Green Label Plus Quality Manual

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History and background:

The Carpet and Rug Institute (CRI) is the national trade association representing the carpet and rug industry. Its members include manufacturers, suppliers, and service providers, covering over 90% of all carpet production in the United States. CRI collaborates with the carpet industry to provide science-based information and insight on how carpet and rugs can create a better environment for living, working, and learning.

In 1992, CRI introduced the "Green Label™" certification program for carpet and flooring adhesives, recognizing manufacturers whose soft flooring products contribute to improved indoor air quality.

In 2009, CRI launched the Green Label Plus™ (GLP) certification program, which expanded the chemical compounds tested for emissions and introduced new testing protocols.

By 2014, both Green Label and Green Label Plus certification programs were expanded to include carpet cushions.

In 2015, the Green Label Plus program underwent modifications to align with the **ISO/IEC 17065**: Conformity Assessment - Requirements for bodies certifying products, processes, and services. CRI pursued third-party accreditation for the program, which has been maintained through ANSI National Accreditation Board (ANAB) since 2015.

The GLP program requirements were further updated in 2017, with respect to CDPH Standard Method for The Testing and Evaluation of Volatile Organic Chemical Emissions from Indoor Sources Using Environmental Chambers Section 01350 version 1.2 (Jan – 2017) The updated requirements expanded beyond the VOCs covered in CDPH, incorporating criteria for additional chemical compound emissions specific to each product category.

CRI continued offering both Green Label and Green Label Plus certification options until 2017, when the Green Label program was retired. Since then, CRI has maintained the ANAB-accredited Green Label Plus certification program for carpets, adhesives, and cushions.

The CRI GLP labels signify that a manufacturer voluntarily participates in these certification programs and is committed to developing products that minimize negative impacts on indoor air quality. Samples from a manufacturer's product category are tested by an independent laboratory to ensure the established requirements are met for certification.

The CRI GLP Quality Manual outlines the core quality and operational requirements of the CRI GLP program. Along with other referenced quality system documents, the manual establishes the program requirements for both participating manufacturers and CRI. As the certification body, CRI is responsible for implementing and overseeing the GLP program.

CRI is dedicated to being a comprehensive source of science-based information on carpets, cushions, and adhesives for a wide range of stakeholders, including consumers, interior designers, specifiers, facility managers, architects, builders, and retailers. This commitment includes a focus on quality excellence and continuous improvement in administering emissions testing programs for carpet, cushion, and adhesive manufacturers. CRI’s certification programs are built on principles of quality, impartiality, and integrity ensuring confidence for both the public and CRI member and non-member manufacturers.

1. Scope and Objectives

a. **CRI's Mission Statement**: The mission of The Carpet and Rug Institute (CRI) is to educate customers and consumers, help advance technical initiatives, and advocate on behalf of the carpet manufacturing industry. This work is informed by science and guided by our commitment to integrity in everything we do.

b. **CRI's Green Label Plus Quality Manual (GLP Quality Manual)** defines the policies and requirements for the Green Label Plus certification program for Carpet, Adhesive, and Cushion. This **GLP Quality Manual** along with additional documents referenced in the manual ensures the competence, consistent operation and impartiality of the CRI Certification Body (CB).

c. CRI's Green Label Plus certification program complies with **ISO/IEC 17065** and is independently accredited by ANSI National Accreditation Board (ANAB.)

d. **Objectives of the GLP program**:

- Provide indoor air quality certification program for Carpet, Cushion and Adhesives
- Maintain **ISO/IEC 17065** accreditation

2. Normative References

a. ASTM D-5116[17], current edition: Standard Guide for Small-Scale Environmental Chamber determinations of Organic Emissions from Indoor Materials including Products

b. ASTM D-7339[18], current edition; Standard Test Method for Determination of Volatile Organic Compounds Emitted from Carpet using a Specific Sorbent Tube and Thermal Desorption / Gas Chromatography

c. Standard Method for The Testing and Evaluation of Volatile Organic Chemical Emissions from Indoor Sources Using Environmental Chambers (Version 1.2) – January 2017. CDPH California Specification 01350

d. ISO/IEC 17025[17]: Current Version - General Requirements for the Competence of Testing and Calibration Laboratories

e. ISO/IEC 17065[12]: Conformity Assessment - Requirements for bodies certifying products, processes, and services

Note: Superscripts on reference documents above indicate the applicable version of document utilized in the GLP program.

3. Terms and Definitions

3.1. Acronyms

ANAB	ANSI National Accreditation Board
ASTM	American Society for Testing and Materials
CB	Certification Body
CDPH	California Department of Public Health
COC	Chain of Custody
CRI	The Carpet and Rug Institute, Inc.
CT	Certification Team (CRI)
FMEA	Failure Mode Effects Analysis
GLP	Green Label Plus
IAQ	Indoor Air Quality

PP&S	Product Performance and Standards Panel (CRI)
SILC	Strategic Issues Leadership Council (CRI)
TVOC	Total Volatile Organic Compound
UL	Underwriters Laboratories; UL Verification Services: UL Solutions
VOC	Volatile Organic Compound

3.2. Definitions

ADHESIVE	A substance used to permanently adhere flooring products to a substrate during the process of installing the floorcovering.
AIR CHANGES PER HOUR	Number of times that the total air volume in a space is completely removed and replaced in an hour.
BIENNIAL TEST	A 14-day emissions test in accordance with protocols and requirements of the GLP program. This test occurs every other year following each Interim Annual Test.
CARPET	Textile floorcoverings consisting of pile yarns or fibers and a backing system used to cover floor surfaces.
CHAIN OF CUSTODY (COC)	A document that accompanies the test sample and provides information about the sample.
CONSENSUS	A minimum of two-thirds (2/3) vote of participating voting members.
CONSULTANCY	Participation in design, manufacturing, installing, maintaining, or distributing of a certified product or a product to be certified.
CREL	Chronic Reference Exposure Limits established by the National Institute for Occupational Safety and Health (NIOSH).
CRI CERTIFICATION BODY (CRI CB)	CRI's third party assessment body operating CRI's GLP certification program.
CRI CERTIFICATION SCHEME	The rules, procedures and management for implementing product category certification of the GLP certification program.
CUSHION	Material that is placed underneath carpet to provide softness and adequate support for the carpet.
EMISSION FACTOR	Measurement of gaseous particle emissions from a material source tested in an environmental chamber.
EVALUATION	The combination of selection and determination functions of conformity assessment activities.
GLP COORDINATOR	Participant's point(s) of contact for all GLP program communications with CRI.
GLP NUMBER (#)	A unique number assigned to certification within the GLP program.

IMPARTIALITY	Presence of objectivity. Objectivity is understood to mean that conflicts of interest do not exist or are resolved to not adversely influence the activities of the Certification Body.
INITIAL TEST	The first 14-day emissions test in accordance with protocols and requirements of the GLP program.
INTERIM ANNUAL TEST	A 24-hour test performed in accordance with protocols and requirements of the GLP program. This test occurs every other year following the Initial or the Biennial Test.
MAXIMUM ALLOWABLE CONCENTRATION	The maximum allowable concentration of air emissions, as defined in the **Green Label Plus Emissions Criteria**, for certification within the GLP program. Criteria are based on the private office scenario.
ORGANIC COMPOUNDS	Chemicals that contain carbon.
PARENT PRODUCT	A participant's tested product category identified by a GLP number.
PARTICIPANT	The manufacturer requesting GLP certification.
PARTICIPATION AGREEMENT	Legal agreement executed by CRI and the Participant(s) that outlines terms and conditions agreed upon by parties, establishing rights, responsibilities, and protections.
PRIVATE LABEL	A certificate requested by a Participant, associated with an existing parent product. The private label is assigned a unique GLP number.
PRODUCT	A carpet, cushion, or adhesive that is tested for certification of a Product Category within the GLP program. For simplicity, GLP program documentation may use the term "product" to also refer to a product category.
PRODUCT CATEGORY	A GLP certification product grouping that is defined by the Green Label Plus Active Category List. Products included within a product category are expected to exhibit nearly identical emissions testing performance.
PRODUCT REQUIREMENT	A requirement that relates directly to a product, specified in standards or in other documents identified by the GLP program.
QUALITY SYSTEM	The formalized system that defines the quality and operational requirements of the CRI GLP program, including the detailed processes and procedures that outline its operation.
QUORUM	The presence of fifty percent (50%) of the voting members of a group shall constitute a quorum.
RETEST	A test option selected by a participant because of a previous test failure. The retest requires a new sample collection and the same test type (24-hour or 14-day test) as the test failure.

SAMPLE	A representative selection of adhesive, carpet or cushion product collected for testing in the GLP program.
SAMPLE AGENT	An individual authorized by CRI to collect sample(s) for testing in accordance with the GLP program.
SAMPLE CODE	A unique identifying number associated with a sample for testing.
SCHEME OWNER	The person or organization responsible for developing and maintaining a specific certification scheme. The Carpet and Rug Institute is the Scheme Owner of the GLP program.
SCOPE OF CERTIFICATION	Identifies the product (product category) for which the certification is granted, the applicable certification scheme, and the standards or normative documents (including date of certification) to which it is judged that the product (product category) complies.
SERVICE MARK	A legally registered name or designation used in the manner of a trademark.
TEST EXTENSION	A 14-day test option selected by a participant as a result of a 24-hour test failure. The test extension utilizes a new specimen obtained from the original sample collected.
VOLATILE ORGANIC COMPOUNDS	Organic compounds that vaporize (become a gas) at room temperature.

4. General Requirements

4.1. Legal and Contractual Matters

4.1.1. Legal Responsibility

The Carpet and Rug Institute, Inc. is a registered corporation in the State of Georgia. Originally recognized as the Tufted Textile Manufacturers Association on July 28, 1945, the name was officially changed to The Carpet and Rug Institute, Inc. and registered by the State of Georgia on January 9, 1969. CRI is recognized by the Internal Revenue Service of the United States government as a 501(c) (6) entity. CRI is a national trade association with membership open to all corporations, persons, and partnerships engaged in the manufacture of carpet, rugs, cushions, adhesives, and floor covering related products.

4.1.2. Certification Agreement

CRI's GLP program has legally enforceable agreements related to certification activities:

a. The Green Label Plus Participation Agreement

b. The Green Label Plus Private Label Agreement

These agreements detail the responsibilities of CRI's CB and GLP Participants.

4.1.3. Use of license, certificates and marks of conformity

a. A participant or private labeler with a certification in the GLP program shall be entitled to use of the service mark in the manner outlined below. CRI's service mark for GLP can be in the form of a label or logo.

b. **Specifications for Presentation** – CRI's CB shall have the sole right to determine or approve the service mark design, its mode of intended application, or to permit the manufacture or affixation of the label at any participant's request. The **Green Label Plus Logo/Label (Service Mark) Usage Guidelines** specify guidelines for the use of the service mark.

c. **Service Mark Audits** – CRI's CB reserves the right to conduct audits of the service mark as used on products for purposes of ensuring the correct presentation and use on certified products.

d. **Non-transferability** – The service mark shall not be transferred to any other entity or product type, other than those certified with CRI's GLP program.

e. **Usage** – The service mark may only be used for products included in the scope of certification. The Service Mark may only be used for the specific products, provided the certification and participant remain in good standing. Private Label usage is only allowed with separate private label certification.

f. **Print and Other Media** – The service mark may be used or referenced in the advertising and marketing materials for the certified product.

g. **Reference to Certified Products Only** – The service mark shall only be used to identify certified products and shall not be used in such a manner as to infer or claim certification on products that are not certified. General claims of GLP program compliance or use of the service mark to infer GLP program compliance across any portion of a participant's product lineup shall not be made directly or by appearance. The participant shall have sole responsibility, and shall take all steps necessary, to ensure that only the certified products are marked or identified with the service mark.

h. **Regulatory Requirements** – All advertising and/or displays which utilize or refer to the service mark shall be presented in a manner that complies with all federal, state, and local laws and regulations.

i. **Deceptive or Misleading Use** – The participant or private labeler is responsible for ensuring that the presentation, content, and context of the displayed service mark is not deceptive or misleading in any manner. Deceptive or misleading usage of the service mark must be corrected immediately. Incorrect, misleading, or improper uses of the service mark or references to certification shall be dealt with at the discretion of the CRI 's CB including decertification or legal action.

j. **Surveillance of the Service Mark** – CRI's CT shall periodically audit marked products to ensure the correct use of the service mark. See the **Surveillance** section of **Green Label Plus Processes and Procedures Manual** for additional details.

4.2. Management of Impartiality

4.2.1. CRI's CB maintains impartiality as required by **ISO/IEC 17065**. The CRI Board of Directors, in accordance with policies set forth in the **CRI Bylaws**, govern the CRI. Provisions were established by the Board of Directors ensuring autonomy for the CRI GLP program. CRI's CB has adopted a mechanism for safeguarding its impartiality. The mechanism shall provide input on the following:

a. Policies and principles relating to the impartiality of its certification activities

b. Any tendency on the part of CRI's CB to allow commercial or other considerations to prevent the consistent impartial provision of certification activities

c. Matters affecting impartiality and confidence in certification, including openness

4.2.2. CRI's CB ensures that the GLP CT Leader and staff are free from commercial, financial, and other pressures which might influence the results of the certification process. All CRI staff and persons contracted by CRI to perform duties or services related to the GLP program must commit and attest that they are free from commercial pressures by signing the **CRI Conflict of Interest, Confidentiality, Impartiality and Financial Disclosure Agreement**.

4.2.3. CRI's CB utilizes the following mechanisms for identifying risk to its impartiality:

a. Failure Modes and Effects Analysis (FMEA) – the FMEA process is used for identifying, quantifying, and mitigating risks to successful program operation and function, related to impartiality. Additionally, CRI's CB utilizes the FMEA to identify risks to confidentiality.

b. Impartiality Review Team – the Impartiality Review Team reviews program documents and necessary information to complete a thorough and accurate review of program operations and identify risks to impartiality.

4.2.4. If a risk to impartiality is identified, CRI's CB will take action to eliminate or minimize risk. For specific details see the **Mechanism for Safeguarding Impartiality** section of this manual.

4.2.5. CRI has top management commitment to impartiality.

4.2.6. CRI does not:

a. Supply or design products of the type it evaluates

b. Advise or provide consultancy services as to methods of dealing with barriers to certification

c. Provide any products or services that could compromise the confidentiality, objectivity, or impartiality of its evaluation processes and decisions

4.2.7. CRI's CB ensures that activities of separate legal entities, with which CRI has relationships, do not compromise the impartiality of certification activities.

4.2.8. No CRI CB personnel other than those, referenced in this manual, are involved in the review or the certification decision. CRI's Impartiality Team and PP&S Panel are collectively involved in the GLP program as described in the **Authorities and responsibilities** section of this manual.

4.2.9. CRI's CB does not provide any consultancy services. CRI does not recommend any consultancy services that state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.

4.2.10. CRI's CB personnel will not be permitted to review or make a certification decision on a product for which they have provided consultancy for a period of two years from time the consultancy was provided

4.2.11. CRI's CB shall take action to respond to any risks to its impartiality, arising from the actions of other persons, bodies or organizations, of which it becomes aware. For specific details, see the **Mechanism for Safeguarding Impartiality** section of this manual.

4.2.12. CRI's CB shall act impartially including:

a. Comply with requirements defined by CRI's CB, including those relating to confidentiality and independence from commercial and other conflicts of interest.

b. Declare any prior or present association on their part or on the part of their employer with a supplier or designer of products related to the evaluation or certification to which they are to be assigned.

4.3. Liability and Financing

4.3.1. CRI maintains liability insurance to cover liabilities arising from its operations and/or activities through a duly licensed and registered insurance company. A copy of the current policy is available upon request.

4.3.2. CRI's cash and investments, along with membership and program fees, will be adequate for covering all required activities to meet the procedures defined in the GLP program. GLP certification fees are detailed in the **Green Label Plus Fee Schedule**.

4.4. Non-Discriminatory Conditions

4.4.1. The policies and procedures under which the CRI GLP program operate do not discriminate against applicants in any way. The CRI CB shall make its certification program available to all member and non-member applicants whose activities fall within the scope of the GLP program.

4.4.2. GLP certification is available to all applicants that produce carpet, cushion, and adhesive products listed in the **Green Label Plus Active Category List**.

4.4.3. GLP certification is not conditional upon the size of the applicant or membership of any association or group, nor is certification conditional upon the number of certificates already issued. There will be no undue financial or other conditions.

4.4.4. CRI's CB limits its requirements, evaluation, and decisions on certification to those matters specifically defined by the CRI GLP program.

4.5. Confidentiality

4.5.1. CRI's CB shall be responsible for the management of all information obtained or created during the performance of certification activities. CRI's CB provides certificate listings on the GLP website at https://carpet-rug.org/testing/green-label-plus. All other participant information is considered proprietary and should be regarded as confidential. CRI's legally enforceable agreements below detail confidentiality responsibilities of CRI's CB and GLP Participants:

a. Green Label Plus Participation Agreement

b. Green Label Plus Private Label Participation Agreement

c. CRI Conflict of Interest, Confidentiality, Impartiality and Financial Disclosure Agreement

4.5.2. When CRI's CB is required by law or authorized by contractual arrangements to release confidential information, the participant concerned shall, unless prohibited by law, be notified of the information provided.

4.5.3. Information about a participant obtained from sources other than the participant shall be treated as confidential.

4.5.4. CRI's CB utilizes the FMEA to identify risks to confidentiality and ensure appropriate action is taken to remedy.

4.6. Publicly Available Information

CRI's CB shall maintain, and make available as needed, the following:

a. Information about the GLP program including evaluation procedures, rules and procedures for issuing, maintaining, suspending, withdrawing and decertifying.

b. Description of how CRI's CB obtains financial support and general information on the GLP fees.

c. Description of the rights and duties of participants, including requirements, restrictions, or limitations on the use of CRI's CB name and certification mark and on the ways of referring to the certification granted.

d. Information about procedures for handling complaints and appeals.

5. Structural Requirements

5.1. Organizational Structure and Top Management

5.1.1. CRI's certification activities are structured and managed to safeguard impartiality. See **Figure 1 Organization Chart** in this manual.

5.1.2. CRI's CB organizational structure, duties and responsibilities of management and committees are documented and defined below in the **Authorities and responsibilities** section of this manual. CRI's CB is a defined part of CRI and the line of authority and the relationship to the parts of CRI is shown in **Figure 1 Organization Chart** in this manual.

5.1.3. Authorities and responsibilities

Authorities and responsibilities for committees/panels related to the GLP program, CRI Staff, Contracted Sample Agents and the GLP contracted lab are defined below:

a. Policy Committee

- Approving policies relating to the operation of CRI
- Delegating authority to committees or CRI staff on matters of GLP program policy

b. Strategic Issues Leadership Council (SILC)

- Executing strategy established by the Policy Committee
- Prioritizing activities for CRI adherence to the approved budget
- Reviewing actions and recommendations determined by PP&S
- Approving changes to the **Green Label Plus Fee Schedule**
- Approving impartiality policies

c. Product Performance & Standards Panel (PP&S)

- Approving policies relating to the operation, modification to, and scope of the GLP program

- Approving certification activities and certification requirements
- Recommending impartiality policies
- Responsible for the management review of the GLP program (See the **Management Review** section of the **Green Label Plus Processes and Procedures Manual**)

d. GLP Certification Team (GLP CT)

- Making recommendations to PP&S regarding GLP program requirements
- Executing the directives of PP&S and SILC
- Ensuring adequate resources to support certification activities
- Initiating changes to the **Green Label Plus Fee Schedule**
- Developing and executing certification activities and certification requirements
- Responsible for the management system of the CRI CB
- Ensuring compliance of GLP programs with ISO/IEC 17065
- Responsible for determining continuous improvements for the GLP program

e. GLP Impartiality Review Team

- Overseeing impartiality and confidentiality of the GLP program
- Disallowing commercial, financial, or other pressures to compromise impartiality and confidentiality

f. President

- Responsible for all financial, contractual, and administrative functions of the program.
- Responsible for the implementation of the policies, procedures and finances of the GLP program
- Ensuring responsiveness to complaints and appeals
- Participating in the Green Label Plus Impartiality Team
- Exercising general supervision of all operations and personnel including hiring and discharging employees of CRI
- Serving in the role of the Director, Technical Services & Programs temporarily as needed

g. Director, Technical Services & Programs

- Serving as the Certification Team Leader
- Responsible for the operation of the GLP program
- Supervising implementation of the policies and procedures associated with the GLP program
- Reviewing test reports and associated certificate requirements and making decisions on all certifications
- Establishing and evaluating personnel competency requirements
- Approving participation agreements, sample agent agreements and CRI Conflict of Interest, Confidentiality, Impartiality and Financial Disclosure Agreement
- Reviewing product registrations and **Green Label Plus Participant Information Update (PIU)**
- Responsible for issue and follow up of corrective actions
- Conducting audits of approved laboratories
- Ensuring Certification Team and PP&S Panel meet as appropriate

h. GLP Program Manager

- Executing the operation of the GLP program

- Communicating with ANAB
- Evaluating participation agreements and product registrations
- Evaluating lab reports and communications for accuracy and compliance
- Corresponding with potential and participating clients
- Preparing and authorizing sample collections
- Evaluating sample agents
- Maintaining program records
- Preparing and sending client notifications
- Initiating invoices for all GLP related fees

i. Chief Financial Officer (CFO)

- Responsible for managing financial resources and ensuring approved budgets are followed
- Ensuring adequate financial resources are available to support ongoing GLP program operations
- Managing budgets, insurance, tax, and treasury
- Maintaining human resource records and contracts
- Responsible for issuing invoices
- Responsible for posting payments

j. Accounting Manager

- Responsible for issuing invoices
- Responsible for posting payments

k. Director, IT Services

- Responsible for ensuring computer network security, backup, and disaster recovery per the CRI Disaster Recovery Plan
- Executing information technology functions at CRI
- Maintaining workstations and servers
- Managing website

l. Administrative Assistant

- Responsible for document control for the CRI Green Label Plus program
- Responsible for scheduling PP&S and SILC meetings and minutes for the meetings
- Responsible for minutes of CT and Management Review meetings

m. Contracted Sample Agents

- Scheduling sample collections with participants
- Collecting samples for testing
- Completing COC for sample collection
- Shipping samples to the lab for testing

n. Contracted Laboratory

- Performing tests for the GLP program
- Preparing annual Quality Assurance report
- Ensuring compliance with ISO/IEC 17025

o. Contracted Representative for Cushion

- Carpet Cushion Council (CCC) serves as CRI CB's contracted representative for cushion
- Assisting cushion participants with completion of GLP program documentation
- Facilitating communications with cushion participants
- Arranging sample collection for cushion

5.1.4. CRI's CB follows the formal rules established in **CRI's Bylaws** for appointments, terms of reference and operation of any committees involved in the certification process. Such committees shall be free from any commercial, financial and other pressures that might influence decisions. The CRI CB shall retain authority to appoint and withdraw members of such committees.

5.2. Mechanism for Safeguarding Impartiality

5.2.1. CRI's CB has adopted a mechanism for safeguarding its impartiality. The mechanism shall provide input on the following:

a. The policies and principles relating to the impartiality of its certification activities

b. Any tendency on the part of the CRI's CB to allow commercial or other considerations to prevent the consistent impartial provision of certification activities

c. Matters affecting impartiality and confidence in certification, including openness

5.2.2. The mechanism to ensure impartiality is documented below.

a. GLP Impartiality Review Team consists of:

- CRI President
- Non-industry manufacturing representative
- Academician

b. Members are bound by **CRI Conflict of Interest, Confidentiality, Impartiality and Financial Disclosure Agreement**.

c. GLP Impartiality Review Team reviews the following GLP program documents:

- FMEA
- GLP Internal Audit Report
- CRI Organization Chart
- **CRI Conflict of Interest, Confidentiality, Impartiality and Financial Disclosure Agreement**
- CRI/UL Verification Service Agreement
- Carpet Cushion Cooperative Agreement
- **Green Label Plus Sample Agent Service Agreement**
- **Green Label Plus Participation Agreement**
- **Green Label Plus Private Label Participation Agreement**
- **Green Label Plus Quality Manual**
- **Green Label Plus Processes and Procedures Manual**
- Any complaints or appeals received
- Any other requested documents

d. Following the document review, the GLP Impartiality Review Team:

- Declare risks to impartiality have been appropriately reviewed and counteracted as needed.
- Prepares a DRAFT report including opportunities for improvement identified during their review.
- Sends the DRAFT report to the CT Leader for input on actions needed to address the opportunities for improvement. Records actions provided by the CT Leader in the DRAFT report prior to the meeting.
- Meets to review the report and present tentative actions proposed to address the opportunities for improvement. (Final determination of actions to be taken to address the opportunities for improvement are made by PP&S.)
- Prepares the final report including a record of the meeting held by the GLP Impartiality Review Team.

5.2.3. If a GLP Impartiality Review Team recommendation is rejected, the GLP Impartiality Review Team will have the right to contact ANAB directly concerning the rejection. The GLP Impartiality Review Team will first arrive at a consensus before notifying ANAB of the rejection.

5.2.4. Results of the Impartiality Review Team are shared with PP&S. PP&S will determine if any additional actions need to be taken to address impartiality.

6. Resource Requirements

6.1. Certification Body Personnel

6.1.1. General

a. CRI's CB shall employ or contract personnel to sufficiently cover its operations related to certification. (For information on contract personnel see the **Contract with the Personnel** section of this manual) The CT Leader ensures the CT is adequately staffed and possesses appropriate skills and qualifications to successfully execute the GLP program. Training and experience requirements for CT personnel are as follows:

- Preferred training: standards and certification related training, quality and quality management related training, Customer Service and Support Training
- Preferred experience: standards and certification management, quality management, customer service and account management
- Preferred education (minimum high school diploma is required): associate degree or appropriate experience for assigned GLP CT position, bachelor's degree or appropriate experience for CT Leader.

b. GLP CT personnel are competent for the functions they perform, including making required technical judgments, framing policies and implementation.

c. GLP CT personnel and personnel contracted by CRI's CB shall keep confidential all information obtained or created during certification activities. GLP CT personnel are required to sign the CRI Conflict of Interest, Confidentiality, Impartiality and Financial Disclosure Agreement. For additional information on personnel contracted by CRI's CB see **Contract with the Personnel**.

6.1.2. Management of Competence

a. All GLP CT and CRI accounting personnel are provided with personal instruction on the duties, actions, responsibilities, and limitations of their assigned position by a designated CT member. All GLP CT and CRI accounting personnel are evaluated for competence by the CT Leader utilizing the **Green Label Plus Team Member Personnel Checklist**. The CT Leader is evaluated for competency by CRI's President utilizing the **Green Label Plus Team Member Personnel Checklist**. Successful completion of required competencies and completion of the checklist demonstrates that the personnel are authorized to perform the duties and responsibilities for their assigned functions in the certification process. This evaluation is performed initially for newly assigned personnel and annually. (For information on contract personnel see the **Contract with the Personnel** sections of this manual)

b. Records of CT personnel name and address, previous experience, education and competency assessments are maintained. (For information on contract personnel see the **Contract with the Personnel** sections of this manual) (For information on CT personnel records see **Control of Records** section of the **Green Label Plus Processes and Procedures Manual**.)

c. For information regarding qualifications of internal auditors see the **Internal Audits** section of **Green Label Plus Processes and Procedures Manual**.

6.1.3. Contract with the Personnel

a. GLP personnel contracted by CRI's CB shall sign the **CRI Conflict of Interest, Confidentiality, Impartiality and Financial Disclosure Agreement**. Exceptions: Sample Agents contracted through UL and GLP's contracted lab personnel (UL) are covered by the contract signed by UL.

b. **Sample Agent**:

The CB ensures that the contracted body or person is competent and complies with the applicable provisions of this document and other standards relevant to sample collection, either directly or through their employer, and is not involved with the design, implementation, or maintenance of a product certification system in such a way that impartiality could be compromised. For additional information see the **Sample Agent Management** section of the **Green Label Plus Processes and Procedures Manual**.

c. **Laboratory Resources** – The CB ensures that UL is competent and complies with the applicable provisions of this document and other standards relevant to testing, inspection, or technical activities, and is not involved, either directly or through their employer, with the design, implementation, or maintenance of a product certification system in such a way that impartiality could be compromised.

- UL has been approved by CRI's CB as the contracted laboratory for the GLP program. UL must maintain accreditation by ANAB to demonstrate that they meet the requirements of ISO/IEC 17025 as required by ISO/IEC 17065.
- Quality Assurance Reports from UL are utilized to evaluate the competence of the contractor. UL is required to submit a Quality Assurance Report on an annual basis.
- CRI conducts annual audits of UL. CRI's CB reserves the right to conduct additional audits at their discretion. The audits are also used to evaluate the competence of the contractor.

6.2. Resources for Evaluation

6.2.1. Internal Resources

a. CRI's CB performs evaluation activities as required by ISO/IEC 17065.

b. Procedures for evaluating products and implementing the certification process are specified in the **Process Requirements** section of this manual.

c. Impartiality requirements of the evaluation personnel shall always be applicable.

6.2.2. External Resources

a. CRI's CB utilizes UL for product testing. UL must meet the requirements of ISO/IEC 17025. Impartiality requirements of the evaluation personnel shall always be applicable.

b. CRI's CB ensures confidence in UL testing. See the **Contract with the Personnel** section of this manual.

c. CRI's CB has a legally binding contract with UL including provisions for confidentiality and conflict of interest.

d. CRI's CB takes responsibility for all activities contracted with UL ensuring credibility and qualification of UL. Corrective actions will be implemented for any breach of the contract. UL does not outsource any testing.

7. Process Requirements

7.1. General

The **Green Label Plus Quality Manual** outlines the core quality and operational requirements of the CRI GLP program. Along with other referenced quality system documents, the manual establishes the program requirements for participants, private labelers and CRI's CB.

a. **Testing Requirements for Tested Products**

- Test criteria for certification of tested products are documented in the **Green Label Plus Emissions Criteria**.
- CRI's **Green Label Plus Emissions Criteria** states maximum air concentrations based on Private Office exposure scenario. The criteria include all compounds found in Table 4.1 of CDPH Standard Method for The Testing and Evaluation of Volatile Organic Chemical Emissions from Indoor Sources Using Environmental Chambers Section 01350 version 1.2 (Jan – 2017) as well as additional program category specific compounds.
- CRI reports TVOC ranges for Private Office exposure scenario and School Classroom exposure scenario; however, there are no criteria established for TVOC. The following TVOC ranges are documented on the certificate:
  - 0.5 mg/m3 or less
  - 0.5 mg/m3 – 5.0 mg/m3
  - 5.0 mg/m3 or more

b. **Private Label** – Participants may request a private label certificate based on the certification of the tested product. (For additional information on Private Label certification see below.)

7.2. Application

Tested Product Certification – To apply for certification, a manufacturer must complete and submit:

a. **Green Label Plus Participation Agreement**

b. **Green Label Plus Participant Account Information**

c. Product registrations (based on applicable program category) for each product category desired:

- **Green Label Plus Carpet Product Registration**
- **Green Label Plus Adhesive Product Registration**
- **Green Label Plus Cushion Product Registration**

The documents above comprise the application process for the tested product certification.

Green Label Plus Participation Agreement – ensures the participant will comply with the terms, requirements, rules, and conditions of the program. The agreement must be signed by an authorized officer of the manufacturer.

Green Label Plus Participant Account Information – provides information about the manufacturer such as address, phone number, website and key contacts such as the GLP Coordinator and Billing contact.

GLP Coordinator responsibilities:

a. The GLP Coordinator is preferably someone with technical expertise in the manufacturer's products and processes. If the GLP Coordinator lacks the necessary technical knowledge to complete the required GLP-related documents, they are responsible for reaching out to the relevant individuals within the company who have the required expertise.

b. Single point of contact for all GLP related communications with CRI's CB.

c. Submitting all certification related documentation

Green Label Plus Carpet Product Registration, Green Label Plus Adhesive Product Registration, or Green Label Plus Cushion Product Registration – ensures that the scope of certification sought by the manufacturer is available within the guidelines of the program and that the manufacturer grants permission for the testing of products for purposes of program compliance. Product certification requested using the applicable product registration must:

a. Meet the definition described by **Green Label Plus Active Category List**

b. Manufactured by the company applying for certification

c. All manufacturing locations listed must be within the same country to be included on the same certification. If manufacturing locations are in multiple countries, separate certifications are required for each. Exception: North America (USA, Canada and Mexico) is treated as one country.

d. Adhesive registrations require the application rate and method to be specified for all products included within the product category. If application rates vary, the heaviest

application (“worst-case” scenario) should be listed. Products may be grouped together by application rate under separate certifications if needed. The application rate and method specified on the registration will be used for testing. Adhesives may be one part or two part. One part and two part adhesives cannot be grouped together in one certification. If a manufacturer has both one part and two part adhesives within a single product category, separate certifications are required for each.

e. Carpet product categories are defined by face fiber type and backing system type as defined by the **Green Label Plus Active Category List**. Products with the same face fiber and backing system type can be grouped within one certification regardless of the finished type product (ex: Modular Tile, Broadloom or Rug.) Pre-dyed carpet product(s) is considered the “worst case” scenario dye type. If a manufacturer has both pre-dyed and post-dyed products within a product category, CRI tests the pre-dyed product(s.)

f. Combined Categories for carpet - If a manufacturer requests certification for both a Unitary and Non-Unitary category of the same backing type with the same face fiber, the Unitary product(s) is considered the “worst case” scenario. CRI only requires testing of the Unitary product category and the Non-Unitary certification is provided as a combined category certification. Certification for all combined categories follows the same process as private label certification.

g. The **Green Label Plus Active Category List** specifies product categories that are expected to demonstrate nearly identical emissions testing performance. If a manufacturer applying for certification knows that products within the category they are seeking certification for may not perform similarly, they must identify the product with the "worst-case" scenario for testing.

Private Label Certification – To apply for a private label certification, a manufacturer must complete and submit:

a. **Green Label Plus Private Label Participation Agreement**

b. **Green Label Plus Private Label Product Registration**

These two documents above comprise the application process. The **Green Label Plus Private Label Participation Agreement** also ensures the manufacturer and the private labeler will comply with the terms, requirements, rules, and conditions of the program.

7.3. Application Review

Tested Product Certification

a. GLP Program Manager shall:

- Evaluate the application to ensure it is completed correctly
- Evaluate the **Green Label Plus Participation Agreement**. The agreement should be signed by an authorized officer of the manufacturer.
- Evaluate the requested certification meets the definition described by **Green Label Plus Active Category List**. For carpet registrations, the GLP Program Manager shall determine if the requested product category is a combined category with an existing certification and determine which category shall be the tested product. Combined category certifications are handled in the same manner as private label certification.
- Evaluate registration (verify manufacturing locations are within the same country (Exception: North America (USA, Canada and Mexico) is treated as one country, verify the company is the manufacturer, verify adhesive application rate is applicable

to all products included within the product category if applicable, determine if worst case scenario product testing is required)
- Evaluate registration statements regarding emissions test performance and ensure that the “worst-case” scenario product is identified if emissions test performance is not expected to have nearly identical emissions testing performance.
- Initiate invoicing

b. CT Leader shall review the application to:

- Ensure it is completed correctly
- Confirm the requested certification meets the definition described by **Green Label Plus Active Category List**
- Review may be made by CRI’s President as needed.

c. Any misunderstanding by the manufacturer must be resolved prior to proceeding with certification.

Private Label Certification

a. GLP Program Manager shall:

- Evaluate the application to ensure it is completed correctly
- Verify the date referenced in paragraph 3 of the **Green Label Plus Private Label Participation Agreement** matches the date entered for the **Green Label Plus Participation Agreement**.
- Verify the status of the parent product associated with the private label
- Initiate invoicing

b. CT Leader shall review the application to:

- Ensuring it is completed correctly
- Review may be made by CRI’s President as needed.

7.4. Evaluation

Tested Product Certification – Upon completion of testing, the GLP Program Manager evaluates the test report received from UL to ensure it complies with GLP requirements and information is recorded correctly and uploads the test report into CRI’s database.

Private Label Certification – Upon payment of private label, the GLP Program Manager evaluates the status of the parent product to ensure that the status is “Meets Requirements.”

7.5. Review

Tested Product Certification – Upon evaluation of the test report, the CT Leader reviews the lab report to ensure GLP requirements are met and determines the TVOC range. The review may be made by CRI’s President as needed.

Private Label Certification – Upon evaluation of the private label, the CT Leader reviews that payment is received and tested product status is “Meets Requirements.” The review may be made by CRI’s President as needed.

7.6. Certification Decision

Tested Product Certification – Upon reviewing the test report, the CT Leader makes a certification decision. The GLP CT Leader makes the determination to certify a product based on product test

results and conformity to all program requirements. Continuation of certification is based on the participant's conformance to program requirements. The certification decision may be made by CRI's President as needed. The CRI's CB does not delegate authority for granting, maintaining, extending, suspending, or withdrawing certification to an outside person or body.

Private Label Certification – Upon reviewing the private label, the CT Leader makes a certification decision. The certification decision may be made by CRI's President as needed.

7.7. Certification Documentation

The GLP Program Manager provides each participant that achieves certification, a letter of notification, a copy of the test results, and certificate(s.) The participant may share provided certificates; however, no modifications to the certificate(s) are allowed Test results provided for the participant are for internal use only. In accordance with the Participation Agreement, the specific information and details contained in the test results are not to be used or distributed without the written consent of CRI. Notifications include the following:

a. Name and address of CRI

b. Name and address of the participant

c. Scope of Certification

- Product Category
- GLP Number
- Issue date (decision date) and expiration date of certification (end of current quarter of the following year)

d. Associated certificates (private label or combined category)

Note: New associated certificates issued separate from the parent product (tested product) certification are forwarded to the participant without a notification.

7.8. Directory of Certified Products

CRI's CB provides a list of all Green Label Plus certifications for each program category on CRI's website at the following links:

a. Carpet: https://carpet-rug.org/glp-carpets/

b. Adhesives: https://carpet-rug.org/glp-adhesives/

c. Cushion: https://carpet-rug.org/glp-cushions/

7.9. Surveillance

a. CRI's CB verifies continuing program compliance and renewal through:

- Annual testing for each product category tested certification (interim annual or biennial testing).
- Surveillance audits for proper usage of the GLP service mark are conducted as described in the **Use of license, certificates and marks of conformity** section of this manual.
- See the **Surveillance** section of the **Green Label Plus Processes and Procedures Manual** for additional information.

7.10. Changes Affecting Certification

a. **CRI Initiated Changes** – When CRI's CB introduces new or revised requirements that affect participants, the GLP Program Manager will notify participants of the change and implementation requirements if applicable. See the **Program Change Notice** section of the **Green Label Plus Processes and Procedures Manual** for additional details.

b. **Participant Initiated Changes** – When a participant makes a change that affects certification such as intended modification to the product or manufacturing process or location, CRI's GLP program requires that the participant notify CRI's CB. The GLP Program Manager will advise the participant on the applicable form to submit based on the type of change.

7.11. Termination, Reduction, Suspension, or Withdrawal of Certification

7.11.1. CRI's CB notifies participants of certification Noncompliance, Suspension and Decertification (Decertification – withdrawal of certification by CRI's CB.) Procedures to reinstate certification are documented below.

a. **Noncompliance (under review)** – If a test sample fails an interim annual or biennial test, the certification will be placed under review. The review period is 12 weeks from the date of noncompliance notice. The certificate will remain listed on the CRI website while under review. During the review period, a participant may request to:

- Extend a 24-hour test to a 14-day test (Only applicable for an interim annual test and will utilize the previously collected sample.
- Retest (Requires a new sample collection)
- Withdraw from the GLP program

Participants are requested to respond to the notice within 7 days to notify CRI what actions they intend to take to resolve the noncompliance. Once a sample successfully passes a test during the review period, the certification will be renewed. If the test noncompliance is not resolved by the end of the review period, the certification will be suspended. See **Suspension** below.

b. **Suspension** – Certification will be placed under Suspension for the following reasons:

- Test Non-compliance – If a product fails two consecutive tests, the tested certificate and any associated certificates are suspended.
- Failure to pay – If a participant fails to pay an invoice prior to the expiration date of certificates associated with the invoice, the tested certificate and any associated certificates are suspended.
- Failure to provide a test sample – If a participant fails to provide a sample for testing 90 days beyond the certificate expiration, the tested certificate and any associated certificates are suspended.
- Failure to comply with program requirements or program changes – If a participant fails to comply with program requirements or program changes by the date provided by CRI, all related certificates are suspended.

Participants are requested to respond to the notice within 7 days to notify CRI what actions they intend to take to resolve the suspension. The suspension period is 60 days from the date of the suspension notice. Certificates that are suspended will be removed from the website during suspension. There is no limit to the number of tests a participant may attempt during the suspension period to resolve a suspension for a test failure. If a participant meets all requirements within the 60-day suspension period, the certification

is reinstated, and the certificate is published on the CRI website. If a participant fails to meet all requirements within the 60-day suspension period, certificates will be Decertified. See **Decertification** section below.

c. **Decertification (Termination)** – If a participant fails to meet all requirements within the 60-day suspension period, certificates will be Decertified. Certification is not reinstated following Decertification; however, if desired a manufacturer may reapply for certification at a later date.

d. **Withdrawal** – A participant may choose to withdraw a certification from the GLP program. This withdrawal request must be documented using the **Green Label Plus Participant Information Update**.

7.12. Records

a. CRI's CB shall retain records to demonstrate that all certification process requirements have been effectively fulfilled.

b. Certification records, other than certification information available on CRI's website, are kept confidential. See the **Confidentiality** section of this manual for additional details.

c. CRI's CB maintains records as described in **Control of Records** section of the **Green Label Plus Processes and Procedures Manual**.

7.13. Complaints and Appeals

a. **Submitting a complaint** – Anyone may submit a complaint regarding the GLP program through CRI's website at https://carpet-rug.org/testing/green-label-plus/.

- Complaints that are submitted anonymously are forwarded to CRI's President who will notify the CT Leader.
- Complaints submitted with the complainant's identity included are forwarded to the GLP Program Manager who will notify the CT Leader.

b. **Taking action on complaint** – The CT Leader will:

- Evaluate the complaint
- Acknowledge receipt of the complaint (when complainant's identity is provided)
- Initiate a CT meeting to determine recommended action to address the complaint.
- Present the complaint and the recommended action to PP&S for approval decision.
- Notify the complainant of the complaint decision.

c. **Appealing complaint decision** – The Complainant may appeal the complaint decision in writing to the CT Leader. The CT Leader will:

- Initiate a CT meeting to determine recommended action to address the appeal.
- Present the appeal and the recommended action to PP&S for approval
- Present the appeal and the recommended action to SILC for approval and final decision
- Notify the complainant of the appeal decision

d. Records of complaints and appeals will be maintained.

8. Management System Requirements

8.1. Option A

CRI's CB fulfills management system requirements as defined in Option A of **ISO/IEC 17065**.

8.2. General Management System Documentation

CRI's CB has established policies and objectives to fulfill the management system requirements for **ISO/IEC 17065** for the GLP program. CRI's CB is committed to the development and implementation of the management system and maintains records to provide evidence management system requirements are met. CRI's CT is responsible for ensuring that processes and procedures for the management system are established, implemented and maintained and reporting the performance of the management system and any need for improvement to PP&S.

8.3. Control of Documents

CRI's GLP documents, (**Green Label Plus Quality Manual, Green Label Plus Processes and Procedures Manual** and other GLP program documentation) are reviewed and approved through the process outlined in the **Control of Documents** section of the **Green Label Plus Processes and Procedures Manual**. Documents related to the overall requirements of the GLP program, including participant requirements are available as outlined in the **Publicly Available Information** section of this manual. Additional GLP related documents are available for use by CRI's CT.

8.4. Control of Records

CRI's CB has established procedures for the control of GLP program records outlined in the **Control of Records** section of the **Green Label Plus Processes & Procedures Manual**.

8.5. Management Review

CRI's CB has established procedures for the review of the management system to ensure its continuing suitability, adequacy and effectiveness, in meeting the policies and objectives of the GLP program. For specific details regarding management reviews see the **Management Review** section of the **Green Label Plus Processes & Procedures Manual**.

8.6. Internal Audits

CRI's CB has established internal audits to verify that the requirements of **ISO/IEC 17065** are met. For specific details regarding internal audits see the **Internal Audits** section of the **Green Label Plus Processes & Procedures Manual**.

8.7. Corrective Actions

CRI's CB has established procedures for identifying and managing nonconformities identified in the GLP program.

a. Nonconformities are identified through complaints and audits. Additionally, the CT Leader may issue corrective actions for other nonconformities found during routine management of the GLP program as needed.

b. The GLP CT Leader initiates corrective action and follow-up on all corrective actions using the Corrective Action detailing:

- Nonconformity description

- Cause of nonconformity
- Action taken to correct the nonconformity and actions taken to prevent reoccurrence.
- Follow-up to ensure effectiveness of corrective action
    - Dates for response, expected completion, and follow-up to ensure timely completion. The CT Leader will report to PP&S monthly on the status of any corrective actions that are open more than 90 days past the date of discovery.

8.8. Preventive Actions

CRI's CB has established procedures for taking preventative actions to eliminate causes of potential nonconformities. Opportunities for improvement may be identified by the CT through internal audits, external audit, impartiality audit report, FMEA updates or a recommendation by a CT member. The CT will recommend updates to the GLP program as needed. CT will take proactive steps to ensure a potential nonconformity does not occur.

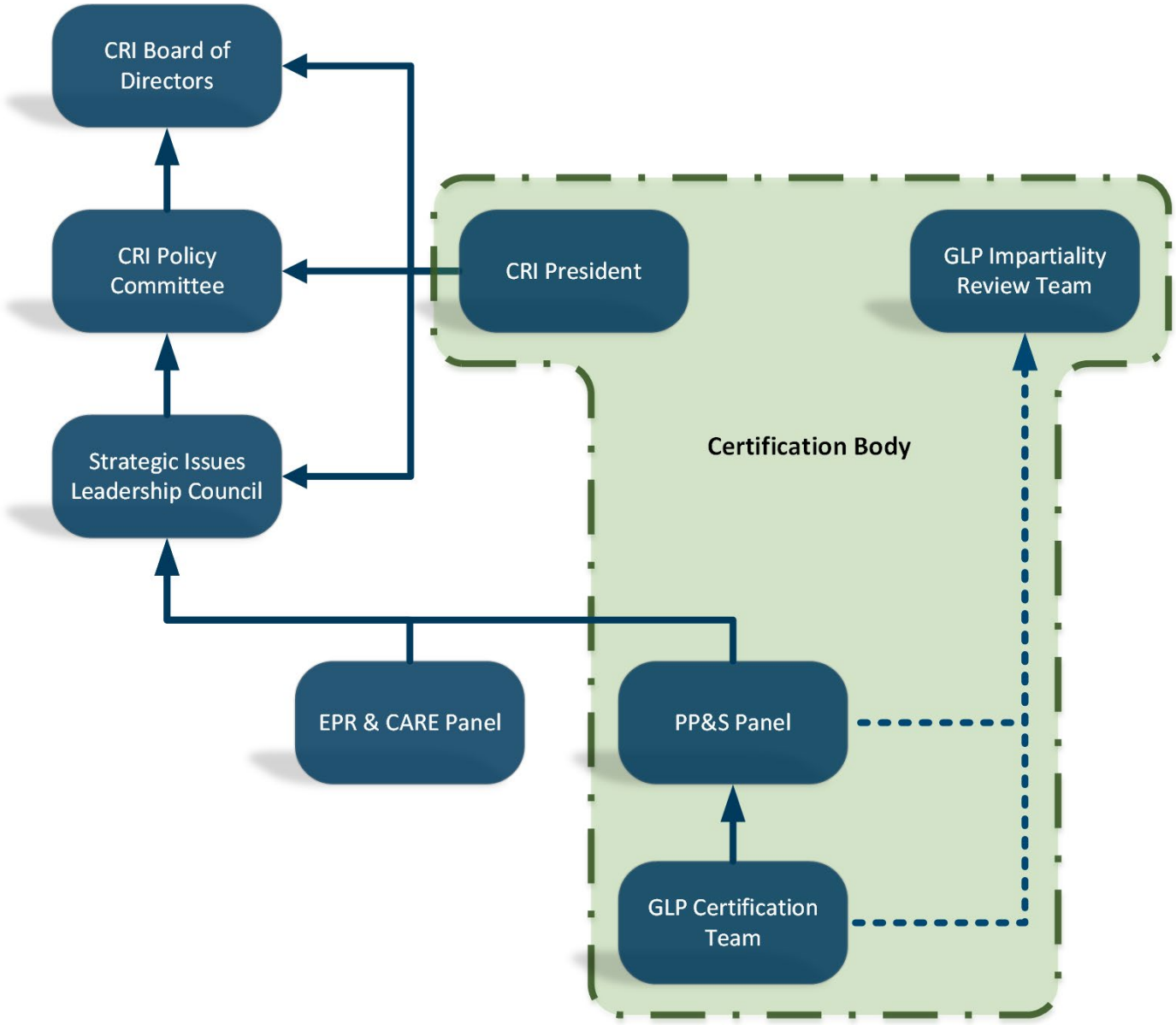

Figure 1 Organization Chart