



GoodWeave Certification System Overview

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1 Background

GoodWeave is a nonprofit organization with a mission to stop child labor in global supply chains through a market-based, holistic approach. GoodWeave brings visibility to global supply chains, gives voice to informal and marginalized workers, and provides the best assurance (via a certification model) that products carrying the GoodWeave label are free of child and forced labor.

GoodWeave operates via a network of related organizations located in India, Nepal, Bangladesh, the United Kingdom, Germany, and the United States. The owner of the GoodWeave assurance system (the Secretariat) is GoodWeave International (GWI), which is a 501c3 organization registered in the United States. The India and Nepal organizations provide GoodWeave certification services to licensed producers and their subcontracted supply chains within the carpet and home textile sectors.

2 Purpose of this Document

The purpose of this document is to provide an overview of the many components of the GoodWeave Certification System, and outline how this system contributes to the organization’s mission and strategic objectives.

Note that the Certification System is one work area of the organization, and this overview does not provide insight to the various fundraising, advocacy and project-based work (capacity building, research and learning, prevention programs, etc) that is conducted to support and achieve GoodWeave’s mission.

3 System strategic alignment and mission contribution

Our mission: GoodWeave works to stop child labor in global supply chains. Permanently.

The GoodWeave Certification System is a primary mechanism to achieve strategic goals and is a core component of our “[Proven Approach](#)” to positively influence societal norms and corporate practices to eliminate child labor.

1. Harness the power of the market;
2. Establish transparent and clean supply chains;
3. Create educational opportunities for children;
4. Improve conditions for all workers; and
5. Promote best practices.

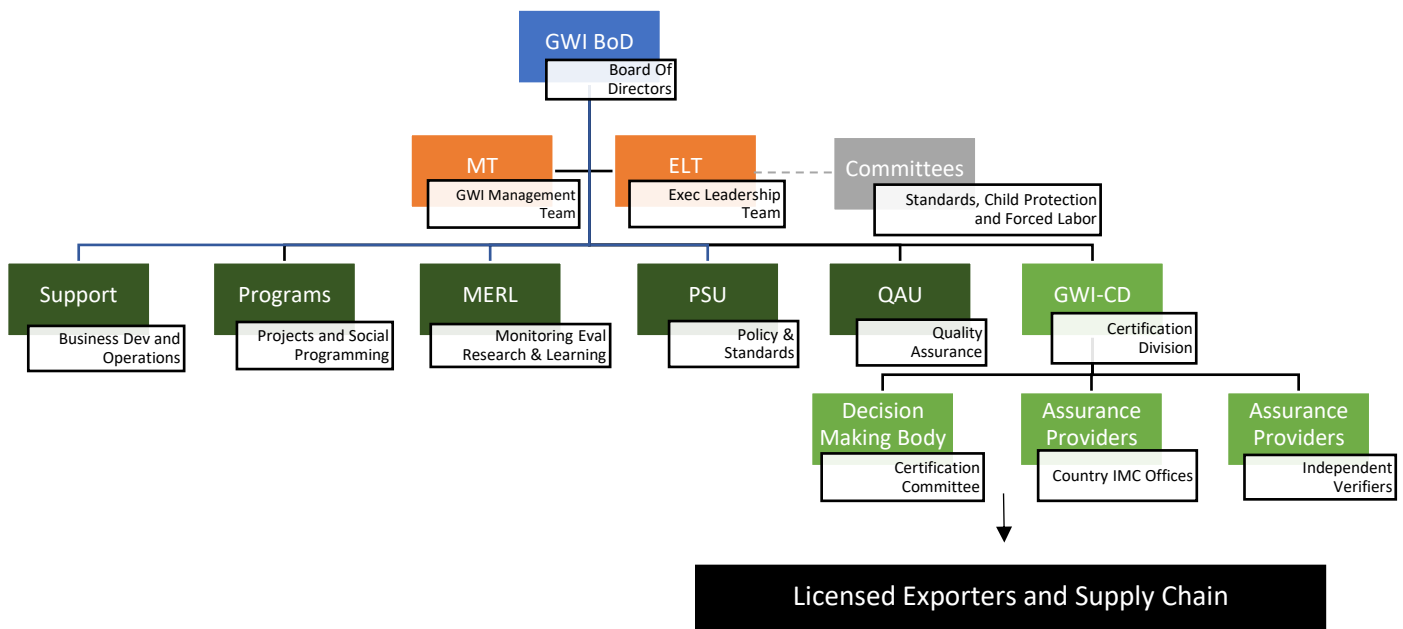
The GoodWeave certification system and proven approach are supported by the [GoodWeave Best Practice Briefs](#):

1. Effective Standard Setting
2. Inspection and Monitoring
3. Deep Supply Chain Mapping
4. Remediation
5. Prevention

4 Roles and Responsibilities within the Certification System

The following sections outline the structure of the governance model of the Secretariat, and the roles and responsibilities of each division/unit as they relate to the GoodWeave Certification System. All other divisions/units that have roles outside of the Certification System are not represented (e.g. fundraising, advocacy, etc).

a. Certification System Structure



Governing Body	Senior Management Teams	Secretariat
Certification Division	Development Committees	License Holders

b. Roles and Responsibilities within the Certification System

Certification System Roles	Accountability	Responsibilities
GWI Secretariat	<ul style="list-style-type: none"> • Board of Directors (BoD) • Management Team (MT) • Executive Leadership Team (ELT) 	<ul style="list-style-type: none"> • Overall decision making for the Organization (BoD) • Owner of GoodWeave Trademarks and Labels (MT) • Standard Setter, Development of Policies and Procedures (PSU) • Monitoring, Evaluation, Research and Learning (MERL) • Quality Management and Compliance (QAU) • Business Development and Fundraising (Support) • Licensing with importers (BD) and exporters (GWI-CD) • Risk Management System (MT) • Information Management System – ChainPoint (QAU and MERL) • Development Committees (PSU) • Operations – General IT, HR and Finance (Support) • Label Management, Issuance and Use (QAU)
Policy and Standards Unit (PSU)	<ul style="list-style-type: none"> • Sr. Director of Programs • Manager, Standards and Certification • Executive Leadership Team 	<ul style="list-style-type: none"> • Development and maintenance of standards, policies, interpretations and guidance. • Supervises the implementation of policies and procedures. • Management of complaints and appeals. • Facilitates the Standards Committee and the Forced and Bonded Labor Committee that report to the ELT. • Facilitates the stakeholder engagement process. • Ensures appropriate internal communication takes place.
Quality Assurance Unit (QAU)	<ul style="list-style-type: none"> • Sr. Director of Programs • Director, GWI-CD • Quality Manager, GWI-CD 	<ul style="list-style-type: none"> • Manages the system integrity and functionality of the certification system. • Manages external evaluations conducted by ISEAL and Oversight Body. • Conducts internal audits of the certification division/country offices. • Oversees GoodWeave policies for data governance, integrity and accuracy. Conducts quality monitoring of data collected via audits and inspections of the GWI-CD using the ChainPoint Platform. • Dispute Resolution (e.g. complaints, appeals, grievances) and Stakeholder Input/Feedback. • Oversees the integrity of label issuance and use, as well as certification claims made in the marketplace.
Monitoring, Evaluation, Research and Learning (MERL)	<ul style="list-style-type: none"> • CEO • Sr. Director of Programs • Sr. Manager MERL 	<ul style="list-style-type: none"> • Collect and analyze performance monitoring data to understand the impacts of the certification program. • Manage in-depth impact evaluations. • Manage mechanisms to ensure the quality, reliability and accuracy of monitoring data. • Lead the administration and management of the GoodWeave IMS (Chain Point) that includes design, updates, user admin and data collection protocols.
Management Team (MT)	<ul style="list-style-type: none"> • CEO • CFO • Sr. Director of Programs 	<ul style="list-style-type: none"> • Responsible for conducting Management Reviews of the Assurance System. • Owner of the GoodWeave Risk Management System. • The CFO has responsibility of contractual arrangements.
Executive Leadership Team (ELT)	<ul style="list-style-type: none"> • CEO • Sr. Director of Programs 	<ul style="list-style-type: none"> • Plans and monitors implementation of budgeting, fundraising, and programs in Country Programs and Affiliates. • Identifies need for and proposes new committees to the GWI Board for approval. • Sets strategic priorities of the Standards Committee.
Certification Division (GWI-CD)	<ul style="list-style-type: none"> • Sr. Director of Programs • Director, GWI-CD • Certification Committee 	<ul style="list-style-type: none"> • Oversight of the IMC country offices (assurance providers), providing operational guidance and quality management. • Decision Making Body for the assurance providers via the Certification Committee. • Decision making on new licensee applications, renewals, non-compliances, complaints, and certification labeling. This includes decisions for delicensing, delisting and suspension of label issuance.

Roles within the GoodWeave Certification Division		
Certification Committee	<ul style="list-style-type: none"> • Volunteer Committee Members 	<ul style="list-style-type: none"> • Makes decisions for issuance and renewal of licenses. • Makes decisions on delicensing or other suspension activities (labels). • Reviews investigations on complaints, appeals related to certification activities and makes decisions on resolution.
Assurance Providers	<ul style="list-style-type: none"> • Country IMC Teams (India and Nepal) 	<ul style="list-style-type: none"> • Manages supply chain mapping. • Conducts audits and Inspections, evaluates compliance, issuance and follow-up of noncompliances. • Oversees remediation activities. • Overseeing QMS activities delegated by the GWI - QAU (report reviews and shadow audits). • Issuance of licenses, certificates and labels. • All certification administration activities related to the IMC work.
Licensees	<ul style="list-style-type: none"> • Exporters/manufacturers (license/auditee) • Subcontractors (suppliers) • Home-based workers (suppliers) 	<ul style="list-style-type: none"> • Pay licensing fees (exporters only). • Commit to transparently disclosing supply chains. • Use influencing power to promote policy compliance. • facilitating audits/inspections at subcontractor facilities and home-based workers. • Adhere to the GoodWeave standards. • Implementing corrective action plans for any non-compliances received by the IMC Country Teams.

5 The GoodWeave Assurance Model

The GoodWeave Secretariat is the designer of the GoodWeave Assurance Model which governs the activities of the GoodWeave Certification Division and the process for monitoring GoodWeave licensed producers and their subcontracted supply chains. This model ensures the credibility of the GoodWeave label in the marketplace. The objectives of the assurance model are:

- Verify that licensed exporters and their supply chains have met the principles and criteria of the GoodWeave International Generic Standard.
- Provide the best assurance that supply chains of GoodWeave labeled products are free of child and forced labor.
- Uncover hidden supply chains to provide access to decent work and education.
- Ensure the continuous improvement of producer performance and receive adequate capacity building and support.
- Provide learning opportunities and remediation support where child and forced labor are found via inspections.
- Measure the performance of all GoodWeave licensed exporters and overall program impacts through regular collection of field level data using a results-based framework.

For a full overview of the licensing and certification process, see Annex 1.

6 The GoodWeave Standard

At the heart of the Certification System is the GoodWeave International Generic Standard: an assurance on behalf of importers and manufacturers that goods they make and sell are produced without child, forced or bonded labor. Complying with the Standard requires complete supply chain transparency verified by regular and unannounced inspections of all production facilities. Adherence to the Standard is reflected by the GoodWeave label on goods sold in the retail marketplace—a signal to consumers their purchase was produced ethically, and the manufacturer is committed to children’s welfare, worker’s rights and strengthened worker communities.

The standard is based on three Certification Principles, which are mandatory for compliance: No child labor is allowed; No forced and bonded labor is allowed; Conditions of work are documented and verifiable. In addition to these mandatory requirements there are five Progress Principles which are designed to address a broader set of labor rights and environmental issues, but do not require full compliance to maintain certification.

The objectives of the GoodWeave International Generic Standard are:

- Eliminate child labor, forced labor, and bonded labor in high-risk production sectors by ensuring compliance with the Standard and implementing effective and sustainable remediation procedures;
- Provide a coherent and consistent Standard that may be applied across all countries within the scope of the Standard, taking into account different production methods;
- Bring benefits to workers, particularly home-based workers who are often the most vulnerable in the supply chain;
- Facilitate transparent monitoring and verification of working conditions;
- Encourage positive changes in communities by reducing child labor, forced labor, and bonded labor, and increasing children’s access to education; and
- Provide an independent assurance through the GoodWeave certification for consumers worldwide that producers meet the Standard.

7 Measure Performance

GoodWeave implements the Standard via audits and inspections that assess compliance with its Certification Principles at all worksites supplying partner brands. Audit teams collect and evaluate evidence via a digital app, which GoodWeave uses to raise non-compliances to producers, provide corrective action requests, and conduct follow up to assess corrective actions. This includes violations of child and forced labor sections of the Standard.

GoodWeave’s Monitoring, Evaluation, Research and Learning function, in collaboration with its Certification Division, reviews child labor data in real-time ensuring accurate completion of forms and timely remediation of cases. The departments also review longitudinal non-compliance data, diagnosing the most prevalent and significant non-compliances with the Standard, and assessing performance over time.

GoodWeave collects and maintains data related to the certification system, via our information management system, the GoodWeave Sourcing Freedom Platform. This cloud-based database platform, is used by the audit and inspection teams to collect information from each worksite in order to map supply chains, raise noncompliance, record child labor cases, and ensure complete and timely follow-up actions are conducted. The information management system is jointly managed by both the MERL and Quality Management Units of the GoodWeave Secretariat.

8 Claims and Labelling

The GoodWeave label is the best assurance that no child, forced, or bonded labor was used in the making of a certified product. To be eligible to receive the certification label, licensed exporters and their subcontractors must be in compliance with the Standard at their facilities, as well as in home-based production sites. Only licensed exporters are eligible to receive and use the GoodWeave certification label.

Other entities selling GoodWeave certified products, such as retailers and brands, may be authorized by GoodWeave to promote their affiliation with GoodWeave using authorized communications materials in line with the GoodWeave Trademark Policy; however, they are not eligible to request issuance of certification labels.

Certification labels may only be issued to approved exporter licensees by the authorized GoodWeave affiliate in the country of production. Label requests must be accompanied by appropriate documentation, including the request form and purchase order, as specified in the [GoodWeave International Licensing and Certification Policy](#). GoodWeave retains documentation tracing each GoodWeave certification label to the individual licensed importer and exporter licensees to whom it was issued.

9 Stakeholder Engagement

The GoodWeave Certification System invites stakeholders to provide input and feedback to audits and inspections, and to the larger certification system by:

Audits and Inspections	GoodWeave Certification System
<ul style="list-style-type: none"> • Interviews conducted at worksites • Interviews conducted in with community members surrounding and/or supplying the facilities • Interviews with family members of children and workers 	<ul style="list-style-type: none"> • Dispute resolution (formerly called Complaints and Appeals) • Targeted and Public Consultations of Standards, Policies and Procedures • Open mechanism for submission of feedback on website

Key stakeholders of the GoodWeave audit and inspection process include factory or production site management, loom owners, workers, family members and/or other community members as needed and appropriate to the situation. In the case of subcontracting and home-based production, information is gathered from the weavers and others in the community to cross-check records provided by producers. This is done to identify whether there could be any undisclosed subcontracting, or to identify indicators of possible non-compliances, particularly child labor, forced and bonded labor.

GoodWeave has a procedure for dispute resolution and a general feedback webpage ([link](#)), that outlines how all stakeholders are able to share feedback, dissatisfaction or to report any instances of potential fraud or professional misconduct.

10 Quality Assurance

GoodWeave is committed to operating a quality management system organized around the guiding principles of effectiveness, efficiency, consistency and transparency and based on the requirements of the ISEAL Assurance Code and ISO/IEC 17065. The objectives for this commitment to quality are:

- To ensure the quality of data collected during inspections and audits,
- To ensure consistency in the certification and licensing process,
- To ensure that the certification and licensing process is free of influence and transparent,
- To ensure that GWI-CD personnel are suitably qualified to perform all necessary functions and trained on rules and procedures relevant to their work; and
- To achieve full compliance and alignment with the ISEAL Codes of Good Practice.

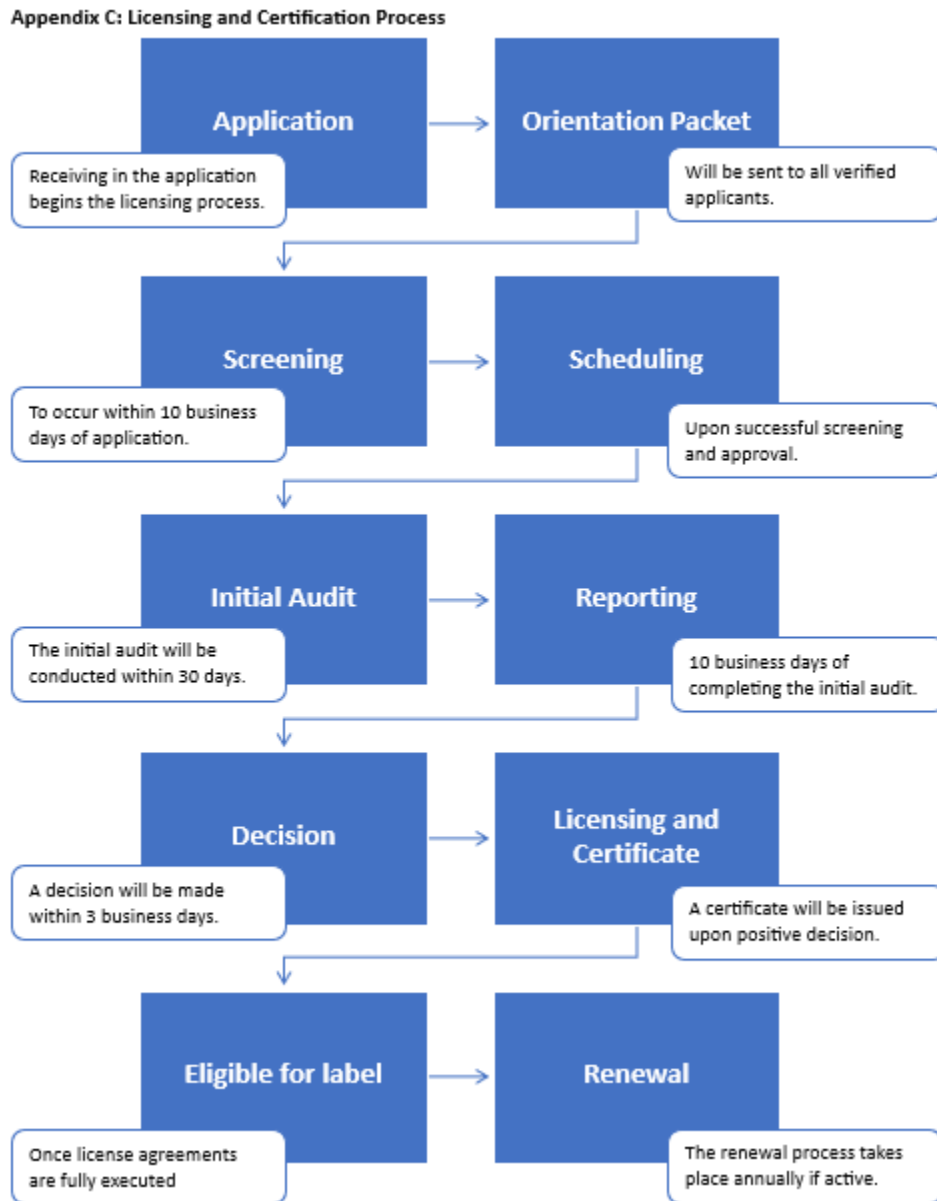
The GoodWeave Quality Assurance Unit conducts annual audits of its certification systems to ensure compliance with policies and procedures throughout all country offices. Additionally, GoodWeave is the recipient of external audits by two parties:

- ISEAL – to maintain our ISEAL Code Compliant Status according to their [independent evaluation procedure](#).
- Oversight Body – a qualified third-party to ensure GoodWeave follows its own policies and procedures that have been based on core elements of international standards for assurance providers (ISO 17065 and ISO 19011).

Annex 1: Licensing and Certification Overview

1 Licensing Process Overview

All Licensing and Certification Decisions are made upon the approval of an independent decision-making body, the GWI Certification Committee (GWI-CC). The following steps outline the process of licensing from application to approval to request GoodWeave certification labels.



Where the decision is to deny licensing and certification, the GWI Certification Committee will provide written justification and any follow-up actions required to be reconsidered for approval.