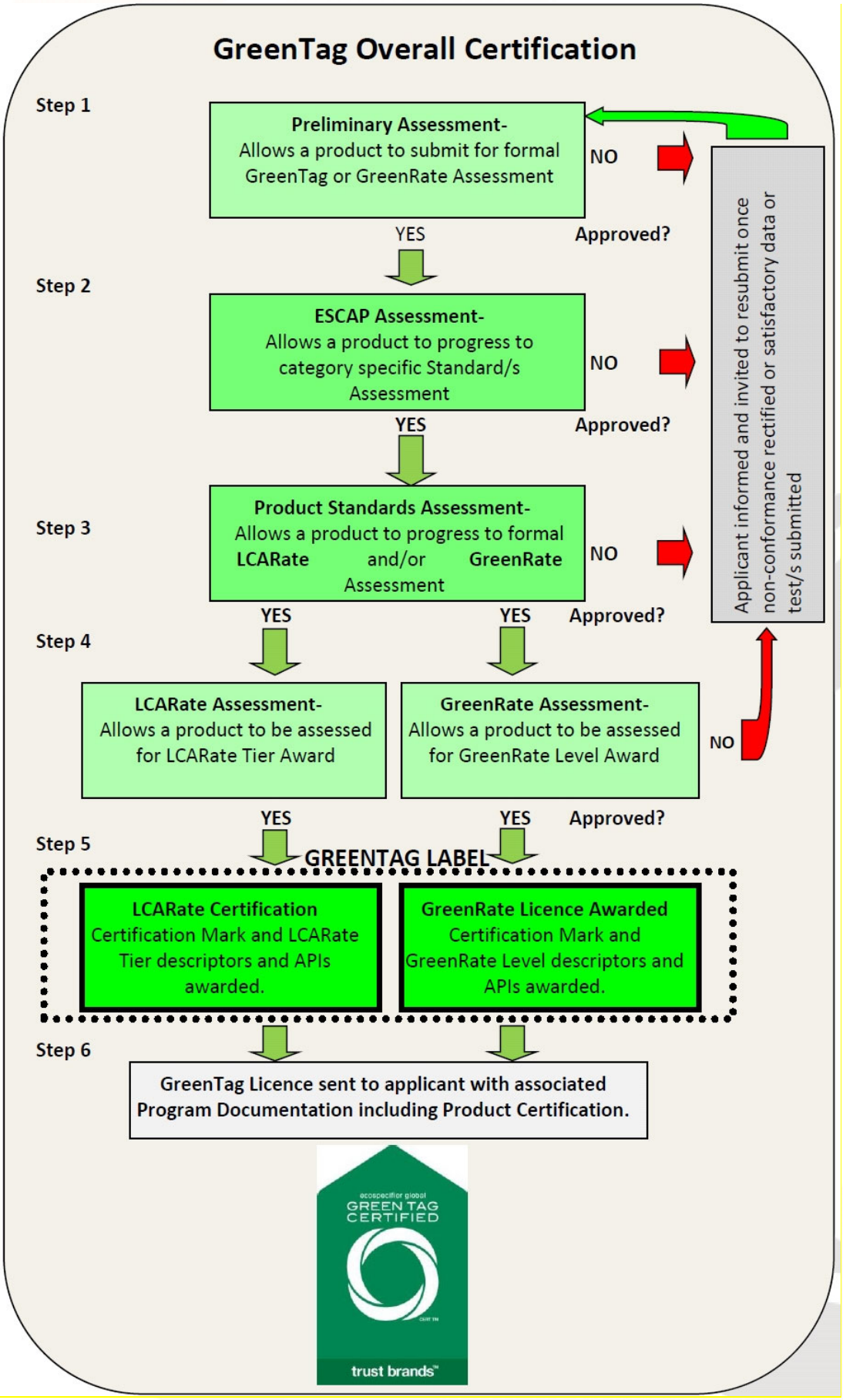

Figure 1: GreenTag

3.0 GREENTAG PROGRAM OPERATION

3.01 Standards

The GreenTag^{CertTM} LCARate Scheme is essentially a 4 tier (Bronze, Silver, Gold and Platinum), points based rating system, recognizing 2 levels of conformance (Streamlined and Plus) in accordance with Section 4.0 of this Standard and recognition of achievement of other factors including certification against the GreenRate Program Standard in accordance with Section 5.0 of this Standard.

- The GreenRate product certification program is a parallel, tiered conformance assessment system based on Green or Healthy Building Rating Scheme Manuals relevant to the Scheme e.g. Green Star™ Technical Manuals, Living Building Challenge Standard or other relevant Technical Specification relating to other National or NGO based Green or Healthy Building Rating Scheme under which a product is to be assessed. Prior to any GreenRate Certification being formally accredited by each Green Building Council, NGO or Government Agency, GreenRate certification is advisory only.
- In Australia and New Zealand and Africa, GreenRate is recognised for Green Star™ conformance assessment, having been developed in accordance with the Green Building Council of Australia's (GBCA) Assessment Framework for Multi-Criteria Product Certification Schemes and is a GBCA recognized product certification scheme.

Both programs are to be assessed under these and related and Normative Standards with the overall program created and maintained in accordance with the principles of ISO 17065, ISO 17020, ISO 14024, ISO 14021 and ISO 9001:2015.

3.02 Awarding the Label

Awarding the GreenTag Label is based on:

1. Achievement of one of the 4 tiers within the LCARate Certification processes with awarding of a particular tier recognised by specific text-based and graphic descriptors within the Series Mark.
2. A GreenRate assessment under the GreenRate Certification process and award of the relevant GreenRate Series Mark.
3. Where applicable, EPD, PHD, HealthRate, CarbonRate and WaterRate program rules and processes

A licence to use the Label will include the relevant Series Mark including the appropriate and tier descriptor, LCARate Assessment results, Certificate, additional graphics and Additional Performance Information (API) as determined relevant (See Section 3.05 below) as well as Declaration reporting as appropriate for EPD and PHD

This unique combination of, Certification Mark, LCARate tier attainment descriptor, graphics, GreenRate Assessment results, API, Product Health Declaration and HealthRate, CarbonRate, WaterRate if relevant, will be created for each product assessed, based on the results of the full Product Assessment and will, on Certification, be Licensed to the Applicant for its use (along with use by its agents/representatives and licensees) in advertising and marketing materials relevant to the country (or countries) in which the product is assessed.

The unique artwork and Series Mark variant will be provided to the Applicant for use as a swing tag on products, printed onto packaging, in marketing, advertising, electronic media and online distribution etc. (See Appendix 3 for current graphics).

3.03 Label Rating Tiers

The 4 rating tiers from lowest to highest are Bronze, Silver, Gold and Platinum.
For LCARate, the scoring system to determine tier performance is as specified in Section 4.2.
For HealthRate, the final rating is determined based on the ESCAP in-use process as specified in section 8.0.

3.04 Audited LCA 'PLUS' and LCA 'Streamlined' Recognition

PLUS: Where the Product has undergone a site-based, third party audited assessment process, by GreenTag and an accredited third party agent, , the Tier Award level achieved will be modified by the issuing of a Licence to use the 'PLUS' recognition in addition to the Tier Award recognition on the label.

Streamlined: Where the Product uses industry sourced generic inventory and/or has not undergone a site-based third party audited assessment process, by an accredited RABQSA staff or third party agent, the Tier Award level achieved will be modified by the issuing of a Licence to use the 'Streamlined' recognition in addition to the Tier Award

recognition on the label. Bronze Only assessments will only achieve "Streamlined" award, unless the Product received a Bronze rating as the result of an audited full LCA rating process.

3.05 Additional Performance Information

In addition to the Label tier of achievement, the graphic variants of the label for swing tags, marketing etc will also recognise the achievements of the product in relation to the following issues where relevant and possible:

- Whether any 'Issues of Concern' (IoC) exist for the Product in accordance with the ESCAP policy ;
- Whether any 'Red Light Issues' (RLI) exist for the Product in accordance with the ESCAP policy ;
- Embodied Water: the amount of municipal supply sourced potable or groundwater water embodied in Litres/functional unit;
- Results of the GreenTag GreenRate assessment system,
- Results of the GreenTag HealthRate assessment,
- Results of the PHD,
- Results of the GreenTag CarbonRate assessment,
- Results of the GreenTag WaterRate assessment,
- Comments relating to:
- The Climatic sensitivity of the information;
- Any other issues of merit or relevance deemed appropriate in the societal or environmental interest;
- Other Green or Healthy Building Rating Scheme compatibility where relevant;
- Baseline Assessment Comparison;
- A single number GreenTag Eco point score;
- Whether the level of Assessment warrants the PLUS or Streamlined recognition;
- Any other issues of merit or relevance appropriate in societal or environmental interest;
- Program assessment information:
  - clarifying whether a product, service or process is certified;
  - Country of Assessment;
  - Date of issue of certificate;
  - 'Valid to' date;
  - Licence number;
  - Assessment version number and date;
  - Signature and title of authorized officer;
  - Name and Contact details of the Operator;
- Product information:
  - name and address of the Applicant;
  - identification of the product certified and the lot, batch, serial number, model or type number to which the certification applies;
- Any Green Building Council Third Party Certifier Accreditation;
- Any other Certification body Accreditation e.g. JAS/ANZ and GreenTag second party auditor.

See Sections 4.0 and 5.0 for detail of Product Assessment Processes.

3.06 Online Database/s

Once GreenTag Certified, the Product will be listed with appropriate Award recognition, on the globalgreentag.com and Ecospecifier online databases relevant to the countries/regions the Product is available to, e.g. in Australia, the www.globalgreentag.com, www.ecospecifier.com.au sites and/or the www.ecospecifier.com site or other websites relating to specific geographical areas.

3.07 Currency and Renewal

Each GreenRate and LCARate, PHD, HealthRate, CarbonRate and WaterRate Product Assessment will have currency of one year and required annual renewal to maintain the Licence. For Best Practice PVC (BPPVC) assessments, see Supplementary Standard 9.15 Best Practice PVC.

Applicants are required to have Product/s renewed each year based on submission of an Applicant's Renewal Declaration by a Director or Principal for each of another 2 years. Upon 4th year, the Products will have to be re-

certified. Certificates that involve audit assessment will require re-audit on each 3rd Anniversary. Any Certified Product will include the validity period of the assessment clearly within the certificate.

3.08 Product Fitness Characteristics

Fitness for purpose will be considered as an essential indicator of product fitness for awarding of a licence. For the purpose of this Standard, fitness for purpose implies that a Product satisfies health, safety and consumer performance needs.

3.09 Stakeholder Consultation

Key Professional, Industry and other stakeholder groups will be consulted in a process in accordance with ISO 14024:1999 Environmental Labels and declarations – Type I environmental labelling – Principles and Procedures. Formal open participation among interested parties will be established from the beginning for the purpose of selecting and reviewing product categories, product environmental criteria and functional characteristics.

3.10 System Development

The rating score thresholds shown in this document are subject to ongoing development prior to launch and as follows:

3.10.01 Continuous Improvement

The Standard Indicator Thresholds will be regularly reviewed as part of the Continuous Improvement process in accordance with ISO 9001:2015 and ISO 14024:2000.

3.10.02 Standard Review Period

The period of review for this Standard will be maximum 3 years, however, in line with Continuous Improvement; Product Assessment Criteria may be reviewed within this period.

3.11 Recognition of Assessment Version

Any change in thresholds or Product Assessment Criteria will be recognised by a change in Assessment version number and date within the artwork issued to products bearing the Tiered Certification Mark. Where a Product does not comply with subsequently lowered (or raised) thresholds, the Product will continue to be able to use the originally issued Certified Mark logo showing the Standard version and date against which the Certificate was originally issued until the 3rd anniversary of assessment, when it is required to be assessed under current version or the Licence is revoked.

3.12 Compliance and verification

All aspects of product compliance and performance shall be evaluated by GreenTag Accredited Assessors within the level of compliance recognised by the Tier Awards. Global GreenTag shall assign at least one person to peer review all information and results related to the evaluation. This review shall be carried out by person(s) who have not been involved in the evaluation process. The Program Director shall be finally responsible for the determination of the Award and awarding of Certification. The methods for assessing compliance make use of the following evidence where relevant, in order of preference:

- Compliance with this Standard;
- Certification under ISO and IEC standards: and/or
    - other internationally recognized standards; and/or
    - regional and national standards; and/or
- other repeatable and reproducible methods which follow accepted principles of good laboratory practice (see ISO/IEC 17025 for information on good laboratory practice); and/or
- Third party verified data sources;
- Manufacturer Declarations under Legal Requirements e.g. MSDS;
- GreenTag expert assessment and/or audit; and
- Applicant provided evidence (supported by audit where required or noted as not audited).

3.13 Transparency

Transparency will be maintained through all stages of development and operation. Transparency implies that information shall be available to interested parties for inspection and comment where appropriate. Adequate time will be allowed for comments to be submitted including:

- selection of product categories;
- selection and development of product environmental criteria;
- product function characteristics;
- testing and verification methods;
- certification and award procedures
- review period;
- period of validity;
- non confidential evidence on which the awarding of the label is based;
- funding sources for the program development (e.g. fees, government financial support etc.);
- compliance verification.
- transparency will not conflict with the requirements of 3.19 Confidentiality clause.

3.14 International trade aspects

Procedures and requirements are not prepared, adopted or applied with a view to, or with the effect of creating unnecessary obstacles to international trade. The applicable provisions and interpretations of the World Trade Organization (WTO) will be taken into account.

3.15 Accessibility

Application to, and participation in, the GreenTag^{CerTM} program is open to all potential manufacturer and Applicant/supplier proponents with Products that successfully fulfill the product environmental criteria for a given rating tier and other program requirements. Any successful Applicant/product proponent will be entitled to be granted a licence and authorized to use the label. Fees and conditions to access the GreenTag program will be consistently applied across all Applicants, without any conditions related to the size of the supplier or membership of any association or group, nor shall certification be conditional upon the number of certificates already issued. The certification body can decline certification based on Applicant or their factory participating in illegal activities or having history of repeated legally enforced environmental or worker health non-compliances.

3.16 Scientific basis of product environmental criteria

The development and selection of criteria are based on sound scientific, life cycle impact assessment and engineering principles. The criteria are derived from data that support the claim of environmental preferability.

3.17 Avoidance of conflict of interest

GreenTag will ensure that the process is free from undue influence and that sources of funding will not create a conflict of interest.

3.18 Costs and fees

Fees may include application, assessment and certification or recertification, testing, administration or marketing support fees as may be published or provided from time to time. In principle, the costs and fees for the granting and maintaining of a label will:

i) be based on recovery of all program costs; and
ii) be kept as low as possible to maximize accessibility;
iii) be applied equitably to all Applicants and licensees.

Separate fees may be imposed for specific LCI development or if on-site audits are deemed to be required. In general, any such fee will be identified in advance of commitment to the product assessment. Any Audit fees will:

i) include reimbursement for costs associated with the audit including travel, meals and misc. costs;
ii) be provided in the form of a lump sum quotation;

iii) be paid by the Applicant a minimum 7 days in advance of departure or inspection date if local inspectors are being used and be subject to cancellation fees once confirmed.

Fees will not be based on a percentage of turnover.

3.19 Confidentiality

The confidentiality of all information which is identified as confidential via the execution of an agreed Confidentiality Agreement will be maintained.

3.20 Mutual recognition

Mutual recognition between GreenTag and other ecolabel organisations, based on mutual confidence, is welcomed and encouraged. Mutual recognition may include but not be limited to:

- mutual recognition of tests,
- inspections, conformity assessment, administrative procedures and, where appropriate, product assessment criteria.
- to ensure full transparency, information on existing mutual recognition agreements with other eco-labelling bodies shall be made available as appropriate.

3.21 Documentation

Applicants seeking Certification must provide the following information as a minimum:

i) a full declaration of substances down to 0.01% by weight for each homogenous material used in the final product (or further such more detailed requirements as may be required by sector specific or Supplementary Standards);
ii) all required GreenTag Questionnaires and Declarations completed and including place of manufacture or assembly of each raw material or component;
iii) All Applicants and/or suppliers to sign a declaration confirming that the Product does not contain any banned ingredients.
iv) Safety Data Sheet (SDS) for all chemical components including constituent dyes, tints or inks;
v) current certification for any ISO or other standards compliance claimed- including FSC, PEFC (or any member scheme), ISO 9001, 14001, other 14024 Type 1 Ecolabels, or 14025/21930/EN15804 Type 3 Environmental Performance Declarations
vi) third party laboratory testing or other audits as required to demonstrate key product claims or to demonstrate compliance with specific product standards as per Appendix 2 ;
vii) where emissions to water are involved in key manufacturing processes (e.g. wool scouring, water bath dying, leather tanning etc), effluent emissions testing showing compliance with Environment Protection Authority/Government Licence conditions or ANZEC or WHO Water Quality Guidelines;
viii) compliance with relevant social and environmental legislative or other legal requirements including International Labour Organisation's conventions;
ix) indication of status regarding participation in Corporate Social Responsibility (CSR) programs or Standards e.g. SA8000 or the Global Reporting Initiative's (GRI) 'Sustainability Reporting Guidelines';
x) any other information deemed necessary by GreenTag to demonstrate compliance.
xi) Submit to any audit of materials supply chain or manufacturing processes or emissions related issued as required
xii) VOC – Where this standard requires specific VOC emission testing, GreenTag will accept other VOC standard/s which are relevant to any market/s or rating tool/s, the product is exported to, for certification in that country or under the specific rating tool.

An Applicant seeking GreenRate Certification must also provide evidence of the following as a minimum:

a) the post-consumer and post-industrial recycled content of all constituents;
b) specific VOC, TVOC and emissions of components;
c) formaldehyde emissions;
d) any third party certified life cycle data as relevant

all in accordance with required testing protocols.

Where an Applicant seeks GreenRate Certification for a product that relates to the Green Star Materials Calculators, evidence towards compliance to the following must also be provided:

i) data on material usage and waste generation in a format that allows optimisation of the production process,
ii) a commitment to optimise the production process;
iii) resource efficiency, i.e., optimisation of materials sourcing and production processes
iv) water use accounting- sufficient to allow calculation and reporting of comprehensive product life cycle water footprint (where relevant)
v) fitness for purpose;
vi) availability of replacement parts and repair/service functions;
vii) product stewardship program (where relevant)
viii) design for disassembly (where relevant)

All evidence submitted to be in accordance with the relevant GBCA Green Star Technical Manuals or other Green Building Scheme technical requirements.

For applications relating to International Green or Healthy Building Rating Schemes, submission requirements may change according to the Credits and the Scheme being assessed.

Under some circumstances, aspects of the above may be subject to on-site audit. The Applicant will be informed in advance of committing to the Certification whether audit will be part of the assessment. Audits may occur with notice or without subject to the issue being assessed**.**

3.22 Documentation Requirements for Renewal

Each year prior to renewal of the Licence, the Applicant must supply as a minimum, a Declaration signed by a Director or Principal of the company or organisation, stating:

i) There have been no changes to the product's design, specification or composition of the product;
ii) There have been no changes to the manufacturing process of the product;
iii) There have been no changes to the sourcing of raw materials of the product;
iv) There have been no relevant changes to the Management Systems relating to the product Certification;
v) or changes in the ownership, structure or management of the Applicant,;
OR
vi) Providing full information as to the changes and if deemed necessary by GreenTag any further details requested.
vii) Additional documents required if Applicant seeks a higher certification level;
viii) Submitting to audit if deemed necessary by GreenTag.

3.23 Applicant Responsibility

It is the responsibility of the Applicant to:

a) complete an official Application form, Product Declaration, all signed by a duly authorized representative of the Applicant, in which or attached to which are the following:
   i. the scope of the desired certification;
   ii. a statement that the Applicant agrees to comply with the requirements for certification and to supply any information needed for evaluation of products to be certified.
b) The Applicant, as a minimum, shall provide the following:
   i. corporate entity, name, address and legal status;
   ii. a definition of the products to be certified, the certification system, and the standards against which each product is to be certified if known to the Applicant;
   iii. applicable fee;
   iv. A completed product Questionnaire and all other documentation required by the Program Procedures listed in 3.21 above and requested throughout the assessment;
c) Maintain its annual Certification fee 12 months in advance as required;
d) Comply with the Terms and Conditions, Licence and the Rules for Use of the Mark contained in the Style Guidelines as published from time to time on the globalgreentag.com website;
e) Not reproduce in part any Product Assessment without written approval from GreenTag Program Director;
f) Apply the Logo only to packing advertising and marketing collateral directly related to the Certified Product;
g) Avoid Incorrect references to the certification system or misleading use of licences, certificates or marks, found in advertisements, catalogues, etc., to avoid withdrawal of certificate, corrective, legal or other suitable actions.
h) Make all necessary arrangements for the provision of required evidence and/or conduct of the evaluation, including provision for examining documentation and access to all areas, records (including internal audit reports) and personnel for the purposes of evaluation (e.g. testing, inspection, assessment surveillance, reassessment) and resolution of complaints;

i) Inform GreenTag of any change in the Certified product or manufacturing process that is likely to significantly affect the product's design or specification, or changes in the ownership, structure or management of the Applicant, if relevant, or any other information that indicates the product may no longer comply with the requirements of this Standard;

j) In the event of GreenTag determining changes have been made to product or supplier details as per 3.22 above and not notified to GreenTag, the Applicant will, on receipt of an GreenTag 'Notice to Rectify', immediately provide GreenTag with the required details and any fees necessary to allow recertification. Failure to do so may result in the withdrawal of the Licence. If the product Licence is withdrawn, the manufacture must, within 7 days, cease to further promulgate all product marketing, packaging, advertising or other material carrying the logo. Furthermore all material carrying the Logo will be withdrawn within 90 days.

k) Always fulfil the Global GreenTag Certification requirements, including implementing the appropriate changes when they are communicated by Global GreenTag.

l) keep a record of all complaints made known to the Applicant relating to a certified product's compliance with requirements of the relevant standard :
   i. make these records available to the certification body when requested;
   ii. take appropriate action with respect to such complaints and any deficiencies found in products or services that affect compliance with the requirements for certification;
   iii. document the actions taken.

3.24 GreenTag Organisation

To foster confidence in its operation of the GreenTag^{CertTM} program, GreenTag undertakes to operate in accordance with ISO 17065 'Conformity assessment - Requirements for bodies certifying products, processes and services' and ISO 17020 – 'Requirements for the operation of various types of bodies performing inspection 'but:

a) be impartial

b) be responsible for decisions relating to its granting, maintaining, extending, suspending and withdrawing of certification;

c) identify the management (committee, group or person) that will have overall responsibility for all of the following:
   i. performance of testing, inspection, evaluation and certification as defined in this Guide,
   ii. formulation of policy matters relating to the operation of the certification body,
   iii. decisions on certification,
   iv. supervision of the implementation of its policies,
   v. supervision of the finances of the body,
   vi. delegation of authority to committees or individuals as required to undertake defined activities on its behalf,
   vii. technical basis for granting certification;

d) have documents which demonstrate it is a legal entity;

e) have a documented structure which safeguards impartiality including provisions to ensure the impartiality of the operations of the certification body; this structure shall enable the participation of all parties significantly concerned in the development of policies and principles regarding the content and functioning of the certification system;

f) ensure that each decision on certification is taken by a person(s) different from those who carried out the evaluation;

g) have rights and responsibilities relevant to its certification activities;

h) have adequate arrangements to cover liabilities arising from its operations and/or activities;

i) have the financial stability and resources required for the operation of a certification system;

j) employ a sufficient number of personnel having the necessary education, training, technical knowledge and experience for performing certification functions relating to the type, range and volume of work performed, under a responsible senior executive;

k) have a quality system giving confidence in its ability to operate a certification system for products. Key aspects of the quality system include the on-going monitoring of the effectiveness of the audit program, reviewing auditor performance and competency and performing internal audits to verify the effectiveness of the overall system;

l) have policies and procedures that distinguish between product certification and any other activities in which the certification body is engaged;

m) together with its senior executive and staff, be free from any commercial, financial and other pressures which might influence the results of the certification process
n) have formal rules and structures for the appointment and operation of any committees which are involved in the certification process; such committees shall be free from any commercial, financial and other pressures that might influence decisions; a structure where members are chosen to provide a balance of interests where no single interest predominates will be deemed to satisfy this provision;
o) ensure that activities of related bodies do not affect the confidentiality, objectivity and impartiality of its certifications, and it will not
   i) supply or design products of the type it certifies,
   ii) give advice or provide consultancy services to the Applicant as to methods of dealing with matters which are barriers to the certification requested,
   iii) provide any other products or services which could compromise the confidentiality, objectivity or impartiality of its certification process and decisions;
p) analyse relationship with related bodies to determine possibilities for conflict of interest:
   i. employees: are not involved in certification process if they have any conflict of interest with any client within two years of the date of application for certification;;
   ii. subcontractors: are required to report any conflict of interest prior to executing the project contract;
   iii. clients: are not provided advice or consulting in relation to achieving certification;
   iv. partners: remain independent.
q) have policies and procedures for the resolution of complaints, appeals and disputes received from Applicants, suppliers or other parties about the handling of certification or any other related matters.

3.25 GreenTag Responsibility

GreenTag further undertakes to comply with the detailed requirements of ISO 17065 'Conformity assessment -- Requirements for bodies certifying products, processes and services' and ISO 17020 – 'Requirements for the operation of various types of bodies performing inspection' including but not limited to the following:

3.25.01 Staff

a) ensure personnel shall act in accordance with the Global GreenTag HR Policy and Procedure Manual and shall be competent for the functions they perform, including making required technical judgments, framing policies and implementing them. The person who takes the decision on granting/withdrawing certification has a level of knowledge and experience sufficient to evaluate the information obtained from the evaluation process.
b) clearly document instructions that are available to the personnel describing their duties and responsibilities. These instructions shall be maintained up to date;
c) Clearly define the minimum relevant criteria for the competence of personnel;
d) require its personnel involved in the certification process to sign a contract or other document by which they commit themselves:
   to comply with the rules defined by GreenTag, including those relating to confidentiality and independence from commercial and other interests as defined in the Global GreenTag Anti-Corruption, Anti Bribery and Conflict of Interest policy; and
   to declare any potential conflicts including prior and/or present association on their own part, or on the part of their employer, with an Applicant, supplier or designer of products to the evaluation or certification of which they are to be assigned.
e) ensure that and document how, any contracted personnel for their own part, and on the part of their employer if any, satisfy all the requirements for personnel outlined in the herein.
f) Require independent Auditors and product Auditors and Assessors to be accredited auditors registered by RABQSA, IRCA or other national or international auditor accreditation system and to be completely independent in their assessment of products. Assessors do not make any decision on granting, maintaining, extending, suspending or withdrawing certification;
g) maintain information on the relevant qualifications, training and experience of each member of the personnel involved in the certification process. Records of training and experience to be kept up to date, in particular the following:
   (i) name and address;

(ii) organisation affiliation and position held;
(iii) educational qualification and professional status;
(iv) experience and training in each field of the certification body's competence;
(v) date of most recent updating of records;
(vi) performance appraisal.

3.25.02 Licensees

a) Ensure Licensees are fully trained and competent for the functions they perform, including making required technical judgments, framing policies and implementing them;
b) clearly define the minimum relevant criteria for the competence of Licensees;
c) require Licensees involved in the certification process to sign a contract or other document by which they commit themselves:
    i. to comply with the rules defined by Global GreenTag in this Standard, also including compliance with the relevant sections of ISO 14024, ISO 17065 and ISO 17020, particularly those relating to Assessors and Assessor Organisations such as confidentiality and independence from commercial and other interests as defined in the Global GreenTag Anti-Corruption, Anti Bribery and Conflict of Interest policy; and
d) to declare any potential conflicts including prior and/or present association on their own part, or on the part of their employer, with an Applicant, supplier or designer of products to the evaluation or certification of which they are to be assigned;
e) ensure that and document how, any Licensee satisfy all the requirements for personnel outlined in the herein;
f) require Licensees to be accredited auditors registered by RABQSA, IRCA or other national or international auditor accreditation system and to be completely independent in their assessment of products. Licensees do not make any decision on granting, maintaining, extending, suspending or withdrawing certification;
g) maintain information on the relevant qualifications, training and experience of each member of the personnel involved in the certification process. Records of training and experience to be kept up to date, in particular the following:
    (i) name and address;
    (ii) organisation affiliation and position held;
    (iii) educational qualification and professional status;
    (iv) experience and training in each field of the certification body's competence;
    (v) date of most recent updating of records.
h) all Licensees shall be subject to:
    i. initial training and ongoing formal professional development by Global GreenTag and/or GGTI approved trainers to ensure Assessor and all relevant staff skills are developed, maintained, and kept up–to-date with any changes to the GreenTag system and Technical Documents referenced by the scheme, via personal, corporate and GGTI efforts;
    ii. full compliance with, and maintaining all record keeping and compliance documentation for the GGTI Quality Management System and all its requirements to ensure complete confidence in GGTI assessment outcomes;
    iii. Submitting without reservation, to the quality oversight of the Program Director or nominee.

3.25.03 Fees

Maintain a current uniform Schedule of fees equal for all products and notify Applicants in advance of any change to the fees;

3.25.04 Confidentiality

a) execute a Confidentiality Agreement on request by any Applicant/Supplier and ensure this agreement also binds all staff, Assessors, subcontractors and/or agents where relevant;

b) have adequate arrangements consistent with applicable laws to safeguard confidentiality of the information obtained in the course of its certification activities at all levels, including committees and external bodies or individuals acting on its behalf;

3.25.05 Application for Certification

a) provide Applicants an up-to-date detailed description of the evaluation and certification procedures, appropriate to the GreenTag^{CertTM} program, and the documents containing the requirements for certification, the Applicants' rights and duties of suppliers which have certified products (including fees to be paid by Applicants and suppliers of certified products).

b) require Applicants to:
   i. always complies with the relevant provisions of the certification programme;
   ii. make all necessary arrangements for the conduct of the evaluation, including provision for examining documentation and access to all areas, records (including internal audit reports) and personnel for the purposes of evaluation (e.g. testing, inspection, assessment surveillance, reassessment) and resolution 'of complaints;
   iii. Provide samples of the Products undergoing assessment
   iv. make claims regarding certification only in respect of the scope for which certification has been granted;
   v. not use its product certification in such a manner as to bring the certification body into disrepute and does not make any statement regarding its product certification which the certification body may consider misleading or unauthorized;
   vi. upon suspension or cancellation of certification, discontinue its use of all advertising matter that contains any reference thereto and returns any certification documents as required by GreenTag;
   vii. use certification only to indicate that products are certified as being in conformity with specified standards;
   viii. endeavour to ensure that no certificate or report nor any part thereof is used in a misleading manner;
   ix. make comment or inclusions solely in accordance with license requirements in making reference to its product certification in communication media such as online, emails, documents, brochures or advertising.
   x. provide any explanation needed to the Applicant in relation to the operation of GreenTag. If requested, additional application information shall be provided to the Applicant.

3.25.06 Preparation for evaluation

a) Before proceeding with evaluation, GreenTag will conduct, and maintain records of, a review of the application for certification to ensure that
   i. the requirements for certification are clearly defined, documented and understood
   ii. any difference in understanding between GreenTag and the Applicant is resolved
   iii. GreenTag has the capability to perform the certification service with respect to the scope of the certification sought and, if applicable, the location of the Applicant's operations and any special requirements.

b) prepare a plan for evaluation activities to allow for the necessary arrangements to be managed

c) assign personnel appropriately qualified to perform the tasks for the specific evaluation. Personnel (including Licensees) will not be assigned if they have been involved in, or been employed by a body involved in, the design, supply, installation or maintenance of such products in a manner and within a time period which could conflict with impartiality ensuring that a comprehensive and correct evaluation is carried out, the personnel involved will be provided with the appropriate working documents.

3.25.07 Product Certification and Applicant Licensing

a) evaluate the product in accordance with information provided;

b) determine whether or not to certify a product based on the information gathered during the evaluation process and any other relevant information. All decisions relating to Product Certification shall be made by the Program Director or delegate (who shall be a competent person, not performing product evaluation).

c) provision of a Licence for use of the Logo) and Rules for Use of the Mark, Style Guide and Product Certification Documents if the product assessment report supports Certification;

d) re-evaluate the Product Certification in the event of changes significantly affecting the product's design or specification, or changes in the standards to which compliance of the product is certified, or changes

in the ownership, structure or management of the Applicant, if relevant, or in the case of any other information indicating that the product may no longer comply with the requirements of the certification system;

e) give 14 days' Notice to Rectify in the event of GreenTag determining changes have been made to product or supplier details as per 3.22 above and GreenTag has not been notified. Thereafter GreenTag may withdraw the Licence. Any product for which the Licence has been withdrawn will be published by GreenTag by means of Public Notice on its website/s and in two consecutive Product Newsletter e-letter broadcasts.

f) ensure that activities of related bodies do not affect the confidentiality, objectivity and impartiality of its certifications, and it shall not:

g) not delegate authority for granting, maintaining, extending, suspending or withdrawing certification to an outside person or body.

h) provide to each Applicant offering certified products, formal certification documents such as a letter or a certificate signed by an officer who has been assigned such responsibility. These formal certification documents shall permit identification as a minimum, of the following:
   i. the name and address of the Applicant whose products are the subject of certification;
   ii. the scope of the certification granted, including, as appropriate,
      I) the products certified, which may be identified by type or range of products,
      2) the product standards or other normative documents to which each product or product type is certified,
      3) the applicable certification system;
      4) the effective date of certification, and the term of the certification if applicable.

i) decide, in response to an application for amendment to the scope of a certificate already granted, what, if any, evaluation procedure is appropriate in order to determine whether or not the amendment should be made and act accordingly. Decision will be made by the Program Director or delegate (who shall be a competent person, not performing product evaluation).

j) may require re-evaluation of the product in the instance the Applicant informs or GreenTag determines that any of the following changes have occurred and the changes significantly affect the product. The changes that may trigger re-evaluation if relevant are:
   i. product design, specification or composition,
   ii. changes in the standards to which compliance of the product is certified,
   iii. changes in the ownership, structure or management of the Applicant,
   iv. intended modification to the product, manufacturing process or, if relevant, its quality system which affect the conformity of the product.
   v. any other information indicating that the product may no longer comply with the requirements of the certification system.

   In the case of any of the above occurring, GreenTag will determine whether the announced changes require further investigations. If such is the case, the Applicant is not permitted to release certified products resulting from such changes until GreenTag has notified the Applicant accordingly.

k) review of the product is undertaken on a minimum annual basis.

l) surveillance of the certified products is to be documented

m) personnel appointed to evaluate the conformance of the products shall provide GreenTag with a report of findings as to the conformity with all the certification requirements;

n) promptly bring to the Applicant's notice GreenTag's full Product Assessment report (Product Listing) on the outcome of the evaluation identifying any nonconformities that have to be discharged in order to comply with all of the certification requirements and the extent of further evaluation or testing required. If the Applicant can show that remedial action has been taken to meet all the requirements within a specified time limit, the certification body shall repeat only the necessary parts of the Initial procedure.

o) give due notice of any changes it intends to make in requirements for certification. Following the publication of changed requirements, GreenTag will verify that each Applicant makes any necessary adjustments within a reasonable time.

p) exercise proper control over ownership use and display of licenses, certificates and marks of conformity.

3.26 Recognition of Testing Laboratories

Only testing undertaken by laboratories that are registered by the Australian National Association of Testing Authorities (NATA) or is approved by a member of the International Laboratory Accreditation Cooperation (ILAC)

or the Asia Pacific Laboratory Accreditation Cooperation (APLAC), or laboratories which are in compliance with ISO 17025 are recognised under this standard.

3.27 GreenTag Operations

GreenTag will take all steps necessary to evaluate conformance with the relevant product standards according to the requirements of GreenTag (or other specific product certification system-see Note 2 below). GreenTag or its licensees will specify the relevant standards or parts thereof and any other requirements such as sampling, testing and inspection requirements which form the basis for the applicable certification system. In conducting its certification operations, GreenTag will observe, as appropriate, the requirements for the suitability and competence of body(ies) or person(s) carrying out assessment testing, inspection and certification/registration as specified in ISO/IEC 17025, 17020, 17021and 17065.

3.28 Subcontracting

When GreenTag subcontracts work related to certification (e.g. assessment, testing or inspection) to an external body or person, a properly documented agreement covering the arrangements including confidentiality and conflict of interest will be drawn up. GreenTag will:

a) take full responsibility for such subcontracted work and maintain its responsibility for granting, maintaining, extending, suspending or withdrawing certification;
b) ensure that the subcontracted body or person is a competent accredited auditor and complies with the applicable provisions of ISO 17065 and other standards and guides relevant to testing, inspection or other technical activities (see Note 1 below), and is not involved either directly or through the person's employer with the design or production of the product in such a way that impartiality would be compromised;
c) obtain the Applicant's consent;
d) have arrangements in place for confirming the scope, currency and applicability of the certification it is relying upon, and other data pertaining to the competency of the body it is relying upon, before the issue of its own certification.

Notes:

1) Where work related to certification has been undertaken prior to the application for certification, the body may take account of it, provided it can take responsibility as detailed in 3.28a) and satisfy itself regarding the matters detailed in 3.28 b).
2) The requirements given in 3.28 a) and b) are also relevant by extension, when a certification body uses, for granting its own certification, work performed by another assessment or certification body with which it has signed an agreement or is a recognized third party ecolabel body.

3.29 Quality system

3.29.01 The management of GreenTag having executive responsibility for quality has defined and documents its policy for quality and its objectives for and commitment to, quality. The management undertakes to ensure that this policy is understood, implemented and maintained at all levels of the organisation.

3.29.02 GreenTag will continue to operate an effective quality system in accordance with ISO 9001:2015 and the relevant elements of ISO 17065 and ISO 17020 as below appropriate for the type, range and volume of work performed. This quality system will be documented and the documentation available for use by the certification body staff. GreenTag further undertakes to ensure effective implementation of the documented quality system, procedures and instructions and designate a person having direct access to its highest executive level who, irrespective of other responsibilities, shall have defined authority for:

a) ensuring that a quality system is established, implemented and maintained in accordance with this Guide, and
b) reporting on the performance of the quality system to the body's management for review and as a basis for improvement of the quality system.

3.29.03 The quality system is documented in a quality manual and associated quality procedures, and the manual contains or refers to at least the following:

a) a quality policy statement;

b) a brief description of the legal status of the certification body, including the names of its owners and, if different, names of the persons who control it;
c) the names, qualifications, experience and terms of reference of the senior executive and other certification personnel, both internal and external;
d) an organization chart showing lines of authority, responsibility and allocation of functions stemming from the senior executive;
e) a description of the organization of the certification body, including details of the management (committee, group or person) identified in 3.2 c), its constitution, terms of reference and rules of procedure;
f) the policy and procedures for conducting management reviews;
g) administrative procedures including document control;
h) the operational and functional duties and services pertaining to quality, so that the extent and limits of each person's responsibility are known to all concerned;
i) the procedure for the recruitment, selection and training of certification body personnel and monitoring of their performance;
j) a list of its approved subcontractors and the procedures for assessing, recording and monitoring their competence;
k) its procedures for handling nonconformities and for assuring the effectiveness of any corrective and preventive actions taken;
l) procedures for evaluating products implementing the certification process, including:
   i) conditions for issue, retention and withdrawal of certification documents,
   ii) controls over the use and application of documents employed in the certification of products; the policy and procedure for dealing with appeals, complaints and disputes; its procedures for conducting internal audits, based on the provisions of IS0 10011-1.

3.30 Conditions and procedures for granting, maintaining, extending, suspending and withdrawing certification

3.30.01 The conditions for granting, maintaining and extending certification and the conditions under which certification may be suspended or withdrawn, partially or in total are included in the Licence and Terms and Conditions.

3.30.02 The QMS includes procedures to:

a) grant, maintain, withdraw and, if applicable, suspend certification;
b) extend or reduce the scope of certification;
c) re-evaluate, in the event of changes significantly affecting the product's design or specification, or changes in the standards to which compliance of the product is certified, or changes in the ownership, structure or management of the Applicant, if relevant, or in the case of any other information indicating that the product may no longer comply with the requirements of the certification system.

3.31 Internal audits and management reviews

3.31.01 GreenTag conducts periodic internal audits covering all procedures in a planned and systematic manner, to verify that the quality system is implemented and is effective in ensuring that:

a) personnel responsible for the area audited are informed of the outcome of the audit;
b) corrective action is taken in a timely and appropriate manner; and
c) the results of the audit are documented.

3.31.02 GreenTag's management with executive responsibility reviews its quality system at defined intervals which are sufficiently short to ensure its continuing suitability and effectiveness in satisfying the requirements of ISO 17065, ISO 17020 and the stated quality objectives. Records of such reviews are maintained.

3.32 Documentation

3.32.01 GreenTag^{CertTM} provides (through publications, electronic media or other means), update at regular intervals, and make available on request, the following:

a) information about the authority under which GreenTag operates as certification body;
b) a documented statement of its product certification system, including its rules and procedures for granting, maintaining, extending, suspending and withdrawing certification;
c) information about the evaluation procedures and certification process related to GreenTag^{CertTM};
d) a description of the means by which the organization obtains financial support and general information on the fees charged to Applicants and to suppliers of certified products;
e) a description of the rights and duties of Applicants and suppliers of certified products, including requirements, restrictions or limitations on the use of the certification body's logo and on the ways of referring to the certification granted;
f) information about procedures for handling complaints, appeals and disputes;
g) a directory of certified products and their suppliers.

3.32.02 GreenTag has established and maintains procedures to control all documents and data that relate to its certification functions. These documents shall be reviewed and approved for adequacy by appropriately authorized and competent personnel prior to issuing any documents following initial development or any subsequent amendment or change being made. A listing of all appropriate documents with the respective issue and/or amendment status identified shall be maintained. The distribution of all such documents shall be controlled to ensure that the appropriate documentation is made available to personnel of the certification body or Applicants when they are required to perform any function relating to the certification body's activities.

3.33 Records

3.33.01 GreenTag maintains a record system to suit its particular circumstances and to comply with existing regulations. The records are sufficient to demonstrate that the certification procedures have been effectively fulfilled, particularly with respect to application forms, evaluation reports, surveillance activities and other documents relating to granting, maintaining, extending, suspending or withdrawing certification. The records are identified, managed and disposed of in such a way as to ensure the integrity of the process and the confidentiality of the Information. The records will be kept for a period of time that ensures continued confidence can be demonstrated for at least one full certification cycle, or as required by law.

3.33.02 GreenTag has policies and procedures for retaining records for a period consistent with its contractual, legal or other obligations. The policy and procedures concerning access to these records is consistent with confidentiality agreements and requirements.

3.34 Development of Product Specific Requirements

Product Specific Category Rules (PCRs) are developed to consistently apply Functional unit, boundary conditions and methodologies for each product category they are developed for. Each existing or new PCR adopted sets out the rules for LCA- data collection, methodology, calculations and presentation of the results. PCRs will be created or modified based on the GreenTag PCR Development Process, including the following steps:

1. Initiation and seeking co-operation with stakeholder and other interested parties;
2. An open and effective consultation process and outcome during the preparation of the PCR documents
3. Approval of PCR documents by both NAC and IEP groups before recommendations are provide to the Board;
4. Annual Review and maintenance of validity of PCR documents;
5. Reporting and publication of PCR documents via email notification and hosting on globalgreentag.com and other GreenTag websites as relevant public domain.