



General Policy

for certification activities in accordance with ISO/IEC 17065 within the OEKO-TEX® certification schemes

Purpose and scope

This General Policy establishes the fundamental principles, commitments and rules governing the activities of CENTEXBEL. (hereinafter referred to as “CENTEXBEL”) in its role as a certification body operating within the OEKO-TEX® certification schemes.

This Policy applies to all activities performed in connection with certification according to OEKO-TEX® requirements and is binding on all employees, external personnel, experts, evaluators, reviewers, decision-makers and any other persons involved in activities related to the applicable certification schemes.

OEKO-TEX AG is the owner of the OEKO-TEX® certification schemes and related trademarks. CENTEXBEL acts as an independent conformity assessment body and retains full responsibility and authority for the certification activities it performs, the certification decisions it makes, and the certificates it issues in accordance with the applicable OEKO-TEX® requirements.

CENTEXBEL is committed to performing all certification activities impartially, independently, competently, transparently, and in accordance with applicable legal requirements, accreditation requirements, ISO/IEC 17065, and other relevant OEKO-TEX® scheme requirements.

This Policy is publicly available to all interested parties. As part of the management review process, the relevance, suitability and effectiveness of this Policy are reviewed at least annually. Where necessary, appropriate actions are taken to update the Policy to ensure continued alignment with OEKO-TEX® requirements, accreditation requirements, applicable legislation and the commitments of CENTEXBEL.

Commitments under this Policy

CENTEXBEL commits to:

- operate the OEKO-TEX® certification schemes in accordance with ISO/IEC 17065, applicable OEKO-TEX® standards and requirements, the Accreditation Agreement and its Annexes, and all relevant legal and regulatory requirements;
- grant, maintain, extend, reduce, suspend, withdraw or refuse certification solely based on objective evidence and documented certification requirements;
- ensure access to certification services under fair, transparent and non-discriminatory conditions for all applicants whose activities fall within the scope of the applicable certification scheme;
- maintain the competence of personnel, capacity, infrastructure, technical equipment and other resources necessary for performing certification, evaluation, auditing and laboratory activities, as well as for supporting effective certification and recertification processes;
- promote confidence in and integrity of the OEKO-TEX® certification schemes through the consistent application of requirements, professional conduct, effective communication and continual improvement;



- establish measurable quality objectives and regularly monitor the effectiveness of the management system through internal audits, management reviews, the handling of nonconformities, implementation of corrective actions, and the management of risks and opportunities.

Policy Principles

Impartiality and Independence

CENTEXBEL performs its activities impartially, objectively and independently of any commercial, financial or other influences that could affect testing, evaluation, review activities or certification decisions.

CENTEXBEL identifies, analyses, evaluates and manages risks related to conflicts of interest and implements appropriate measures to safeguard the impartiality of all certification activities.

CENTEXBEL ensures that its activities are not compromised by any conflict of interest relating to clients, certification scheme owners or other interested parties, including OEKO-TEX®.

CENTEXBEL further ensures that its impartiality and independence are not influenced by the ownership structure of the company, its governing bodies, commercial activities, or relationships with related legal entities or natural persons. Potential risks arising from ownership, financial, commercial or personnel relationships are regularly identified, assessed and managed.

Where ownership, organizational or commercial relationships exist with other legal entities, CENTEXBEL ensures that the activities of such entities do not conflict with the testing, evaluation or certification services provided by CENTEXBEL and do not compromise its impartiality, independence or objectivity.

Competence and Resources

CENTEXBEL ensures that all activities are carried out by competent personnel possessing appropriate qualifications, experience and maintained competence.

CENTEXBEL establishes competence criteria for individual functions, including requirements for education, professional experience and technical knowledge. Compliance with these criteria is evaluated.

CENTEXBEL ensures that personnel perform only those activities for which they are demonstrably qualified and authorized.

CENTEXBEL regularly identifies and evaluates training, qualification and professional development needs. Based on the results of these evaluations, actions are taken to maintain and enhance personnel competence to ensure the quality, technical excellence and reliability of provided services.

CENTEXBEL provides the personnel, technical, informational and organizational resources necessary for the reliable and effective delivery of all services.

Responsibility for Decisions

CENTEXBEL ensures that all certification decisions are made in a consistent, objective and documented manner based on the requirements of the applicable OEKO-TEX® certification schemes.



Within the certification process, evaluation activities are strictly separated from review and certification decision activities. Personnel performing evaluation activities, including the assessment of submitted documentation and test results, are not involved in the review process or in making certification decisions.

CENTEXBEL retains full responsibility for all certification decisions and for certificates issued under the OEKO-TEX® certification schemes.

Transparency and Publicly Available Information

CENTEXBEL ensures transparency of its certification activities and provides interested parties with accurate, current and understandable information regarding certification within the OEKO-TEX® certification schemes.

Through its website or upon request, CENTEXBEL provides information regarding certification processes, application requirements, procedures for granting, maintaining, extending, reducing, suspending, withdrawing or refusing certification, certification fees and financial conditions, rights and obligations of applicants and certificate holders, rules for the use of certificates, OEKO-TEX® trademarks and labels, as well as procedures for submitting and handling complaints.

Confidentiality and Data Protection

CENTEXBEL protects the confidentiality of all information obtained during the provision of its services and handles such information in accordance with applicable legal requirements, contractual obligations and internal procedures.

Information relating to clients or their products is not disclosed to third parties without appropriate authorization or legal obligation. Where disclosure of information is required by law, the affected party is informed in advance whenever legally permitted.

Personal data are processed in accordance with Regulation (EU) 2016/679 (General Data Protection Regulation, GDPR), the Swiss Federal Act on Data Protection (DSG) and applicable data protection legislation.

Non-Discrimination and Equal Access

CENTEXBEL ensures equal and non-discriminatory access to certification services for all applicants, regardless of their size, relationships or the number of certificates already issued.

An application for certification may be refused only for justified reasons, including where the requested activities or products fall outside the scope of CENTEXBEL, involve illegal activities, fail to meet the requirements of the applicable OEKO-TEX® certification scheme, or where the applicant has breached contractual or other obligations relevant to the certification process.

Handling of Complaints and Appeals

CENTEXBEL maintains a transparent process for receiving, evaluating and resolving complaints and appeals. All complaints and appeals are handled objectively, independently and without discrimination to ensure fair treatment of interested parties.

The review of a complaint or appeal and any related decision are performed by a person who was not involved in the activities that are the subject of the complaint or appeal. The complainant or appellant is informed of the outcome of the evaluation and the closure of the complaint or appeal process.



Integrity, Compliance with Legal Requirements and Financial Responsibility

CENTEXBEL conducts its activities in accordance with applicable legal requirements, ethical principles, accreditation requirements and the requirements of the applicable certification schemes.

CENTEXBEL does not provide consultancy services that could compromise the impartiality of the certification activities for which it is responsible.

CENTEXBEL maintains adequate financial and organizational resources to ensure the stable, reliable and effective delivery of its services.

Effective Date: 15 September 2026

Approved by: Pol Lombaert, General Manager CENTEXBEL