

Complaints and Appeals Process

Processing complaints and appeals is an integral part of bluesign's client relations and commitment to customer satisfaction.

The process is open to companies, individuals, and other stakeholders who wish to raise a complaint. The following complaint categories are recognized:

Complaints concerning:

- Certified products (chemicals, fabrics/accessories or consumer products)
- bluesign services
- Misuse of bluesign trademarks
- bluesign conformity assessment schemes and on bluesign Criteria
- Appeal against a bluesign decision

Complaints are handled within a reasonable timeframe and as transparently as possible, while fully respecting principles and requirements of confidentiality and impartiality. They will not result in any discriminatory actions.

bluesign's involvement in complaints concerning certified products is limited to reviewing and evaluating compliance with the bluesign Criteria. The bluesign System Partner, not bluesign, has the responsibility of fulfilling the certification requirements.

Complaints should first be addressed to the System Partner in order to allow direct resolution.

1 Complaint process



1.1 Receipt

A formal complaint or appeal must be submitted in writing to the bluesign System Integrity (SYI) Team (SystemIntegrity@bluesign.com) and must include supporting evidence such as documents, test reports, links, or images. Bluesign will acknowledge receipt.

Feedback given verbally during an assessment may be shared with a bluesign assessor but is not considered a formal complaint unless submitted to the SYI email address.

If a bluesign employee receives a dissatisfaction directly, they will handle it according to their best knowledge. The formal complaint process may not be followed in that case.

1.2 Data collection

Data requirements depend on the nature of the complaint.

For complaints about certified products (chemicals, textiles, accessories or consumer products) it is essential to include proper product identification, such as purchase orders and lot numbers, along with product/processing details like recipes or bill of materials. Alleged misuse of the

bluesign marks must be supported with photos, screenshots, or links. For all other complaint categories, as many details as possible need to be given to accelerate solving the issue.

1.3 Processing

bluesign System Integrity Team is responsible for managing complaints and appeals. Root Cause Analysis may require expertise from the relevant functions. bluesign experts collect and review the necessary information, may initiate testing, and produce a final internal report.

For potential misuse of bluesign marks, if no suitable evidence disproves the concern, bluesign reserves the right to initiate legal action if the party in question refuses to take corrective actions, such as ceasing use of the marks or signing a bluesign System Partner agreement.

The Root Cause Analysis may lead to further investigations with other parties in the supply chain. Some details relating to the outcome may be protected by confidentiality clauses in the bluesign System Partner agreements and cannot be shared with the complainant or other effected parties. bluesign will keep the complainant updated on the status of the investigations.

The complexity of the supply chain, response times of involved parties, and availability of test results may influence the resolution timeline. Complainants will receive a status update within 2 weeks.

1.4 Decision

Final decisions for complaints or appeals related to assessments or certification are made by the Technical Meeting Committee, which holds responsibility and authority for the overall process.

Decisions for complaints about non-assessment or non-certification services are made by the Management Team.

Members with potential conflicts of interest, such as direct involvement in the assessed process or certification, are excluded from decision making.

1.5 Conclusion

Root cause analysis and final decisions may require corrective or preventive actions either within bluesign or at system partners.

Complaint statistics and reporting are included in the Management Review to ensure targeted actions are taken and evaluated for effectiveness.

All impartiality-related complaints are reported to the Impartiality Advisory Committee for independent advice during biannual meetings.

Effectiveness of corrective actions at a system partner is reviewed no later than the next reassessment.

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