



Preparing for e-Stewards Unannounced Inspections

This is a guide to assist you in preparing for an unannounced inspection if your company is randomly selected as part of the e-Stewards Performance Verification program. These items, among others, should be considered when creating your PV plan (see specific requirements in 6.1.4):

- Identify your Management Representative and a deputy Management Representative who will be the first contact for the arriving inspectors – one or both should be available at all times. If for some reason neither is available, the senior staff member on site should be prepared to host the inspectors.
- The on-site inspection must begin immediately upon arrival of the inspectors (i.e., within 15 minutes) – there must be no delay in this process for it to be effective. Failure to permit entry to the inspectors and/or completion of the inspection may result in immediate certificate suspension. The inspectors should then present their business cards showing affiliation to e-Stewards. This can be verified on the e-Stewards website as well.
- Per section 7.3 of the Standard, all staff must be aware of the purpose and importance of e-Stewards Certification and their specific related roles when the inspection occurs. Any staff member, including temporary employees, should be prepared to answer questions posed by inspectors. We understand that the inspections may be disruptive to production, but full cooperation will be expected for the betterment of the entire e-Stewards program.
- You can expect that your documented PV plan will be requested by the inspectors upon arrival.
- During the inspection, which will last up to 8 hours, you will be asked to demonstrate performance in meeting the requirements of the e-Stewards Standard and your own management system. This may involve testing or re-testing of equipment or components, unloading of trucks, and unpacking of previously packed materials, depending on the scope of your e-Stewards certification.
- The inspection will require access and entry into any areas inside or outside of your premises or requested by the inspector.
- You should expect to be requested to present current or past records of staff training, material shipment and receipts, material balance accounting, downstream flowcharts, data wiping records, legal compliance confirmation, past certification body audit results, corrective actions, customer contracts, and any other records required by the inspector to verify performance and conformance with requirements.

If you have any questions about the PV Program, please send inquiries to info@e-Stewards.org.