

CHSA: half year audit results show high levels of conformance

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The Independent Inspector has completed 83 audits across the [CHSA](#)'s Accreditation Schemes during the first half of 2025. Compliance with the Standards and Technical Regulations of the Accreditation Scheme continues to be high.

The CHSA operates Accreditation Schemes for manufacturers of soft tissue, plastic refuse sacks, cotton mops and cleaning chemicals. It also operates an Accreditation Scheme for distributors.

During the 83 Audits conducted in the six months to 30 June 2025, the Inspector reviewed a total of 20,780 product lines in the Accreditation Scheme for distributors. Across the Schemes for soft tissue, plastic sacks and cotton mops, 926 product labels were checked, and 687 individual products were tested.

The labels are checked to ensure they indicate the manufacturer to enable tracing and accurately represent the contents of the packaging so buyers can be certain 'what's on the box is what's in the box'.

Depending on the Accreditation Scheme, the product checks involve confirming the sheet count, width, duty, weight and performance of the product. The Inspector also assesses members' quality assurance procedures. Members of the Accreditation Schemes for manufacturers of soft tissue, plastic sacks and cotton mops achieved up to 86.2% compliance with product standards, reflecting a strong performance across all categories. For distributors the Inspector confirms that where product falls within the scope of an Accreditation Scheme, it is either from a CHSA Accredited Manufacturer or conforms to the specification of the relevant scheme. 79% of relevant products were found to be from Accredited Manufacturers.

In addition to the product and label checks, the Inspector now also seeks evidence of a SMETA Audit (Sedex Members Ethical Trade Audit) from manufacturing members or their suppliers who have completed the process in advance of the end of year deadline for having this process in place.

Nicky Biggart, Chair of the CHSA's Accreditation Schemes, explained: "Our Accreditation Schemes offer buyers of cleaning and hygiene products the guarantee that 'what's on the box is what's in the box'. They also underpin quality and efficacy.

"The inspection process is fundamental to this guarantee. It provides buyers with evidence they need to trust the CHSA Accreditation Scheme Mark."

In the small number of instances where product was found not to meet the relevant Scheme Standard or Technical Regulations, the Inspector raised a 'product of concern'. Working closely with the manufacturer or distributor involved, the Inspector has supported those members to address the issue within a specified time frame.

Every CHSA member is required to sign the CHSA's rigorous Code of Practice, which includes the Competition & Markets Authority's Green Claims Code.

The combination of the Code of Practice and Accreditation Scheme membership means every member:

- Trades ethically and sustainably;
- Provides supporting information for claims made;
- Provides quality, fit for purpose products; and
- Makes sure *what's on the box is what's in the box*.