

Independent Inspection Drives Continual Improvement Across CHSA Accreditation Schemes

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Publication of the audit results of the [CHSA](#)'s Accreditation Schemes for Manufacturers and Distributors for the first half of 2026 show independent inspection is driving continual improvement. The results show purchasers of product from CHSA Accredited members trust the CHSA mark: *'Our Standards. Your Guarantee.'*

For members of the CHSA this strengthens their reputation for providing quality, fit-for-purpose product and delivers real competitive advantage. Their customers gain confidence in their supplier and reduced risk in purchasing.

Nicky Biggart, Chair of the CHSA's Accreditation Schemes, said: "The credibility of our Accreditation Schemes is critically important to our members. It is the evidence they stand apart from the competition. It differentiates our manufacturing members from those who make spurious product claims or inadequate products and gives our distributor members the information they need to hold all their manufacturers to the standards we demand. This credibility is built on rigorous, independent inspection. Every product test, every label review and every piece of evidence we check strengthens the confidence buyers can have in CHSA Accredited products."

The auditing process increased in complexity in 2026 as the rigour of the Accreditation Schemes tightened. Auditing involves reviewing labelling to make sure 'what's on the box is what's in the box', assessing the members' quality systems, and ensuring product claims can be substantiated with appropriate evidence. For manufacturers, the Independent Inspector, David Luffman, is also checking members' Ethical Audit status.

During the first six months of 2026, the Independent Inspector completed 56% of the audits for the Accreditation Schemes for Manufacturers of Soft Tissue, Plastic Sacks, Cotton Mops and Cleaning Chemicals. The auditing process for Accredited Distributors has also begun and will be a focus for the second half of the year.

Across the Accreditation Schemes for Manufacturers of Soft Tissue, Plastic Sacks and Cotton Mops, 869 product labels have been examined, and 230 products independently tested against the relevant CHSA dimensional, weight and performance standards. The results have been positive with only a minor historical issue currently being addressed. Audits of the Scheme for Manufacturers of Cleaning Chemicals involve a greater number of products and product types and so are more complex. Again, results are positive with no warning notices issued.

Inspection itself has evolved in 2026. As well as verifying compliance, there is an increasing emphasis on supporting continuous improvement by helping members strengthen their processes. This approach delivers real value to members by improving efficiency, helping manage risk and reduce costs associated with non-compliance.

The Accreditation Schemes also continue to attract new members, reflecting the value of independent verification and the commercial advantage CHSA Accreditation provides.

Nicky Biggart, continued: "The Schemes continue to evolve to reflect the changing needs of our industry. As expectations around product quality, transparency and responsible manufacturing increase, our audits give members the evidence they need to secure competitive advantage."

Members of the Accreditation Schemes for Manufacturers of Soft Tissue and Plastic Sacks are audited twice a year. Members of the Accreditation Schemes for Manufacturers for Cleaning Chemicals and Cotton Mops are audited once a year. Regional Distributors are audited once a year. For National and Group Distributors, five members of the group or branches of the national business are audited each year

Every CHSA member is required to sign the CHSA's rigorous Code of Practice. 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*.