



# CUSTOMER INFORMATION 25-03

## SEPTEMBER 2025

### FairTSA Accreditation Change



## Transfer of Accreditation Ownership for FairTSA Certification

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Dear valued FairTSA customers,

We would like to inform you that, effective **April 1st, 2025**, **Kiwa Group** has transferred the accreditation ownership for FairTSA certification from **Kiwa BCS Öko-Garantie GmbH (Germany)** to **Kiwa Belgelendirme Hizmetleri A.Ş. (Türkiye)**. As a result of this decision, both **Kiwa BCS Öko-Garantie GmbH** and **Fair Trade Sustainability Partners, Inc.** officially ceased activities related to FairTSA certification, and the responsibility has been transferred to Kiwa Türkiye.

### WHAT DOES THIS MEAN FOR CUSTOMERS HOLDING A FAIRTSA CONTRACT WITH KIWA BCS ÖKO-GARANTIE GMBH?

#### 1. No Change in Operational Procedures or Services

From a service perspective, nothing will change for you. Kiwa BCS Germany will continue to:

- Provide support and communication
- Manage inspection processes
- Deliver certification results
- The prices remain the same as per current Service fee schedule  
[https://www.kiwa.com/globalassets/germany/downloads-bcs/d-en\\_09-030-service-fees\\_702.pdf](https://www.kiwa.com/globalassets/germany/downloads-bcs/d-en_09-030-service-fees_702.pdf)

#### 2. Changes in Contractual Agreement and Certification Issuance

- Going forward, **certification contracts** will be signed not with Kiwa BCS Germany, but with **Kiwa Türkiye**.
- The **final certification decision** will also be made by Kiwa Türkiye.
- The **FairTSA organic certificates, inspection reports, and internal QM documentation** will be updated to reflect this change, replacing references to Kiwa BCS Öko-Garantie GmbH (Germany) with **Kiwa Belgelendirme Hizmetleri A.Ş. (Türkiye)**.

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The Kiwa logo, consisting of the word "kiwa" in a bold, white, lowercase sans-serif font, is positioned in the top right corner of the blue header bar.

#### WHAT ACTION IS REQUIRED FROM CURRENTLY ACTIVE FAIRTSA CUSTOMERS?

There are **two options** for customers with active FairTSA contracts:

##### Option 1 – Continue Certification:

If you wish to continue with FairTSA certification, please:

- **Sign the new contract** (attached to this email)
- **Return it to Kiwa BCS Germany by September 15<sup>th</sup>, 2025**

##### Option 2 – Terminate Certification:

If you do **not wish to continue**, please:

- **Send us written confirmation** indicating your decision regarding termination of the contract to [de.service-international.bcs@kiwa.com](mailto:de.service-international.bcs@kiwa.com)

We would like to reassure you that this administrative transition will not affect the **quality** or **efficiency** of the service you receive. Both Kiwa Germany and Kiwa Türkiye remain committed to providing the same high level of professionalism and support.

Should you have any questions or need further clarification, please do not hesitate to contact us.

Kind regards,

**Kiwa BCS Öko-Garantie GmbH**

A handwritten signature in blue ink, appearing to read "Karlo Zeljko".

i. V. Karlo Zeljko  
-Head of Team Operations international-

A handwritten signature in blue ink, appearing to read "Ronald Wesner".

i. V. Ronald Wesner  
-Technical Management-

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If you have any queries or general questions about the control procedures, we will be happy to help you during our office hours by telephone (+49 911 42439 - EXT) or all day by e-mail.

On our website you will find the current versions of relevant documents, in particular for the preparation of the inspection.

- <https://www.kiwa.com/de/en/downloads-kiwa-bcs/important-documents-for-your-organic-certification/>

#### Office hours (Central European Time)

Monday to Thursday: 9:00 am to 3:00 pm

Friday: 9:00 am to 2:00 pm

#### Service: OSP updates, company name/ address change/ tour-planning/ submission of documents for correction of NCF (non-conformities)



[de.service-international.bcs@kiwa.com](mailto:de.service-international.bcs@kiwa.com)



##### Contact

- Beate Erlbeck (EXT -33)
- Roxana Cruz (EXT -68)

#### Quotations, additional certification services, contracts



[de.sales.bcs@kiwa.com](mailto:de.sales.bcs@kiwa.com)



##### Contact

- Oliver Altwasser (EXT -37)
- Kristina Grocholl (EXT -76)

#### Request / creation of import control certificates (COI), transaction certificates (TC)



[de.tc.in.bcs@kiwa.com](mailto:de.tc.in.bcs@kiwa.com)



##### Contact

##### Applications Germany, Eastern Europe and Africa

- Tobias Süß (EXT -53) Deputy: Claudia Valencia (EXT -54)

##### Applications Asia, Saudi Arabia

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**kiwa**

- Claudia Valencia (EXT-54) Deputy: Tobias Süß (EXT -53)

#### **Applications China and Turkey**

#### **Applications Germany, Eastern Europe and Africa**

- Tobias Süß (EXT -53) Deputy: Claudia Valencia (EXT -54)

#### **Applications Asia, Saudi Arabia**

- Claudia Valencia (EXT-54) Deputy: Tobias Süß (EXT -53)

#### **Applications China and Turkey**

- Marco Hafner (EXT -55) Deputy: Claudia Valencia (EXT -54)

#### **Invoicing**

For questions  
about your  
invoice



[Dimitri.regel@kiwa.com](mailto:Dimitri.regel@kiwa.com)



#### **Contact**

- Dimitri Regel (EXT -63)

#### **Residues cases**



[de.residues.bcs@kiwa.com](mailto:de.residues.bcs@kiwa.com)



#### **Contact**

- Marlene Radolf (EXT -29)
- Natalia Redam (EXT -49)

#### **Head of Team Operations International 49702 & 49703**

Coordination of  
control  
implementation,  
certification,  
technical support  
of control  
procedures



[karlo.zeljko@kiwa.com](mailto:karlo.zeljko@kiwa.com)



#### **Contact**

- Karlo Zeljko (EXT -62)

#### **Technical Management**



[ronald.wesner@kiwa.com](mailto:ronald.wesner@kiwa.com)



#### **Contact**

- Ronald Wesner (EXT -14)



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**kiwa**

### General Management



[ivonne.wimmer@kiwa.com](mailto:ivonne.wimmer@kiwa.com)



#### Contact

- Ivonne Wimmer (EXT -10)