



**Green Label Plus™**  
**Indoor Air Quality Testing Program**  
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# The Carpet and Rug Institute, Inc.

## Green Label Plus™ Processes and Procedures Manual

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## 1.0 SCOPE

- 1.1 The Processes and Procedure Manual is a primary document in the Carpet and Rug Institute's Green Label Plus (GLP) program. This manual serves as a guide to all processes and procedures within the GLP program, including testing, handling, private labeling, and other administrative functions. This manual applies to all GLP Certification Team members, contracted personnel, and participants.

## 2.0 ADMINISTRATIVE AND PROCESSING

### 2.1.0 PERSONNEL

<u>GLP CT Leader</u>	The Certification Team Leader is responsible for the operation of the GLP program. The CT Leader reviews test results and provides a decision for certification. Refer to the GLP Roles section of the Quality Manual for a full description of the GLP CT Leader.
<u>GLP Program Manager</u>	The GLP Program Manager is responsible for evaluating the test data to ensure program compliance as well as issuing or withdrawing certification. Refer to the GLP Roles section of the Quality Manual for a full description of the GLP Program Manager.
<u>Sample Agents</u>	Sample Agents are contracted representatives of the CRI who gather samples at the direction of the GLP Program Manager. Refer to the GLP Roles section of the Quality Manual for a full description of Sample Agents.
<u>GLP Coordinators</u>	GLP Coordinators are the points of contact of the participant company for the GLP Program Manager. They are responsible for prompt communication with the GLP Program Manager and sample agents.

### 2.2.0 ELIGIBLE PRODUCTS

- 2.2.1 Carpet  
Carpet products which are eligible for testing and certification in the Green Label Plus program are required to be machine-woven, hand-woven, tufted, needle-punched, or hand-knotted products as outlined in the carpet section of the GLP Category List.
- 2.2.2 Cushion  
Cushion products which are eligible for testing and certification in the Green Label Plus program are required to be cushion or underlayment as outlined in the cushion section of the GLP Category List.
- 2.2.3 Adhesive  
Adhesive products which are eligible for testing and certification in the Green Label Plus program are required to be adhesives as outlined in the adhesive section of the GLP Category List.

## **2.3.0 NEW APPLICATION FOR GREEN LABEL PLUS CERTIFICATION**

- 2.3.1 Applicants will be supplied with the New Participant Packet via email or directly from the CRI website.
- 2.3.2 The New Participant Packet includes:
- i.** GLP Product Testing Criteria
  - ii.** GLP Product Categories
  - iii.** Fee Schedule
  - iv.** Participation Agreement
  - v.** Product Registration Form
  - vi.** Private Label Participation Agreement
  - vii.** Private Label Registration Form
  - viii.** GLP Quality Manual
  - ix.** GLP Processes and Procedures Manual
- 2.3.3 An authorized officer of the applicant company will complete the Participation Agreement and return to the GLP Program Manager. The GLP Program Manager will then determine eligibility of the product and all requirements for participation are met. A completed copy of the Participation Agreement, signed by the applicant company's authorized officer, and CRI representative(s), is returned to the approved participant and retained by CRI.
- 2.3.4 Create the following database records using the information provided by the participant:
- Create the account and attach the participation agreement.
  - Create a contact record and assign the GLP Coordinator role
  - Create a billing contact if it is different than the GLP Coordinator
  - Create a product record and attach the product registration form
  - Create and associate manufacturing sites using information from the product registration form
  - Create a sample record to begin the invoicing process

## **2.4.0 ACCOUNTING PROCESS**

- 2.4.1 The GLP Program Manager will send a request to the CRI accounting department to generate an invoice for the new product and/or sample. CRI accounting personnel will then send the invoice to the participant's GLP Coordinator and Billing Contact (if applicable). All invoices must be paid before any sample collection or renewals are established, including Combined Category and Private Label product certification.
- 2.4.2 After the payment has been received, the GLP Program Manager will:
- Generate a chain of custody form
  - Prepare a sample collection kit and send it to the assigned sample agent for collection

## 3.0 SAMPLING AND TESTING

### 3.1.0 SAMPLE COLLECTION

#### 3.1.1.0 TESTING NOTIFICATION

- 3.1.1.1 The GLP Program Manager shall send invoice requests to accounting quarterly for annual certification renewals. The invoice shall serve as notification for testing and renewal to the participant.
- 3.1.1.2 A CRI-authorized sample agent shall collect all samples, per ISO 17025 (Refer to Quality Manual section 2.0 *References* for version)). It is at the discretion of the sample agent to select the sample for testing.

#### 3.1.2.0 SAMPLE KITS

- 3.1.2.1 Sample kits contain the following:

- i. Carpet and Cushion Kits
  - a. One 5 mil (minimum) Mylar bag
  - b. One “press ‘n’ seal” bag containing
    - i. One Chain of Custody Form
    - ii. One Sample Collection, Packaging, and Shipping Instructions
    - iii. One zip tie
    - iv. One pair natural latex (not synthetic latex) gloves
    - v. One UL shipping label
- ii. Adhesive Kits
  - a. Adhesive collection containers, with labeled lids and cups
    - i. Label includes sample ID and adhesive sample category
  - b. One “press ‘n’ seal” bag containing
    - i. One Chain of Custody Form
    - ii. One Sample Collection, Packaging and Shipping Instructions
    - iii. One pair natural latex (not synthetic latex) gloves
    - iv. One UL shipping label
  - c. Safety Data Sheet (SDS) reminder label on the inside flap of box.

#### 3.1.3.0 SELECTION AND HANDLING

- 3.1.3.1 Special care is to be used to prevent contamination of the product sample from any external source at any time during the sampling process. Caution shall be exercised to prevent the sample from touching the floor or machine parts that may contain lubricants, oils, or other materials that could contaminate the sample and cause an erroneous test result. Natural latex gloves are provided and are required for use during the collection and packaging of the product sample. These gloves minimize the risk of sample contamination by perfumes, soaps, or other contaminants on the hands of the sample collection personnel.

- 3.1.3.2 Samples selected must be representative of the category undergoing testing. No special treatment, formulation, or handling of the product is permitted. For products manufactured at multiple sites, samples will be collected from alternating manufacturing locations for product category testing.

### **3.1.4.0 COLLECTION OF CARPET AND CUSHION PRODUCT SAMPLES**

- 3.1.4.1 Cutting instruments, protective gloves, and collection equipment shall be clean and free of solvents to prevent contamination. Samples will be collected directly from the final production or inspection within 24 hours of manufacturing (See Table 1 and 2 under the packaging and shipping section of this document).
- 3.1.4.2 **Rolled products** shall be cut at a minimum of 12 inches long across the width of the production roll. Selection of the sample shall be such that it occurs no closer than 18” from the beginning of the production run, the end of the production run or a seam or juncture. Approximately 6 to 8 inches shall be trimmed off the selvage prior to rolling and placing in the Mylar bag.
- 3.1.4.3 For **modular tile products**, obtain three separate tiles. It may be necessary, and is acceptable, to slit the sample and fold the tile in half to fit the sample in the Mylar bag. Place tiles pile-to-pile and back-to-back in the Mylar bag.
- 3.1.4.4 Product samples shall be quickly placed and sealed in a Mylar bag (minimum 5mil thickness). Once the sample has been placed inside, the bag shall be tightly sealed using a zip tie or packing tape to minimize contamination from external sources or off-gassing during shipment and storage.

### **3.1.5.0 COLLECTION OF ADHESIVE PRODUCT SAMPLES**

- 3.1.5.1 Samples shall be collected within 90 days of manufacture using the adhesive collection containers provided. Containers shall be filled nearly full by scooping (with a clean, contaminant-free scoop) or pouring.
- 3.1.5.2 For **two-part products**, fill one container with adhesive part “A” and the other with part “B”. The manufacturer’s instructions for mixing shall be included in the packaging. The sample shall not be shipped to the laboratory without the manufacturer’s mixing instructions. If a mechanical mixer is required, it shall be included in the box.
- 3.1.5.3 All adhesive samples shall have a Safety Data Sheet (SDS), listing the major chemical ingredients, provided for shipment.

### **3.1.6.0 COLLECTION OF ADHESIVE TAPE PRODUCT SAMPLES**

- 3.1.6.1 Samples shall be collected within 90 days of manufacture. Rolls or label-type adhesive tape shall be packaged in the supplied plastic containers. Using the supplied gloves, the sample agent shall discard the first three (3) feet of the product and obtain a sample of approximately six (6) feet and place easily into the container.

## 3.2.0 CHAIN OF CUSTODY

3.2.1 All samples must be accompanied by a Chain of Custody form that displays all shipping time requirements are being met from the point of collection to the report of the test. The sample agent shall complete all required information and email a signed copy to the CRI GLP Program Manager within 48 hours of pickup. Incomplete Chain of Custody forms shall result in the sample being invalidated or discarded.

3.2.2 Information to be included on the Chain of Custody:

- i. Test Information
  - a. Sample Code
  - b. Program Category, Product Category, Type of Product
  - c. Test Type
  - d. Trowel Size and Adhesive Spread Rate (if applicable)
- ii. Company Information
  - a. Company Submitting Sample
  - b. Manufacturing Facility Address
  - c. Facility Contact Name and Phone
  - d. GLP Coordinator Name, Title, and Contact Information
- iii. GLP Program Manager Information
  - a. Name, Title, Phone and Email
- iv. Collection Information
  - a. Collector Name, Phone, and Signature
  - b. Date and Time Manufactured
  - c. Date and Time Collected
  - d. Collection Location
  - e. Style (if applicable), Roll/Batch (if applicable)
- v. Shipping Information
  - a. Carrier
  - b. Shipper Name and Signature
  - c. Shipper Phone
  - d. Date and Time Shipped
  - e. Air Bill # (if applicable)
- vi. Laboratory Information
  - a. Name, Address, and Phone
  - b. Project Number
  - c. Product Number
  - d. Reference
  - e. Receive Date and Time
  - f. Sample/Package Condition and Notes
  - g. Receiver Name and Signature
  - h. Completed By, Based On. Date

### 3.3.0 PACKAGING AND SHIPPING

- 3.3.1 Samples shall be shipped within 24 hours from the time of collection. Sample must arrive at the lab within seven days of collection. Some locations may require expedited shipping service for the sample to arrive at the lab within the seven days.
- 3.3.2 Product samples shall be carefully packaged in a shipping container suitable for shipment so that the contents will not be damaged during shipment. A shipping container shall only contain one sample. The schedule for sample collection, shipping, specimen preparation, and testing is summarized in Table 1 for initial, biennial, and interim annual tests. All retests will follow the timeline shown in Table 2.

Initial, Biennial, and Interim Annual Schedule (Table 1)		
Event		Schedule
Manufacturing date and time		Production date establishes initial time
Sample collection	<i>Carpet and Cushion</i>	Within 24 hours of Manufacture Time
	<i>Adhesive</i>	Samples shall be collected within 90 days of manufacture
Shipment to laboratory	<i>Carpet and Cushion</i>	Within 24 hours of sample collection
	<i>Adhesive</i>	No more than 3 months after production
Arrival at laboratory	<i>All samples</i>	Samples must arrive at the third-party laboratory within 7 days of the date of sample collection.
Commence laboratory testing	<i>Carpet and Cushion</i>	Within 5 weeks of production
	<i>Adhesive</i>	No more than 4 months after production

Retest Schedule (Table 2)		
Event		Schedule
Manufacturing date and time		Date and time product comes off final manufacturing line
Sample collection	<i>Carpet and Cushion</i>	Within 24 hours of Manufacture Time
	<i>Adhesive</i>	Samples shall be collected within 90 days of manufacture
Shipment to laboratory		Within 24 hours of sample collection
Arrival at Laboratory		Samples must arrive at the third-party laboratory within 7 days of the date of sample collection.
Commence laboratory testing		Samples must begin testing no sooner than 5 days and no later than 9 days from date of sample collection.

### 3.4.0 TESTING REQUIREMENTS

- 3.4.1 Laboratories shall be ISO 17025 (2017) accredited and approved by CRI.
- 3.4.2 Samples must meet criteria outlined in the Standard Method for the Testing and Evaluation of Volatile Organic Chemical Emissions from Indoor Sources using Environmental Chambers version 1.2 January 2017 (California Section 01350 – Private Office and Classroom Scenario). Samples are tested and reported according to ASTM Standards D-5116 and D-7339.
- 3.4.3 Initial
- Initial testing is required for entry to the program. Samples will be evaluated against the full listing of California Section 01350 compounds for emissions no higher than one-half the listed Chronic Reference Exposure Level (CREL) for each compound (except Formaldehyde, which is reported at the full CREL). Refer to the GLP Emissions Criteria for a list of additional testing criteria specific to the Green Label Plus program. Additionally, the TVOC level will be reported to allow for reporting the appropriate TVOC Range on the Certificate. Testing will be evaluated after 10 days of conditioning and 24, 48, and 96 hours (14 days) after initiating the chamber test.
- 3.4.4 Interim Annual
- Annual testing is required for continued compliance within the GLP program. Samples will be evaluated at 24 hours against the full listing of California Section 01350 compounds in addition to the Green Label Plus program specific compounds. If the sample does not meet the 24-hour criteria, the test may be extended to 14 days upon approval by the participant. An extension shall measure the full listing of California Section 01350 compounds for emissions no higher than half the listed Chronic Reference Exposure Level (CREL) for each compound (except Formaldehyde, which is reported at the full CREL). Refer to the GLP Emissions Criteria for a list of additional testing criteria specific to the Green Label Plus program. Additionally, the TVOC level will be reported to allow for reporting the appropriate TVOC Range on the Certificate. Testing will be evaluated after 10 days of conditioning and 24, 48, and 96 hours (14 days) after initiating the chamber test.
- 3.4.5 Biennial
- Biennial testing is required for continued compliance within the GLP program. Samples will be evaluated against the full listing of California Section 01350 compounds for emissions no higher than one-half the listed Chronic Reference Exposure Level (CREL) for each compound (except Formaldehyde, which is reported at the full CREL). Refer to the GLP Emissions Criteria for a list of additional testing criteria specific to the Green Label Plus program. Additionally, the TVOC level will be reported to allow for reporting the appropriate TVOC Range on the Certificate. Testing will be evaluated after 10 days of conditioning and 24, 48, and 96 hours (14 days) after initiating the chamber test.

## **3.5.0 LABORATORY REPORT REQUIREMENTS**

### **3.5.1.0 LABORATORY IDENTIFICATION**

- a. Name, address, phone number, and other contact information for the laboratory.

### **3.5.2.0 MANUFACTURER, PRODUCT AND SAMPLE IDENTIFICATION**

- a. GLP Sample ID
- b. Manufacturer and manufacturer contact (i.e., name, address, and phone number)
- c. Product number and product category
- d. Other manufacturer's identification numbers (if applicable)
- e. Manufacturing location, manufacturing date, collection date, shipment date, and date of arrival at laboratory
- f. Laboratory Report ID or tracking number.

### **3.5.3.0 TEST METHODS AND CONDITIONS**

- a. Chamber volume, air flow rate, average temperature and range, average relative humidity and range, exposed area of test specimen (or other relevant test specimen measurement parameter), chamber loading factor, test specimen preparation details, conditioning period start date and duration, and test period start date and duration, and sampling and analytical methods (including TVOC method).

### **3.5.4.0 DATA ANALYSIS PROCEDURES**

- a. Equations and procedures used to derive emission factors from measured chamber concentrations; Equations, procedures and parameters used to calculate building concentrations from the emission factors including: the selected standardized building scenario(s), the assumed product area (or other relevant product measurement parameter), and the area- or unit-specific air flow rate. For products not specifically addressed in data tables (e.g., adhesives), see the Chain of Custody application specification to estimate VOC concentrations.
- b. Any documents issued by the Underwriters Laboratory identified as requiring changes shall be noted. The CT leader shall notify UL and send an ULE "Change Request" and or "Corrective Action" to the Global Quality and or the Operations Managers. The change form requires a signature by the appropriate ULE Manager and by the CT Leader with the implementation date.
- c. The balance of the product shall remain in a mylar bag or sealed container, stored at the laboratory for 30 days after the test report generation to allow for any required additional testing that may be required.

### **3.5.5.0 TEST RESULTS**

- a. List of all target VOCs for California Section 01350 and the GLP program, TVOC quantified in the chamber with their chamber concentrations, corresponding emission factors, and predicted room concentration.
- b. CAS numbers for individual VOCs.
- c. Provide estimated concentration for the selected standardized building scenario(s) for all listed and non-listed compounds.

### **3.5.6.0 PHOTOGRAPHS**

- a. Include a photographic image of each test specimen.

### **3.5.7.0 CHAIN OF CUSTODY**

- a. Attach a copy of the completed and signed chain-of-custody form with the laboratory report.

### **3.5.8.0 CERTIFICATION OF THE REPORT**

- a. Name, Position, and Signature
- b. Date of authorized laboratory personnel attesting to accuracy of provided information

## **4.0 CERTIFICATION**

### **4.1.0 SAMPLE TEST REPORT ADMINISTRATION**

- 4.1.1 The GLP Program Manager will receive an electronic copy of a test report from the laboratory. The report is attached to the sample record previously created in the database.
- 4.1.2 Laboratory reports are evaluated for compliance by the GLP Program Manager. The GLP CT Leader reviews and makes a certification decision.
- 4.1.3 The GLP CT Leader or GLP Program Manager will provide the required feedback to the participant within a timely manner. Decisions on certification will be limited to requirements specified in the GLP program.
- 4.1.4 Continued use of a service mark is authorized for placement on a product of a type that has been certified. Surveillance activities will be conducted to ensure ongoing compliance.
- 4.1.5 Test reports will be signed for validation by an authorized laboratory representative. The test method used for TVOC determination will be listed in the notes section of each test report. Testing will be done in accordance with ISO 17025 (Refer to Quality Manual section 2.0 *References* for version) accredited laboratory and will be noted on each test report.

## **4.2.0 PASSING PRODUCTS, FAILING PRODUCTS, AND RETESTING**

- 4.2.1 Products found to be in compliance with the program will begin certification upon the date of decision. Certification shall continue through the current quarter of the following year.
- 4.2.2 The GLP Program Manager shall issue a certificate in conjunction with new or renewed certifications. Participants may forward copies of this certificate to clients provided that the certificate is provided in its entirety as issued and currently displayed by the CRI. Modifications to the certificate are not allowed.
- 4.2.3 If payment has been received before the certificate expiration date, the product will remain on the CRI website beyond the original expiration date to allow for testing to be completed and test results to be reported. This does not apply to retests as retests are placed in review status.
- 4.2.4 If products are found not to be in compliance with the program, the participant may request a retest.
- 4.2.5 The Participation Agreement and Product Registration does not need to be resubmitted unless the information on file needs to be updated.

## **4.3.0 REVIEW, SUSPENSION, AND DECERTIFICATION**

- 4.3.1 Review, suspension, and decertification are actions taken to ensure a product is in compliance with all program requirements. Each status denotes a varying degree of severity and has individual conditions for the transition of the status.

### **4.3.1.0 REVIEW**

- 4.3.1.1 Products that have failed an interim annual or biennial test will be placed in review. The review period is 12 weeks from the date of the Noncompliance Letter. The product will remain listed on the CRI website until the certificate expiration date.
- 4.3.1.2 Completion of a review period requires that the participant pass an extended test or retest in accordance with all GLP criteria. Once a successful test has been completed in the review period, the product will continue certification in the program.

### **4.3.2.0 SUSPENSION**

- 4.3.2.1 If a product fails two consecutive tests or a participant fails to submit a sample during the review period, the product will be suspended from the program. A suspension notification letter shall be issued, and the product will be removed from the website.
- 4.3.2.2 A product certification shall be suspended for a failure to pay an invoice, failure to provide updated information as requested by the GLP Program Manager, or a failure to provide a sample for testing.
- 4.3.2.3 A participant will have sixty (60) days to meet all program requirements. There is no limit to the number of tests a participant may attempt. If a participant meets all requirements within the 60-day period, the certification is reinstated, and the product is published on the CRI website. All fees must be paid prior to each attempt.

### **4.3.3.0 DECERTIFICATION**

- 4.3.3.1 After the end of the 60-day suspension period, products that have not achieved compliance will be issued a letter of decertification. Upon decertification the participant has 60 days to cease all use of the GLP logo and associated materials.

### **4.4.0 CHANGES TO PRODUCT FORMULATION**

- 4.4.1 The participant is required to submit notification of changes in product formulation (e.g., changes in chemistry that result in change of re-categorization) to the GLP Program Manager via email, postal mail, or fax. The GLP Program Manager in consultation with the GLP CT Leader will determine if the changes require retesting of the product and at what level. If unable to decide, the PP&S will be engaged to assist in making the determination. Notification of changes and correspondence of a product's status will be maintained by CRI.

### **4.5.0 PROCEDURES FOR PROGRAM MODIFICATION**

- 4.5.1 Upon approval by the appropriate entities, the GLP CT Leader, or a designee, will administer changes to the GLP program and necessary documents. After all official changes are completed, the most up-to-date versions of all manuals and documents will be available on the CRI website.
- 4.5.2 When the modification impacts participation in the GLP program, the GLP Program Manager will prepare a GLP Program Change Notice form that shall be distributed to each participant. The participant will then be required to endorse the notification and comply with the modification within the time frame specified on the GLP Program Change Notice form for continued compliance in the GLP program.

## **5.0 PRIVATE LABELING**

- 5.1 Participants may elect to private label certified products in the GLP program. The participant of the parent product must submit a Private Label Participation Agreement naming the private label participant. All parties must endorse the Private Label Participation Agreement.
- 5.2 The GLP Program Manager will verify that the participant's parent product is actively certified in the GLP program. CRI accounting personnel will then send an invoice to the participant of the parent product.
- 5.3 The Private Label shall be evaluated by the GLP Program Manager, and the CT Leader shall review and make a decision.
- 5.4 Following a private label certification decision, the system shall issue a unique GLP number for the private labeled product(s).
- 5.5 The private label GLP number will be valid and remain listed on the CRI website as long as the parent product continues to meet GLP program criteria.