

CHSA members excelled in 2023 with high compliance to accreditation scheme standards

2 years ago



[Cleaning & Hygiene Suppliers Association \(CHSA\)](#) members achieved high levels of compliance to the relevant accreditation scheme standard in 2023.

The exceptional compliance offers buyers and users of cleaning and hygiene products the guarantee they need: ‘what’s on the box is what’s in the box’.

“We offer buyers of cleaning and hygiene products an important guarantee,” explained Lorcan Mekitarian, Chair of the CHSA. “They can trust our logo. It means the label accurately reflects the content and the product is as specified.

“Every member has also signed our code of practice, which contains the Competition and Markets Authority’s Green Claims Code. This means if you buy from a CHSA member you can be certain there will be no greenwashing.

“The integrity of our logo is attractive to the unscrupulous. We are aware some falsely claim CHSA accreditation. We challenge this everywhere we see it but our advice to buyers who are uncertain about the legitimacy of the manufacturer’s or distributor’s claim, is to check our website. It carries a full list of members. If they are not listed on our website, they are not accredited by the CHSA.”

The CHSA operates six accreditation schemes. They are for manufacturers of paper-based products, plastic-based products, cotton-based products, and cleaning chemicals, for general manufacturers and for distributors of cleaning and hygiene products. Across all six accreditation schemes the independent

inspector conducted more than 142 individual audits in 2023.

His audits of manufacturing members involved checking 1,848 labels, 559 product lines and 4,280 individual products. Members of the accreditation scheme for manufacturers of cotton mops achieved 98 per cent compliance, members of the scheme for manufacturers of plastic sacks achieved 92 per cent and members of the soft tissue accreditation scheme achieved 94 per cent compliance. All members of the scheme for manufacturers of cleaning chemicals maintained full compliance.

The audits of distributor members involved reviewing 46,325 product lines. CHSA accredited distributors must source products from CHSA accredited manufacturers or, if from alternative manufacturers the product must conform to the relevant CHSA accreditation scheme.

The product lines reviewed included the sampling of 62 non-accredited products. The inspector established 58 per cent of suppliers to CHSA accredited distributors were CHSA accredited manufacturers, supplying approximately 80 per cent of all products stocked. Furthermore, 99.8 per cent of all products stocked met CHSA standards.

The independent inspector audits members twice a year where possible. He checks the labels contain the required information and that the product is as stated on the label. Depending on the product, this involves checking the sheet count, width, duty, weight and or performance of the product. He also assesses the member's quality assurance procedures. For distributors he confirms if product is from a CHSA accredited manufacturer and where it is not, that it conforms to the specification of the relevant scheme.

Every CHSA member has signed the CHSA's rigorous code of practice. It requires them to "maintain a high standard in the conduct of its business".

The CHSA has integrated the Competition & Markets Authority's Green Claims Code into its code of practice. It requires environmental claims to be truthful and accurate, clear and unambiguous, consider the full life cycle of the product or service, be substantiated and must not hide important or relevant information. Also, comparisons must be fair and meaningful.

The combination of the code of practice and accreditation scheme membership means every member:

- Trades ethically and sustainably.
- Provides quality, fit for purpose products.
- And makes sure what's on the box is what's in the box.

Committed to the integrity of the schemes, the CHSA's governing council will expel any scheme member who, despite being offered the guidance required to correct issues, consistently fails to conform to the relevant scheme standard.