

GW Document ID: SOP10	Document Name: GoodWeave Certification Operations and Personnel Protections During COVID 19 Pandemic
Rev #: 3.0	Release Date: April 29, 2021



GoodWeave Certification Operations and Personnel Protections During COVID 19 Pandemic

1. **SCOPE**

This GoodWeave International Standard Operating Procedure (SOP) applies to all country offices that undertake on-site inspections and audits as part of GoodWeave licensing and certification.

This SOP defines modifications to the certification process during the COVID-19 pandemic. It also includes health and safety requirements to protect GoodWeave personnel as GoodWeave transitions back to in-person visits to production sites and worker communities.

2. **AUDITS AND INSPECTIONS**

2.1 Current Status

GoodWeave has paused on-site audits and inspections in India and Nepal.

2.2 Remote Audits and Inspections

Remote audits and remote inspections are being used in countries where GoodWeave has paused on-site audits and inspections but workplaces remain open. Remote audits and inspections are conducted following [SOP 16 Remote Audits and Inspections](#).

2.3 Credibility of Remote Audits and Inspections

GoodWeave recognizes there are limitations to remote audits and inspections. [SOP 16 Remote Audits and Inspections](#) is designed to ensure the quality and consistency of information gathered during remote assessments.

While on-site work is paused, GoodWeave will leverage information gathered from our community based interventions, such as food distribution and our work in Child Friendly Communities to detect cases of child labor.

While on-site work is paused, GoodWeave may conduct periodic unannounced remote inspections to confirm the accuracy of information gathered during remote audits and to confirm the producer is in compliance with the GoodWeave Standard. Producers are

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expected to accept these unannounced remote inspections and refusal to accept them is considered a major non-compliance.

2.4 Resuming On-Site Work

Once it is safe for both workers and GoodWeave staff to resume on-site work, all production sites that have not had an on-site audit or inspection within the past 3 months will receive an unannounced inspection to confirm compliance with the GoodWeave Certification Principles. This unannounced inspection will be conducted within 3 months of GoodWeave’s decision to resume on-site work.

3. LICENSE RENEWALS AND APPLICATIONS

3.1 License Renewals for Existing Licensees

Exporters whose license expires while on-site work is paused are granted a grace period of up to three months for renewing their license. An annual audit is required for license renewal and if an on-site annual audit cannot be conducted due to COVID-19, a remote audit is conducted. License renewal fees are due at the time of the renewal, as per existing SOPs. GoodWeave works with exporters whose license is expiring to determine if a remote audit may be used in lieu of an on-site audit.

3.2 Dormant Licenses

If a licensee that has not used certification labels in the past year they are considered dormant. During the COVID-19 pandemic, licensees will be granted an additional four months, or one year and four months total, before they are considered a dormant licensee. The GoodWeave International (GWI) Certification Division will consider requests from licensees to delay dormancy status if they have a good record of using certification labels in the past, and can demonstrate their intention to use certifications labels in the future.

3.3 New Licensee Applicants

GoodWeave will continue to accept new applications in India. Remote audits of applicant exporter and subcontractor (level 1 and level 2) production sites may take place while on-site work is paused. However, on-site inspections are required for all level 1 and 2 sites that are audited remotely AND on-site audits are required for level 3 sites in order to approve the application. Once on site work resumes, audits and inspections of existing production sites will be prioritized over audits and inspections of applicant sites. This means that applications will not be processed until all inspections noted in 2.4 have been completed, a process which may take up to 3 months after on-site work is resumed.

4. LABEL POLICY

GoodWeave continues to issue certification labels to licensees under the following conditions that have been approved by the GWI Certification Committee.

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4.1 Conditions Under Which Labels are Issued

In countries where on-site work is paused, GoodWeave continues to issue labels to exporters with valid license agreements. GoodWeave issues labels when the following conditions are met:

- Licensee does not have any pending major non-compliances.
- If there are pending Major Non-Compliances, labels will only be issued after the licensee takes the required corrective action and after the licensee submits a letter guaranteeing to complete corrective action within the stipulated time frame.

If labels are requested for orders produced in a newly added unit that cannot be inspected in person, labels will be issued only after a remote audit or inspection has taken place and the licensee submits a letter guaranteeing to allow GoodWeave to inspect the unit immediately once it is safe for the inspectors to visit worksites. The letter must state that 'in case child labor is found in this facility by the GoodWeave team, we agree to delist the facility from our supply chain for any future production'.

4.2 Continuous review of uninspected licensees receiving labels

All approvals made without inspections of production sites will be reviewed every three months by the Certification Committee.

5. RESUMING IN-PERSON AUDITS AND INSPECTIONS

5.1 Justification and requirements for in-person visits

In-person audits and inspections are only conducted if it is safe for GoodWeave staff and workers at production sites.

GoodWeave ensures that production sites have health and safety policies and procedures in place for COVID-19 prior to conducting in-person visits. Protocols must also be agreed upon with management for notification should there be a need for contact tracing. Management must also clearly communicate and ensure that GoodWeave personnel will be received and that the staff at the location are healthy.

6. PROCEDURES FOR DEPLOYING GOODWEAVE STAFF FOR IN-PERSON VISITS

GoodWeave's primary concern is for the health, safety, and well-being of its team members and for workers. The following procedures must be followed when deploying GoodWeave staff for in-person audits and inspections:

- Any GoodWeave staff who are not comfortable resuming in-person visits, are at heightened risk, or live with vulnerable persons, are not required to do so. Management must confirm with each staff member individually about their willingness and risk factors for conducting in-person visits.

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- GoodWeave management should verify that all field staff have a health insurance policy in place before they resume field work.
- If an inspector suspects that they may be sick, they are not permitted to conduct in-person visits. They must remain at home or immediately return home if they become sick and report to their supervisor.
- It is recommended that inspectors check their temperature every day before work and if they have a temperature over 37°C they should stay home and report to their supervisor.
- If inspectors must go out in teams, they must be in the same pairs or groups of four and if any one of them gets sick, they all must self-isolate in order to reduce the potential for infecting other inspectors.
- If an inspector suspects that they are sick following an onsite visit, they must immediately notify the producer and the production manager must inform all of the workers that GoodWeave inspectors came into contact with.
- Inspectors must always utilize proper social distancing while using public transport.

7. HEALTH AND SAFETY REQUIREMENTS DURING IN-PERSON VISITS

When conducting worksite and home-based visits for any purpose, including check-ins, audits and inspections, all GoodWeave personnel must comply with the following health and safety precautions:

- All interviews with owners, management, workers, and home-based workers will occur on a voluntary basis. If the workers do not feel comfortable with the interview, then GoodWeave must not press the issue. GoodWeave receives verbal permission from each individual interviewed.
- As feasible, do not use more than one inspector/auditor for in-person visits.
- When conducting interviews, GoodWeave will conduct interviews until the point that the minimum number of workers needed to be sampled for the producer has been reached, and no more than that minimum to limit exposure. Group interviews are not conducted.
- Protective masks or helmets with face coverings and face shields must be worn by GoodWeave personnel at all times. GoodWeave personnel must not share masks or face coverings under any circumstances. Face masks and shields should be sanitized after use and kept in a clean location until the next use.
- Personnel must also carry hand sanitizer with them and use the hand sanitizer if they touch any surfaces, documents or items. However, personnel should avoid touching anything that is not necessary.
- GoodWeave must ensure that any individuals they interact with are using a protective mask. GoodWeave must be prepared to offer protective masks and hand sanitizer to any individuals they come across that need them.
- Personnel must stand at least 6 feet (1.8 meters) apart during any conversations or interviews.
- Interviews should be conducted outside or in a well-ventilated environment.

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- Social greetings, such as hand shaking and hugging, are not permitted.