



## Specific Guideline

Authorization for marking with **INSPECTED QUALITY** for horsehair products

(Mattresses, padding, pads)





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## 1 Scope

This guideline applies to horsehair mattresses, horsehair pads and horsehair pillows and specifies the criteria to be fulfilled for the INSPECTED QUALITY label - 100% natural fibres produced regionally in an environmentally friendly production.

## 2 Requirements

For the authorization to label horsehair mattresses, horsehair pads and horsehair pads with the INSPECTED QUALITY - 100% natural fibres produced regionally in an environmentally friendly facility - the products and the production facility must meet the following criteria.

### 2.1 Management system

The implementation of a management system is a strategic decision of a company, which should help to improve the overall performance in a structured and documented way.

In order to implement a functioning and lived management system, it is necessary that the management of the company shows leadership and commitment to the system. The basis for a management system are following points:

- take responsibility for the effectiveness of the system
- ensure policy and objectives are set and consistent with the company's strategy
- risk-based thinking
- integration into the business process
- ensure that the system achieves the intended results
- support continuous improvement

Most management systems use the PDCA = PLAN DO-CHECK-ACT approach

- **Plan:**

At this stage, the objectives of the system and processes are defined. Only then results can be delivered according to company policy.

- **Do:**

In this phase, the processes must be implemented as planned.

- **Check:**

The monitoring and measurement (if applicable) against policies, objectives, requirements and planned activities is carried out. The results are documented.

- **Act:**

After the review, actions must be taken to improve continuously the performance

The following parts of a management system must be documented in writing for the INSPECTED QUALITY marking.



### 2.1.1 Environmental and Quality Management Policy

Declaration on Corporate Responsibility regarding environmental impact, compliance with legislation, continuous improvement, prevention / minimization of environmental impact and a development towards more sustainability. The company policy is to be seen as a trend-setting element for the long-term environmental orientation of the company.

The environmental and quality policy must at least contain the following points:

- Commitment to continuously improve the environmental performance and to avoid environmental impact
- Commitment to reduce and, if possible, avoid all company-specific environmental burdens
- Compliance with all prescribed and other obligations in addition to those required by law
- Commitment to continuous improvement of quality
- Commitment that the company policy is communicated and understood

### 2.1.2 Carrying out an environmental assessment

The evaluation and regular assessment of relevant environmental aspects in a company is a fundamental part of any environmental management system. Here, the complete life cycle of a product is included in the consideration of the organization (including suppliers and service providers). Like this the point of view of the activities of the organization is extended to the indirect environmental influences and gains additionally importance. The need to assess environmental aspects (directly or indirectly) becomes against the background of dangers (negative environmental impact) and, in the most favourable case, the perception of opportunities (positive environmental impacts). In order to use optimal all resources, such as human resources and infrastructure, for the benefit of the environment, it is important to consider and evaluate the direct and indirect environmental aspects.

(see examples annex 1)

### 2.1.3 Quality and Environmental objectives

The environmental and quality objectives of the facility should be recorded in writing and published internally and/or externally.

Objectives should:

- be in line with the environmental and quality policies
- be measurable
- consider the applicable requirements
- monitored and, if necessary, updated.

Objectives concerning energy efficiency, waste reduction, recyclability of waste, use of reusable packaging, supplier evaluation, and employee trainings should be at least established.



#### 2.1.4 Risk management

Risks are incidents that can lead to problems when they occur. Risk management involves the identification, assessment and prioritization of various types of risk (as defined in ISO 31000, the impact of uncertainty on objectives, positive or negative) and, finally, the coordinated and economic use of resources, to minimize the probability and/or impact of serious incidents, monitor and control or to maximize the realization of opportunities.

Special attention should be given to the risk assessment when it concerns the safety of persons.

The following points should be included in the risk management:

- Identifying of the risks
- Analyse the risks (taking into account the causes and sources of risks, their positive and negative consequences and the probability of these consequences occurring)
- Identifying ways to minimize and prioritize the action to reduce the risks based on a strategy. (risk treatment)

#### 2.1.5 Traceability

Product traceability must be in the sense of a quality management system.

Products should be traceable to their used raw materials and suppliers. Whenever there is a claim, it must be possible to prove the date of production, the associated production information and the supply chain.

#### 2.1.6 Deviations and corrective actions

The facility must react on deviations (including complaints) and, if necessary, take the necessary measures to correct them. The need for action to eliminate the cause of the non-conformity is to be assessed that it does not recur or occurs elsewhere. This is done by checking, analysing and determining the cause of the deviation and initiating the necessary corrective action. The effectiveness of the corrective actions must be checked and documented.

#### 2.1.7 Quality control

It must be shown how the quality control of raw materials are done on delivery. Furthermore the production and end control must be documented

#### 2.2 Consumption of energy

Energy must be used optimally. The energy consumption must be regularly monitored for the entire facility with the aim of monitoring and recording the energy consumption of the entire facility and/ or individual production processes.

A reduction in energy consumption is to be documented by stating the measures.

In addition, the use of alternative energy sources, with lower environmental impact should be considered. When using alternative sources of energy, these should be indicated (type and amount of total consumption).



### 2.3 Consumption of water

Water should be used as efficiently as possible. The amount of water used should be recorded and documented annually. The use of water must be in accordance with national legislation. If a water permit is required, it must be submitted.

Reductions of water consumption have to be documented with the action which have been taken.

### 2.4 Waste water

Water should be used as efficiently as possible. The amount of water used should be recorded and documented annually. The use of water must be in accordance with national legislation. If a water permit is required, it must be submitted.

Reductions of water consumption have to be documented with the action which have been taken.

### 2.5 Waste

The type and quantity of all production waste must be recorded and documented. The kind of disposal must be documented (name of the waste companies, is the waste disposed by landfill, recycling, reuse etc.). A balance sheet of the disposal costs should be created. A possible reduction of waste as well as the reuse and recycling of waste must be checked and documented at least once a year

### 2.6 Veterinary requirements

The Compliance with legal requirements must be proven. (Indication of the legal basis)

### 2.7 Testing for harmful substances of the used materials

The applicant must have an evidence that all materials used have been tested for harmful substances. The company can either provide valid recognized certificates (eg GOTS, STANDARD 100 by OEKO-TEX® ....) or test reports from accredited test houses

### 2.8 Consumer Information

The consumer information provided by the manufacturer must be verified and documented by the manufacturer.

e.g.

- Name of the model
- Cleaning and care instruction
- Material composition

## 3 Validity of the labelling authorization

The authorization is valid for one year. Re-certification is necessary for the further awarding of the qualifying right. Every 3 years an on-site audit is carried out.

## 4 Re-Certification

In the case of re-certification, the documents referred to in Table 2 of Annex 1 must be submitted or the values listed in Table 2 must be entered.



## 5 Documents in compliance with this Directive

- INSPECTED QUALITY Application form
- INSPECTED QUALITY Declaration of Conformity
- INSPECTED QUALITY Labelling Guideline

Table 1

| Criteria No. | Description  | To be attached to the application | To be presented during the audit |
|--------------|--|-----------------------------------|----------------------------------|
| 2.1.1.1      | Environmental and Quality Management Policy          | x                                 |                                  |
| 2.1.1.2      | Carrying out an environmental assessment             | x                                 |                                  |
| 2.1.1.3      | Quality and Environmental objectives                 | x                                 |                                  |
| 2.1.1.4      | Risk management                                      | x                                 |                                  |
| 2.1.1.5      | Traceability   |                                   | x                                |
| 2.1.1.6      | Deviations and corrective actions                    | x                                 |                                  |
| 2.1.1.7      | Quality control                                      |                                   | x                                |
| 2.2          | Consumption of energy                                | x                                 |                                  |
| 2.3          | Consumption of water                                 | x                                 |                                  |
| 2.4          | Waste water  | x                                 |                                  |
| 2.5          | Waste  | x                                 |                                  |
| 2.6          | Veterinary requirements                              | x                                 |                                  |
| 2.7          | Testing for harmful substances of the used materials | x                                 |                                  |
| 2.8          | Consumer Information                                 | x                                 |                                  |





Table 2

| Criteria No. | Description  | To be attached to the application |
|--------------|--|-----------------------------------|
| 2.1.1.1      | Environmental and Quality Management Policy          | Document                          |
| 2.1.1.2      | Carrying out an environmental assessment             | Document                          |
| 2.1.1.3      | Quality and Environmental objectives                 | Document                          |
| 2.1.1.4      | Risk management                                      | Document                          |
| 2.1.1.6      | Deviations and corrective actions                    | Document                          |
| 2.2          | Consumption of energy                                | Enter value                       |
| 2.3          | Consumption of water                                 | Enter value                       |
| 2.4          | Waste water  | Document                          |
| 2.5          | Waste  | Enter value                       |
| 2.6          | Veterinary requirements                              | Document                          |
| 2.7          | Testing for harmful substances of the used materials | Document                          |
| 2.8          | Consumer Information                                 | Document                          |



Appendix 2

Example 1

Criteria for determining the importance of environmental aspects

| Environmental aspect<br>(usual and unusual<br>operating conditions) | A – High<br>environmental<br>relevance | B – Medium<br>environmental<br>relevance | C – low<br>environmental<br>relevance |
|---|--|--|---------------------------------------|
| Waste   | Hazardous waste,<br>land field         | Waste incineration                       | Re-use                                |
| Emission  |  |  |                                       |
| Waste water   |  |  |                                       |
| Earth   |  |  |                                       |
| Raw materials   |  |  |                                       |
| Chemicals   |  |  |                                       |
| Emergencies   |  |  |                                       |
| Other environmental<br>pollution                                    |  |  |                                       |
| Energy  | High amount                            | Medium                                   | low                                   |

Self-inspection of environmental aspects and environmental impacts

| Process<br>Environmental<br>aspect<br>Service | Machine<br>Areas<br>Facilities | Environmental<br>impact | KPI | Relevant for<br>environment<br>A:high<br>B:medium<br>C:low | Note<br>Explanation<br>hint<br>direct / indirect<br>impact |
|---|--------------------------------|-------------------------|-----|--|--|
|   |                                |                         |     |  |  |
|   |                                |                         |     |  |  |



Example 2:

| Activity, product or process | Environmental aspect (might have an impact on environment) | Impact (how is environment changed, consider also the path of life) | important environmental aspects? (x=yes) | Key figure for important environmental aspects | Rating<br>A=very important<br>B=important<br>C=negligible |
|------------------------------|--|---|--|--|---|
| Production                   | Noise  | strain for neighbour  |  |  |   |
|                              | hazardous waste  | pollution of water, earth, air due to disposal                      | x  | 1t/year  |   |