

Sustainable Fibre Alliance

Chain of Custody FAQs:

May 2021

FAQs

I'm not a member of the SFA, how much is the CoC registration fee?

Registration on the SFA CoC is currently £500 for your organisation, including all the sites that you operate. If there are additional audit requirements that you need to meet (per our CoC guidance), you will be responsible for any non-SFA costs associated with these.

I'm a supporter member of the SFA, do I pay a CoC registration fee or not?

We will be looking at this on a case-by-case basis. Please contact membership@sustainablefibre.org and we will be happy to discuss your specific circumstances.

I registered on the CoC as a full member of the SFA, but my membership is going to expire. What do I do?

We will be looking at instances of this on a case-by-case basis. When we contact you with a reminder about your membership's impending expiry (usually 2-3 months before it happens), we will let you know what will happen regarding your CoC registration if you don't renew your membership.

Is the CoC registration fee annual, or a one-off?

The CoC registration fee is annual, covering the calendar year in which you pay it.

I paid and registered at the end of the year/didn't make any transactions of SFA Certified fibre this year, can I get a refund?

No – but your fee will roll over into the next calendar year. This will continue until we process a transaction involving one of your sites. Please note that we will use the date of the transaction itself, not the date of the request in our system, to determine which year your fee first applies to.

For example, if you pay and register in December 2021, but make no transactions until May 2022, the fee you paid in 2021 will apply to 2022, and you will need to pay another £500 to remain registered in 2023.

If, however, you pay and register in May 2022, have no transactions processed in our system until September 2023, but then have transactions for 2022 and 2023 submitted, the fee you have paid will count against 2022, and you will need to pay the fee for 2023 before those TCs are issued.

I submitted incorrect information or need to make an amendment to the submitted information. What should I do?

Please contact membership@sustainablefibre.org with details of the information that is incorrect, and what it should be amended to. If you know the SFA ID of the affected account, please include that information. If it is for a submitted registration that is still processing, please give us as much information as you can to ensure we update the correct account.

I need specific a specific colour/length/micron/other of fibre, can you help?

Unfortunately not at this time. Cashmere Connect may have some of this information (such as colour) if we have specifically been informed of it, but otherwise you will need to use the contact information provided on that platform to get in touch with other CoC participants about the fibre they can source/provide to you.

What volumes of SFA Certified fibre are available? Who has it?

Our system is based on information received only after fibre is sold, as such we are unable to provide up-to-date information. As with fibre characteristics, you will need to use the contact information provided on Cashmere Connect to get in touch with other CoC participants about the fibre they can source/provide to you.

I contacted x, but haven't heard anything back, can you ask them to contact me?

When time and capacity permit, we will do our best to facilitate communication between our members and our CoC participants, however, we cannot guarantee timely (or any) responses from third parties.

Where can I find the list of suppliers and quantities of certified fibre available from Mongolia?

Companies are encouraged to work with and pull certified fibre through their existing supply chains.

All SFA Members and participants in the Chain of Custody will have access to cashmere connect, which lists all of the herders and first-stage processing plants that have been certified in the Codes of Practice, which underpin the SFA Cashmere Standard.

This database also contains contact details for participants in the Chain of Custody and full SFA Members.

What are the any additional costs associated with the CoC?

Those companies which need a scope certificate to be able to sell certified fibre (i.e. those companies up to the last B2B transaction) will need to undergo an audit in Textile Exchange's Content Claims Standard (CCS).

The companies are responsible for these costs. The certificating bodies set their own prices, but as a rough figure, a straightforward audit on a single site can cost around £1500 (excluding any travel costs).

Why do I need to be audited?

The SFA certifies fibre at herder level and at first-stage processing level (in Mongolia). After this stage the SFA are using Textile Exchange's Content Claims Standard (CCS) to verify the correct controls and processes to ensure certified fibre is kept separate and not blended in an uncontrolled manner. An independent certification body monitors the flow of the material through the supply chain up to the last business-business transaction.

I'm a retailer, do I need to be audited?

If you solely sell directly to consumers and make no further B2B transactions of the certified goods, then under the current version of Content Claims Standard, you do not need to be audited.

Who carries out the audit?

Organisations outside of Mongolia have a choice of one of three certification bodies.

fcostantini@controlunion.com

paolo.foglia@icea.bio

jingyi.jiang@intertek.com

Jia.yan@ecocert.mn

How do I know the fibre I have bought is certified?

For an organisation to sell certified fibre they need to be in possession of a scope certificate. Cashmere Connect will show whether they are in possession of one.

Both parties in each validated transaction of fibre will be issued a transaction certificate (TC), therefore the organisation you are buying from should be in possession of a TC for the purchase of certified fibre.

When do I have to register my purchase of certified goods with my Certification Body?

In order to ensure the smooth flow of certified goods along your supply chain, we ask that participants log their purchases of fibre as soon as possible after receipt of goods.

All transaction receipts must be entered within 6 months of purchase.

What claims can I make about the certified goods I bought?

Our Claims Guidance and Visual Claims Guidance (info on logos) documents can be found in the claims framework section of our Resources pages, on our main website and Cashmere Connect.

Where do we order labels for our certified goods?

We are allowing companies to produce their own 'SFA Certified' labels, using their usual supply chains, as long as the claims and logos used comply with our Claims Guidance. Labels must be attached by a holder of a scope certificate.