



Notification of information to our clients in South Korea



A message from H el ene Modrzejewski, founder of the EVE Vegan® organization

Thursday, April 11, 2024

Dear clients,

You have been involved in the EVE Vegan® certification program for several years, or only recently, and we would like to thank you for your confidence.

1. An update on the situation

We've been working with the Seoul-based Global Standard Certification (GSC) agency for several years, since the launch of our services in South Korea in 2019.

Despite a good start and great success with the cosmetics industry, we have unfortunately been experiencing operational and relational difficulties with the GSC agency over the last few years. Despite our constant efforts to offer a fast, accessible

and efficient service, and the support of the GSC teams in this objective, we have been forced to take the decision to definitively end this collaboration.

We have lost confidence in GSC's ability to ensure an effective collaboration as EVE Vegan is increasing his client community.

So in early 2024 we set about working with a new partner to make this transition for all our clients. We are therefore continuing our EVE Vegan certification mission in South Korea with our new partner KFQ: [Korean Foundation of Quality](#).



2. New KFQ partner

Korean Foundation of Quality's reputation is unquestionable, and we've made sure that we'll work together quickly and efficiently. You'll see this when you make your next inquiry, in the course of 2024, and as the transition is completed.

KFQ has been chosen to handle all your certification applications from **July 1st 2024**. This means all new applications from this date onwards, as well as all renewal applications expiring after this period.

Please read the following: We will contact each client personally to inform them of how to proceed. Please do not contact KFQ until you have received our instructions, to avoid overloading their mailbox. Renewals will be anticipated three months in advance by our teams. Be sure that every request will have a feedback quickly from us.



3. GSC's major shortcoming since announcing the end of the collaboration

Our transition plan provides for a period of three months before the end of the collaboration with GSC. **This means that GSC is responsible for the continuity of EVE Vegan® services until June 30, 2024.**

Unfortunately, since the announcement of the end of the collaboration on April 1^{er} 2024, GSC management has decided to remain silent and not respect the notice period. They seem to have decided to abandon their clients, even though audits and files are currently being processed. We confirm that we no longer receive any documents or audit reports from them.

We invite you to request a refund if the GSC agency refuses to process or continue processing your files or your audit report, even though a payment has been made by your company.

4. Transition plan

As a result and following the information you received from GSC (no more work for EVE Vegan from 8 april), and out of respect for our clients, we will now only deal directly with your requests.

Depending on your certification status, we will make the transition with KFQ agency to make easier your process.

For all your correspondence, questions and information needs, please use the following address: production@certification-vegan.org

We apologize for any inconvenience and promise to reply to any message within 48 hours. Be sure that certificates will be delivered and file compliance feedback will be done for all our clients.

No client will be left without an answer, as the main founder of EVE Vegan I am personally committed to this.

5. False accusations from GSC management

GSC's management, in retaliation for our announcement that the collaboration would be terminated, has decided to damage our image by making false accusations of racism. These allegations are unfounded, and follow their threats to make the same accusations if we were to end our collaboration. We have decided not to give in to this blackmail. Legal proceedings are underway for slander and libel.

I would like to reassure all our clients on this point, and I urge you not to give any credence to these accusations, which are also accompanied by a great deal of false information in their latest notification.

South Korea is a country dear to our hearts, one that has enabled us to expand internationally. We are saddened by this behavior. These slanders also tarnish your own commitment to our brand.

6. False promises from GSC

GSC's recent notification that the agency will be able to issue EVE Vegan® certificates to you without our prior expertise is incorrect. GSC has no right to issue EVE Vegan® certificates. Each certification project is reviewed in-house by our experts in France.

You received information about 6 month extra period after expiration date. We want to inform you that you can sell all manufactured product while certificate validity without any deadline. But you can't launch new production after expiration date and you also can't use EVE Vegan® mark for your business communications if your certificate is not renewed.

7. We apologize for this unfortunate situation

I would like to apologize for this damaging situation and for the disturbing nature of the recent GSC notification release, which was shared with the local press. We find this to be a disturbing practice on the part of a certification agency.

Our change of partnership with the KFQ agency comes at an important time for us, the time to finally let you experience a high-performance and more affordable service. Certification fees will be reduced. We look forward to your loyalty when you see the operational and financial difference.

I know I can count on your continued commitment to the EVE Vegan® certification mark. And convince you to stay by our side through this transitional experience.

I wish us a long and successful collaboration.

Kind regards,

Hélène Modrzejewski

Manager and Founder of EVE Vegan® certification mark

The Global Standard  for
Vegan  Products and Services



EVE Vegan® : A Certification Mark That Makes a Real Difference