

Case Study:

Facilitating Quality & Social Accountability in Bio-Textile Production



Valued Quality. Delivered.

Company

Coop Genossenschaft

Industry

Retail

Region

Switzerland, India, China, Turkey, Pakistan, Bangladesh, Germany

Intertek Solutions

Factory Auditing and Compliance

“As a market leader for environmentally friendly, humanely produced and socially responsible products, it is important for Coop to ensure that social and environmental Standards are being followed in our Operations and throughout our whole supply chain. We value Intertek’s role as an independent third-party partner in our overall quality management and CSR initiatives. Intertek has tailored its program to our needs so we can ensure Naturaline products are in compliance with legal, international as well as with our own strict requirements.”

- Emanuel Büchlin Head of Purchasing for Clothing, Accessories and Toys at Coop

For more information:

www.intertek.com

With a vision of achieving a balance between environmental protection, social responsibility and regard for economic considerations, Coop, Switzerland’s second-largest retail group with more than 1,800 Stores, emphasizes not only high quality and safety Standards for the products it offers to its customers, but also strict social and environmental Standards. All of Coop’s employees, vendors and suppliers - from raw material production to sales - support these goals. Coop is proud to offer its customers a unique range of environmentally friendly, humanely produced and socially responsible products among its flagship labels as part of its ecological commitment to environmentally friendly products.



Ensuring Compliance in the Supply Chain

One of Coop’s most popular labels is Naturaline, which offers textiles sourced from organic cultivation and fair trade practices, and cosmetic products made from natural raw materials. Under the Naturaline label, Coop offers bio-cotton apparel produced with regard for quality, economic, ecological and social criteria. Because the bio-cotton is produced in India and Tanzania, Coop required a trusted, Strategy partner with a local presence to ensure its high Standards were being met by all suppliers and their factories.

In 2009, Coop selected Intertek to support the company’s quality management initiatives related to bio-textile safety, regulatory, quality and Performance Standards, as well as corporate social responsibility (CSR) practices throughout its supply chain. Coop’s goal was to ultimately ensure its business partners were in compliance with its requirements Intertek was charged with monitoring and auditing the conditions of the factories that produce Coop’s Naturaline organic cotton Shirts. Local Intertek auditors visited the factories to observe and evaluate

working conditions, the workers’ wages and Workflow safety measures to determine if they met both Coop’s and regulatory Standards. Intertek’s auditors also evaluated production capabilities and Standards including assessments of machinery and any contracts with third-party manufacturing companies. Following the factory inspection, Intertek produced a report on the overall factory conditions with recommendations for changes to enhance Performance and time lines in which the changes should be completed

“As a market leader for environmentally friendly, humanely produced and socially responsible products, it is important for Coop to ensure that social and environmental Standards are being followed in our Operations and throughout our whole supply chain,” said Emanuel Büchlin, Head of Purchasing for Clothing, Accessories and Toys at Coop. “We value Intertek’s role as an independent third-party partner in our overall quality management and CSR initiatives. Intertek has tailored its program to our needs so we can ensure Naturaline products are in compliance with legal, international as well as with our own strict requirements.”