CERTIFICATION PROCESS

Preamble

We are a unique certificate that targeting cosmetics & personal care products certifications
You have requested to certify your brand according to the COSMOQ standard.

AT this document, **COSMOQ** will present you the different steps for the certification of your products according to the scheme requirements.

Certification, made by an independent body, allows you to certify conformity with certification requirements.

- Each company is responsible for meeting these requirements.
- This certification does not replace the regulation in force and we remind you that certification granted by **COSMOQ** is not a certification of compliance with the regulations.
- COSMQ is given to manufacturers and brand owner who are able to demonstrate their ability to deliver sufficient quantities, on time, and at the right quality and price.

II. Applicable Scheme

The COSMQ is a private organization that has established standards for cosmetics and personal care products. The standards define a quality level superior to the one defined by the European legislation on cosmetic products and will safeguard a real enhanced value of the safe and high quality substances. The standard also defines the practice of the respect of the high quality and safe ingredients in order to define common requirements and definitions for cosmetics and personal care products. It is a private scheme.
COSMQ is accredited for the certification according to this scheme and offers service in UK and abroad in particular through its subsidiaries.
Documents of the COSMQ scheme are as follow:
- The COSMQ standard in force, including the "Technical Guide", the "Labeling Guide" and the "Control Manual",
- The present certification process,
- The rules of reference to the certification
- The Terms and conditions

- **Access to the certification**

The cases in which should I apply for certification?

Beneficiaries	**Obligation to FOLLOW**	**No obligation to FOLLOW**
Brand owner	You are a brand owner or the person in responsibility of the release to market.	You are just a distributor or sell other brands products and you are not responsible for releasing it to market. You are already in commitment with another certification body, member of COSMQ.
Manufacture (raw materials or finished products)	You are in charge of the release to market of the products you are manufacturing And/or You are manufacturing products for two or more brand owners who have commitments with COSMQ.	You manufacture products on behalf of a sole brand owner (who is committed to the certification process). You are already in commitment with another certification body, member of COSMQ.

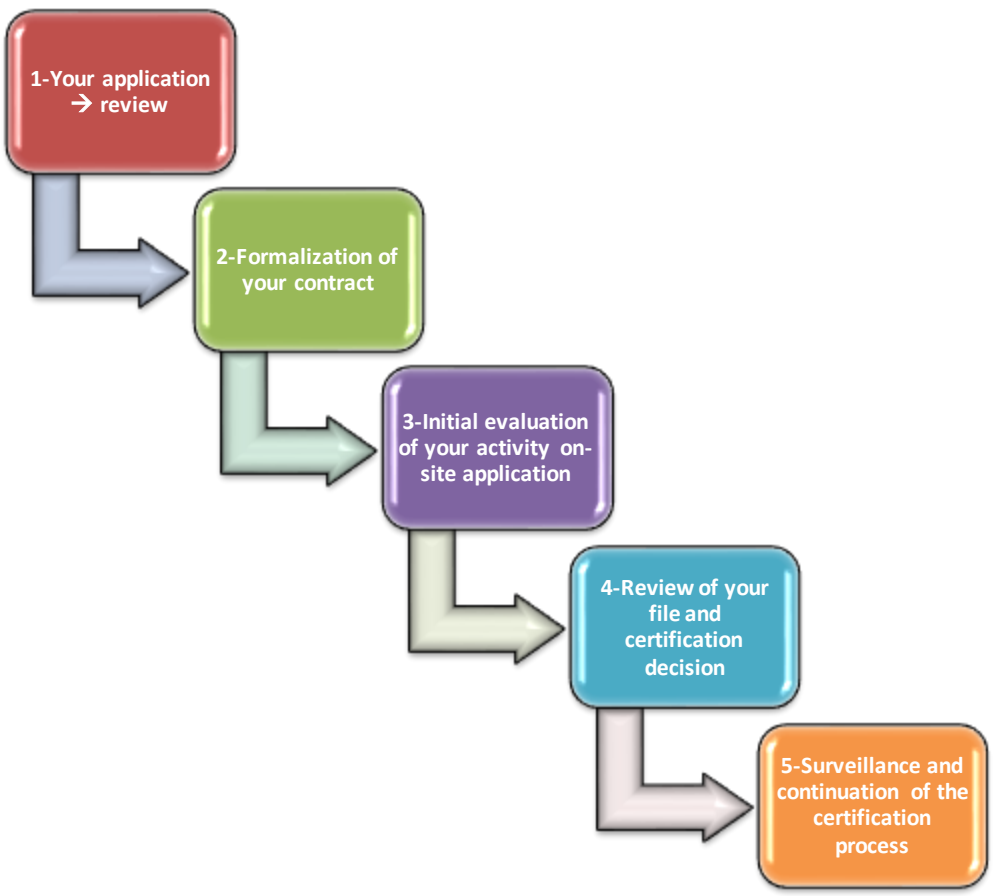
≥ **Restrictions**

COSMQ may refuse an application for certification when there is internal practice or as a case of such as illegal activities or repeated non-conformities of certification standards, certification requirements, inappropriate behavior, outstanding payment, repeatedly inconsistent misconduct etc.

The certification process step by step

The service is based on an annual cycle. It leads, when the certification requirements are fulfilled, to the issuance or renewal of a certificate, allowing you to market your products with a reference to the certification COSMQ.
The steps of the certification process are the following (and are detailed below):

1- Fill Your application→ Application review
2- Formalization of your contract
3- Initial evaluation of your activity (documentary and on-site)
4- Review of your file and certification decision
5- Surveillance of your activity



1. Fill your application→ review

In order to give you all the needed information to complete the certification process, we send you the following documents:

- ✓ The pre-inquiry questionnaire and associated application forms if necessary
- ✓ This certification process (This document)

And we ask you to send us the completed forms to collect all the necessary information needed for us to do the application review.

These form goals are to:

- Make sure you have read all the requirements of the standard
- Ensure that all necessary information are specified in the forms
- Study the feasibility of the certification of your products

Certification is not allowed in these specific cases:

1. Established non-conformity with the general regulations
2. Conflict of interest that could undermine the impartiality of our decisions
3. A geographical location that makes certification technically impossible or risky for those involved.
4. The lack of qualified personnel to meet the specific requirements of your request
5. A termination of contract following a decision by COSMQ less than 3 years
6. A withdrawal of certificate from another certification body according to COSMQ
7. If you do not provide the right documentation;
8. If your products do not comply with legislation on Registration

Upload Product Template File

If you have a large list of products, you may choose to upload a file rather than manually entering each product. The system provides a hyperlink to download a template which is in a format that must be used to upload your products.

To download the template file, first select the "Upload Product Template File" button. Then select the "Product list template" hyperlink to download the template file. See Figure 15 below.

The system will display a pop-up box with an option to automatically open the file with Microsoft Excel. You may choose to open the file with other applications (such as Microsoft Word) but it is recommended you use Microsoft Excel. You may also choose to save the file to your computer. The file will be saved to your default download location defined in your browser

How to add the products:

Product-Specific: This certificate applies only to cosmetics you specify in your application. You must submit a "Product List," with all products listed by their brand and product names, exactly

as they appear on the cosmetic product labels. Products may be added individually by clicking the "Add Product" button or in bulk by clicking the "Upload Product List" button.
OR
General: This certificate applies to your company. No specific products are listed. For you to be eligible for a general certificate, every product you intend to market and export must meet the regulatory definition of a cosmetic. Review time is often longer than for Product-Specific requests.
After selecting the type of certificate requested, please enter the number of certificates requested.
If you have selected a "General" Certificate, proceed to section 4 of the application.
Adding Products to a Product-Specific Certificate
To add products, select either the "Add Product" option or the "Upload Product List Template" button. It is recommended to use the Upload Product List Template to add large numbers of products.

2-Formalization of your contract

A-Production of your quotation
The cosmetic service, on the basis of your application, will establish a personal quote for the current year and taking your specific activity into account (manufacturer, subcontractor, brand owner, handler, other) and based on an estimate of the required working time.
This quote details the documentary evaluation, on site and finally this report review to decide of certification.
The quotation is sent to you together with the Terms and conditions and the fees payment schedule within 15 days. Additional time may be required for complex cases.

B-What documents are included in your contract with COSMQ?

The contract of certification is composed of the current versions of the following documents:
- Terms and Conditions
- This certification process
- The COSMQ standard in force.
- The rules of reference to certification
- The quotation

C-Formalizing your commitment
Your contract is concluded upon return of the signed quotation.
By signing this quotation, you agree to the Terms and conditions including the compliance to the requirements defined in the standard.

3-Initial evaluation

During the initial evaluation, all the activities of the certification will be checked in order to ensure you're following and meeting the standard's requirements.

A- Evaluation of your documents and you preparation.

You will upload your file to a certification officer on our website and it will be your first point of contact. This officer will send you the forms needed that are specific to your activity. These documents are reviewed by your certification specialist and used to collect all necessary information for your account.

Ingredients, formulas, labels, packaging, cleaning products and communication documents making reference to COSMQ standard have to be sent for validation before any use.

The approval on your account information is assigned after once your application has been processed

The specialist person is responsible for your audit in which he will plan with you site audit visit. About 10 days before your audit, the officer will send to you an application plan and reminds you to keep documents available by sending a notification of visit.

Application plan and these documents are defined in accordance to COSMQ procedures, according to your position in the process of development (manufacturing or distribution of the products) and others involved in process.

In order to prepare your application audit, you can consult the Guide for the Preparation of the audit.

B- On-site application assessment.

On-site application are performed in order to check the compliance of the manufacturing process , materials and final products with COSMQ requirements standard and are conducted on all sites carrying out operations on products covered by the certification: manufacturing, packaging, etc.

COSMQ APPLICATION on the basis defined inspection plan, specific to your activity.

The audit is carried out according to the following steps:

- The General information: the application presents the objectives and the different points to check, confirms the scope and the plan.
- The documentation evaluation.
- The on-site visit and interview with employees.
- The closing information: the application gives you a summary of the final on-site application form

In the application of analysis, any sampling is done in the presence of you or of your requirements, with signed the related documents.

The nature of the analysis and the laboratory documents chosen to do the analysis are determined by COSMQ, if it is necessary.

C-Summary of your audit

During the application filling, mismatching with standards requirements can be found. These non-conformities require actions to correct the needed information from you in order to get in compliance.

You receive at the end of the assessment, the details of any mismatch and, then, information regarding the additional evaluation tasks needed to verify that non-conformities have been corrected.

D-Evaluation of implemented corrective actions
At this point, if you express interest in continuing the certification process, you must submit corrective actions for each non-conformity in the given time. These proposed actions must be relevant and comprehensive in order to continue the application process. Otherwise we will ask you to suggest new actions

Depending on additional evaluation tasks needed to verify that non-conformities have been cleared, COSMQ may be required to proceed with:

- A new on-site application "Enter New Application"
- Additional documentary evaluation

E-Non-conformities and correction plan
During the audit, non-conformities according to the requirements of the standard can be noticed. They are classified according to 2 categories:

≥ **"Minor" Mis-Matching**

A minor non-conformity is a non-conformity which does not alter the characteristics of the product to be certified. It means that it does not related to the conformity of a product towards the principles of the standard and its most important requirements and is not misleading for consumers.

F-"Major" Mis-Matching
A major mis-matching is a non-conformity which effects or may later effects the characteristics of the product to be certified. It means that it alters the conformity of a product towards the principles of the standard and its most important requirements and/or can be considered as misleading for consumers.

G-Correction plan
The correction plans lists and classifies according to their degrees of severity ("major" or "minor" Mis-matching).It also identifies for each mis-matching information the consequence on the certification. Appropriate actions to be taken and application types are also detailed. The consequence on the certification is defined according to the nature and the severity of the Mis-Matching.
Appropriate measures may be Non-conformities and correction plan
- Continuation of certification under conditions

a- Edit Product
b- b-Remove Product

a-Edit Product:

To edit a product, select the "Edit Product" button next to the product you wish to edit. The system will re-display the product entry screen and allow you to edit any of the fields displayed. Choose the "Edit Product" button to update the product information. You may also select the "Back" button if you do not wish to edit the product.

b-Remove Product:

To remove a product, select the "Remove Product" button next to the product you wish to remove. The system will display the product information. Choose the "Remove Product" button

to remove that item from the product list. You may also select the "Back" button if you do not wish to remove the product from your product list.

Additional directions and rules have been provided in the product application forms this are the rules or the system at which it will not accept the upload:

1. If rows 1 and 2 must not be deleted.
2. If you separate products with any blank rows.
3. If you go over the maximum character limit for specified columns. Refer to Rows 1 and 2 on the product template for exact character limitations.
4. If the Brand and Product Name, Exactly as it appears on the Label is a mandatory cell.
5. Please do not delete the "Do not delete" worksheet.

Once you have completed and saved your product template upload file click on the "Browse" button, then after selection to your file, choose the "Upload" button. The system will display all products in the product list.

NOTE: The system will display an error message and not load any products if one or more rules have not been followed.

4-Review of the evaluation results and certification decision

The application will report and your proposed corrective actions are forwarded to your certification specialist, who will ensure the relevance of the report sent. You will then receive the certification decision with the analysis results which is based on the correction plan defined by COSMQ, it will contain the report and other related documents.
The certification officer indicates Mis-Matching as resolved on the basis of evidence gathered (in documents or on-site application form when applicable) and adherence to the correction plan.
If the certification decision is positive, your certification specialist will send you your certification documents it will be added to your accounts direct and it will be printable.

If the certification decision is negative, certification account will inform you by mail and it and identifies the reasons. In this case, you can apply for a new certification application by going back to step A.
If there are suspicions that you are marketing, or are planning to market, products that do not comply with the standard but which make reference to certification, COSMQ may demand the provisional suspension of certification for the said products. Before taking such a certification decision, you will be informed and asked to present your own observations.

Certification documents

Certification documents shall only be issued after the following:
- The decision to grant the certification has been completed.
- Certification requirements have been completely fulfilled.

These certification documents (certificate, subcontracting attestation, uploaded attestation) convey or permit identification of the following:
- The name and address of company and their current COSMQ certified products
- The certification granting date
- Your name and address
- The term of certification
- The list of your certified products OR your controlled processes

Note: Only the holder of the certification document can make reference to the certification on its products.

5-Surveillance and continuation of the certification process
A-Periodic surveillance
The certification process is automatically renewed every year, if you did not notify COSMQ about the termination of your contract under conditions on current Terms and Conditions.
On the basis of any information you will send to us or we may collect during application auditing and other investigation, COSMQ will update your annual certification fee.
During the surveillance period, we implement the surveillance plan which consists of:
- On-site application surveillance (the corrective actions defined to deal with previous Mis-Matching will be checked)
Note: the Document which has been initially evaluated, if any major modifications are implemented on these documents ii will be consider a case of new products to be certified.
- Annual analysis plan (when applicable)

B-Implementation of an audit plan on the application account
The audit plan on application defines the type and the frequency of necessary audits according to your activity and some additional criteria.
Since they do not carry out any production operation, distributing entities are audited once per year.
Entities that do have production operations (except handlers) are audited twice in the first year (approval) of their application and once or twice a year thereafter. The number of audits depends on the risk analysis for the entity concerned.
Each manufacturer/subcontractor certification application is studied to determine the risks associated and thus the number of audits to be conducted per year and the overall audit time.

- **The following criteria are taken into consideration:**

- Business type (raw materials manufacturer, make-up manufacturer, etc.)
- Number of products to be certified
- Number of ingredients used
- Seriousness of non-conformities noted the previous year
- Existing quality process within your company

Type of entities	**Approval**	**Renewal**
Brand owner	1 audit/year	1 audit/year
Manufacturer	2 audits/year	1 or 2 audits/year depending on risk analysis

This evaluation plan is applicable to all clients. Additional and supplementary audits may be added to this plan.

In the case where the time limit for an audit is not respected, COSMQ reserves the right to suspend your certificates; this even if the expiration dates of such certificates is beyond the deadline to make the concerned audit.

C-Follow-up of your activity

The corrective actions defined to deal with previous non-conformities will be checked. Surveillance is also based on the verification of any changes in certification requirements or the scope of your certification. For this reason, you must inform COSMQ without any delay about any change in your system (manufacturing, process, quality) or the range of your products to be certified.

Certification renewal

If no non-conformity is identified during surveillance, the certification decision is granted and your certification officer will issue your new certification document.

If a Mis-matching arises as a result of the surveillance or by any other means, it will be reviewed by COSMQ and appropriate measures will be taken.

Based on the correction plan and regarding the extent and severity of identified non-conformities, COSMQ can take the following appropriate measures:

Continuation of certification under conditions

Conditions to continue certification may be for instance:

- Increased surveillance through new audit or additional analysis
- A delay to allow you to implement corrective actions

If required conditions are not fulfilled in the given time, COSMQ will start the process of suspension or withdrawal of certification and update the certification documents accordingly.

Suspension certification or certification on hold

This involves the interruption of certification for a specific period or until compliance of the product. If the product is not certified yet, your certificate will be on hold. Suspension may involve one or more products and/or batch. To clear such non-conformity you must provide the necessary elements within the time granted.

In all cases, reference to the certification can no longer be made for the product(s) concerned by the suspension until the non-conformity is solved. The concerned product(s) will be removed of your certification document during the suspension period.

Reduction of the certification scope

This implies the immediate and final cancellation of the certification for part of the products and/or batch. The products are downgraded in the conventional circuit and can no longer make reference to the certification. This decision may be due to non-conformity noticed during on-site audit or on your request if you do not wish to use the certification for one or more of your products (cancellation).

In all cases products are removed from the certificate without notice.

Withdrawal of certification

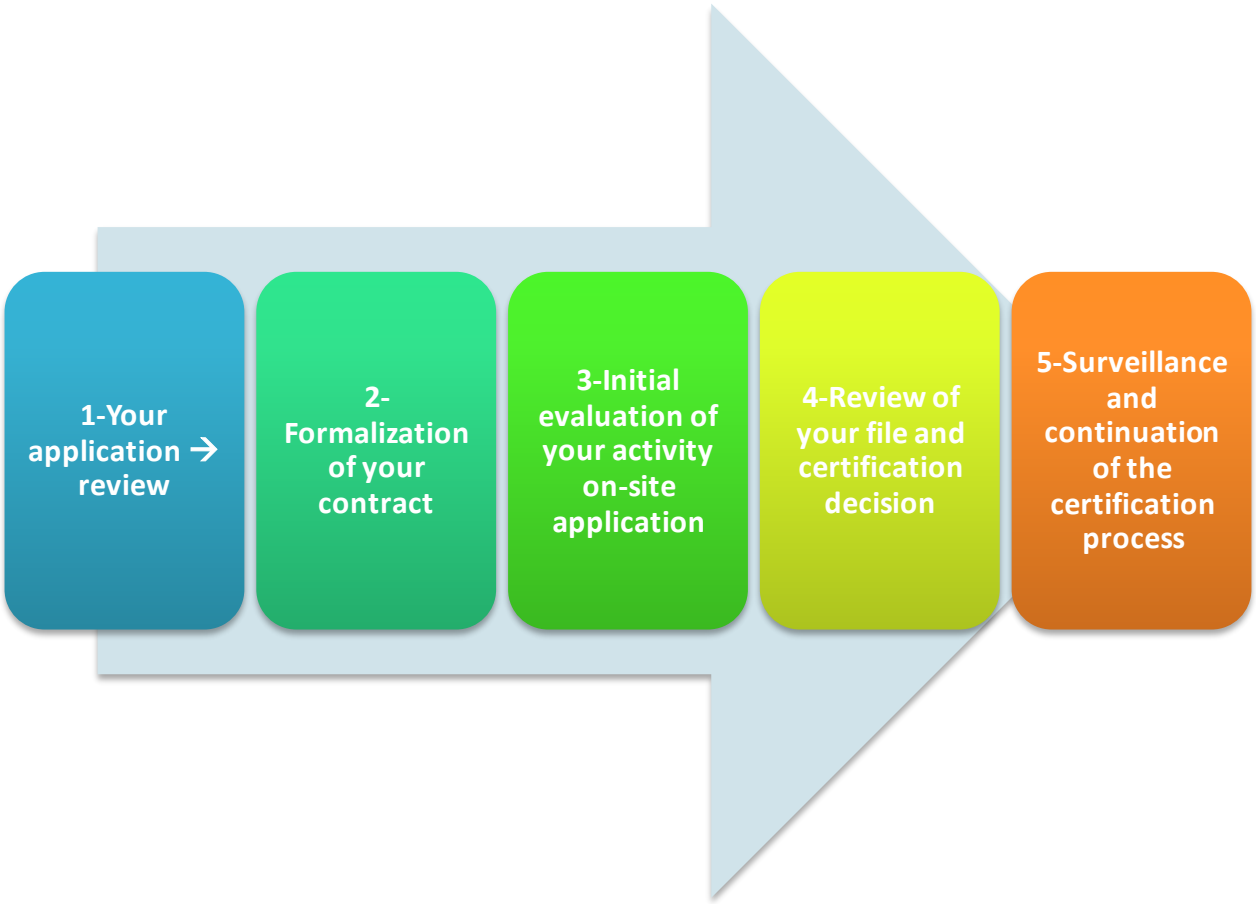
This implies the immediate cancellation of the certification for all your products. You can no longer make reference to the certification for any of your products.

This decision is also accompanied by the termination of the contract with COSMQ.

A product without certificate or whose certificate has been suspended cannot display any reference to the certification. This ban also applies to any other communication materials.

The suspension or withdrawal of your conformity documents implies the immediate end of validity of these documents. It is your responsibility to inform your clients that your products are not certified anymore and to stop using your certification documents.

Summary table of the certification process steps



1- Filling application steps

- Makin new account
- Select Certificate Application Process
- Enter New Application
- Fill all needed parts "Requester Information" The requester is the owner of the account from which the application is filed, and the person requesting the export certificate. The requester is responsible for completing and signing the application form.
- Exporting Company Information

  The exporting company is the company or person whose name and address will appear on the "To Whom It May Concern" letter attached to each certificate. The exporting company can be the same as the requester. If they are the same, check the box "SAME AS REQUESTER INFORMATION."

- Address Validation
- Type of Certificate Requested This section is required to determine the type of the products either "Product Specific" or "General"
- Attaching Labels to a Product Once you have added all products to the application, the system will prompt you to attach a label for each product. Click on the "Browse" button and select the label attachment file to upload

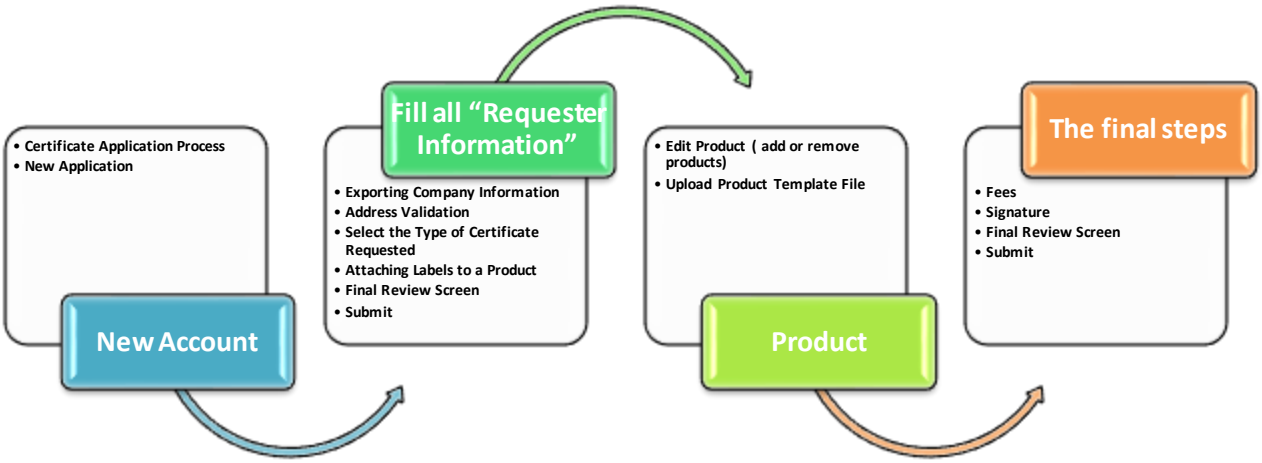
  NOTE: If you attach a label in this way for each product, we will be able to process your application more quickly.
  Select the product whose label you wish to attach by clicking on the "Add/Remove Label" button
- To edit a product, select the "Edit Product" button next to the product you wish to edit
- To add a product to the application, click on "Add Product"
- To remove a product, select the "Remove Product"
- "Upload Product Template File" button
- Fees (his section displays the total amount based on the number of certificates requested. The total amount will be auto)
- Signature .This section is required you have to read the verification statement, select the "I Agree" checkbox and fill out the Name and Title fields in order to continue with the application process.
- "Draft". Applications that are saved but not submitted will be in "Draft" status until you submit them. At this time you will have two options

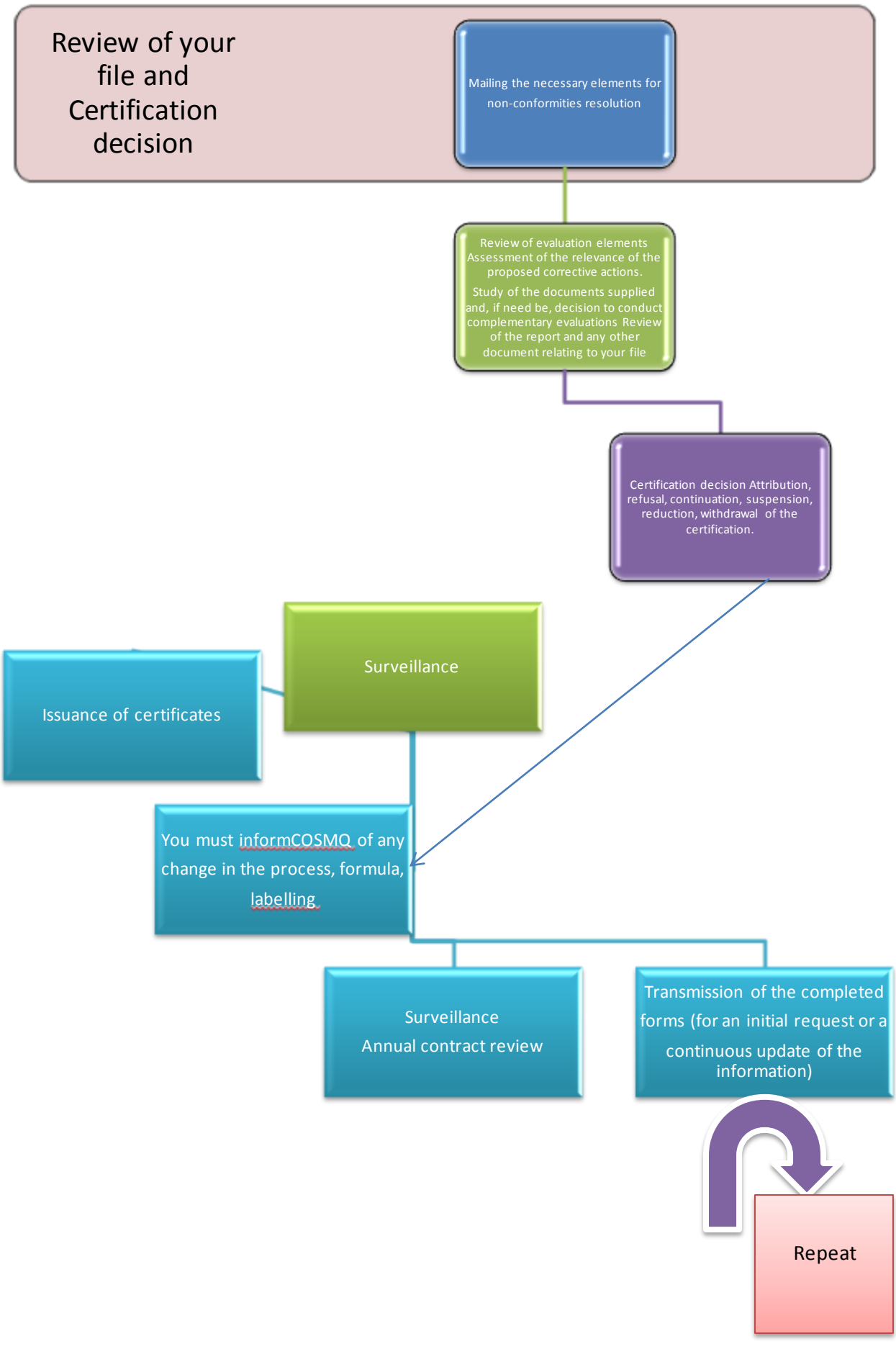
  "Complete" Draft Application
  Or
  "Cancels" to remove the draft and Enter New Application".

- Final Review Screen The system will display the entire application broken out by section, as shown in Figure 20 below. You may choose to modify the section by clicking on the adjacent "Edit" button. The system will re-display the data entry screen corresponding to your chosen section. You may update each section as needed. Once you return to the final review page, the application will display the updated application.
- "Submit" When you are ready to submit your application, click on the "Submit" button also located at the bottom of the Review Screen. The system will display a message that your application has been successfully submitted

At COSMQ Application you also will find:

1) "Get Help" icon, located at the top right of each step
2) you may choose to "Modify" icon, an existing application
3) "Search" icon, for an application
4) "Print" icon, Application
5) "Navigation" icon, a status bar will track your progress through each step of the online application process.




Review of your file and Certification decision
Mailing the necessary elements for non-conformities resolution
Review of evaluation elements Assessment of the relevance of the proposed corrective actions.
Study of the documents supplied and, if need be, decision to conduct complementary evaluations Review of the report and any other document relating to your file
Certification decision Attribution, refusal, continuation, suspension, reduction, withdrawal of the certification.
Surveillance
Issuance of certificates
You must informCOSMQ of any change in the process, formula, labelling
Surveillance
Annual contract review
Transmission of the completed forms (for an initial request or a continuous update of the information)
Repeat

Changes in the certification scheme (new or revised requirements)

COSMQ undertakes to inform you by e-mail about changes to documents in the COSMQ scheme, modalities of implementation and to make available the most up to date version of this scheme on the COSMQ website application form.
In some cases, the amended provisions will apply with immediate effect whereas in others, transitional measures may be implemented by COSMQ.
It is your responsibility to implement changes and that of COSMQ to check their implementation.
If changes are not implemented, COSMQ can notify you of a non-conformity which, if not resolved, can lead to a reduction, suspension or even a withdrawal of your certification (see paragraph H).

Changes of your certification scope

It is also your responsibility to inform COSMQ, without delay, of any changes that might affect your compliance to the certification requirements.
Examples of such changes can include the following:
- Legal, commercial, organizational status or ownership,
- Organization and management,
- Modifications to the product or the production method,
- Contact address and production sites

The changes may have an impact on your certification (changes of the scope of the certificate, suspension, withdrawal…) and potentially lead to an additional audit (in case of new products/processes).

Rescheduling of your certification

Should you plan to suspend your activity (halt manufacture, packaging or sale of the COSMQ certified products), we offer you the possibility to suspend our service for 1 and up to 2 semesters, with our contract remaining in force during this time. COSMQ must be notified as soon as possible of this suspension.
Your certification documents are no longer valid during this period. You are therefore no longer allowed to manufacture or sell products with a reference to the certification COSMQ nor to COSMQ, regardless of the communication support (labelling, website, communication documents, etc.).
At the end of this on-hold period, the certification process is resumed at step 1 – application review, followed by an initial approval audit as for any initial application.

End of certification

End of contract term and consequences on your certification

You can ask to stop certification for all or a part of your products at any time. In case you would like to cease the certification of all your products and stop at the same time your contract, you must do so in compliance with the conditions defined under Terms and Conditions.

The end of certification for all or a part of your products, and the termination of your contract if any, implies the end of validity of your certification documents for the concerned products with immediate effect.

Consequently, after the termination date of the certification (and the termination of the contract as the case might be), you can no longer manufacture and market the concerned products making reference to certification COSMQ and/or to COSMQ.

Certification of products already distributed and still on the market is not questioned.

Specific cases of stock selling off and stock audit

However, if you have stocks of compliant products making reference to the certification COSMQ requiring a run-down period going beyond your certificate expiry date and your contract, you are asked to inform us about the estimated time to sell such stock.

COSMQ will examine your request, and may extend your contract and allow you to sell your stock of compliant products. In that case an annual audit as a "distributor" might be required and will implies additional cost.

The contract and certificate will therefore remain in force until the date we have agreed for you to be able to sell the stocks of certified products

In any case, we recommend you to contact COSMQ to find out the exact termination terms and conditions applying to your organization.

During such contract extension period, you are not allowed to manufacture new products making reference to the certification COSMQ and/or to COSMQ.

➢ Complaints and appeals

You may be asked to submit to COSMQ complaints about our services, or to appeal a certification decision taken by COSMQ.

COSMQ commits first to acknowledge receipt of your complaints and appeals and then to deal with them in a timely manner and according to our internal procedures.

- **Complaints**

Anyone can send a complaint to COSMQ. Complaints can concern documentary validation, other clients, In any case, we recommend you to contact COSMQ to find out the exact termination terms and conditions applying to your organization.

During such contract extension period, you are not allowed to manufacture new products making reference to the certification COSMOS and/or to COSMQ.

- **Appeals**

You may appeal any certification decision by sending a notice to the Cosmetics department. To be eligible, your appeal must:

- Be a written notice (letter or email),
- Be done within 15 days following the receipt of the certification decision,
- Be duly justified: new items that have not yet been brought to the attention of In any case, we recommend you to contact CSMQ to find out the exact termination terms and conditions applying to your organization.

During such contract extension period, you are not allowed to manufacture new products making reference to the certification COSMQ.

Your obligations with respect to third parts claims

You are responsible for managing third parts claims that are addressed to you directly. You must keep a record of all complaints related to compliance with certification requirements and make these records available to COSMQ. These records must keep track of the appropriate actions taken and these actions must be documented.

COSMQ commits first to acknowledge receipt of your complaints and appeals and then to deal with them in a timely manner and according to our internal procedures.

Use of references to certification COSMQ, the use of trademark associated to the service provided

Misuse of the trademark or incorrect reference to certification COSMQ by a client may lead to the implementation of appropriate measures such as reduction, suspension or withdrawal of certification. COSMQ is also required to inform competent authorities.
Here are some of the cases that may arise:
- The logo seal or the reference to the certification COSMQ is made on products which are not compliant to certification requirements,
- The logo seal or the reference to the certification COSMQ is made on products which have not been the subject of an application for certification or in the process of certification,
- In general, the rules of reference to certification are not fulfilled.