Welcome to ICTI Ethical Toy Program (IETP)! Our social compliance certification is developed by experts in the Toy, Children, Entertainment & Publishing industry and tailored for the specific needs of the industry. In addition to the certification service that is widely recognized by the buyers, IETP’s expert team provides direct support to the factories through various channels. The customized advice and solutions offered by the IETP team are formulated based on your challenges, aims to help you meet the IETP requirements. If you need any assistance, please feel free to contact us at info@ethicaltoyprogram.org.

**Connect Platform**

IETP’s exclusive Connect Platform is more than just a registration portal. Connect is where all your factory information is stored, from details about your production sites to the latest audit report and corrective action plans. Once you are connected with your customers through Connect, you can share all kinds of compliance information with multiple of them, which saves your time and resources.

- **One-stop Digital Platform**
  Enables you to submit your application, view your factory’s audit status and process, as well as review previous audit data, and more!

- **Connect with the Existing Customers and Expand the New Customer Base**
  You can establish business relationships with existing customers and share real-time updates with them via the Connect Platform, to save the extra effort and time for sending information to each of them. In addition, all buyer members of IETP can find new suppliers through the Connect platform, and your factory will be displayed there exclusively.
Connect Platform Factory User Manual

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Notice to Users

 Please pay attention to the emails sent by the Connect platform, such as user activation, password reset, important notification emails, etc. They may be routed in the spam box by mistake. Please add no-reply@ethicaltoyprogram.org to your Safe Senders List.

 Please update the user accounts when your contact person is changed; otherwise, your factory may miss important emails sent from IETP or Connect.

 Users are advised to register with a corporate email address. If a personal address is used, to protect your factory information from leakage, you should delete the user when they no longer work at the company/ factory.

I. New Factory Application

1. New User Registration

Step 1: On IETP’s website (www.ethicaltoyprogram.org), click “Log into Connect” on the top of the page, or enter manually in the browser: connect.ethicaltoyprogram.org/en/Account/Login


Step 3: Press “Register” after inputting all the required data. To access the platform, users must activate the account.

2. New User Activation

Users will receive a verification email sent by the system after their user account is created. The email will expire after 24 hours or activation.

Please click the link in the email to enter the Factory User Registration and Create Password page.
Users will be directed to the login page after account activation. Type your user name and password, and then click “Log In” to enter the system.

3. **Submit New Factory Application**

To submit a new factory application, click “Create New Application”.

User will enter the Factory Information page, then must fill in the information and upload the document as per the guidance below. Data can be saved anytime during this process by clicking “Save” at the bottom right corner.

Once completed, click “Submit” at the bottom right corner to send the factory application for IETP to verify.

Please prepare the necessary documents in advance. For details, please refer to Part IV “Template of Documents Required”.
The maximum size of an uploaded file is 1MB. Users can upload only one file in each field. If you need to upload more files, please consolidate the documents into one PDF file or compress them into one Zip/RAR file.

If the submission of the application is not successful, an error message will emerge and indicate which content is not completed. Users can amend the data following the error message and submit the application again. **The data cannot be amended once the submission of the application is completed.**

For unsuccessful submissions, the Process Status of the applicant factory will show “Pending Submit”. Users can click ![edit](edit.png) ![delete](delete.png) to carry on editing or delete the application to have the factory information removed from the system.

If the submission is successful, the system will show “Submit succeeded, Factory ID: CXXXXXX”.

Following successful submissions, the Process Status of the applicant factory will show “Registration Submitted”. IETP will then verify your application.
4. Application Verification

A) Incomplete/Incorrect Application Information

If a factory application is found incomplete or incorrect after IETP verifies the information, the system will send an email to inform the factory which content needs an amendment. The Process Status at this stage is “Registration Returned for Editing”. Users can click [edit] to amend the information and submit the application again.

![Connect / Factory List](image)

B) Registration Declined

If the application is declined by IETP, the system will send an email to inform the factory of the reason for rejection. The Process Status at this stage is “Registration Declined”. It marks the end of the factory application process. The user can no longer amend the factory information and resubmit the application.

![Connect / Factory List](image)

C) Application Approved and Payment Notice

After IETP verifies and approves the factory application, the system will send an email to inform the factory, with the payment advice enclosed. The Process Status of the factory at this stage is “Registration Doc. Verified”. The payment advice can be also downloaded from the Connect platform, please see Section III – 4. Payment for details.

![Connect / Factory List](image)

Factory shall settle payment as required in the payment advice and e-mail the payslip to accounts@ethicaltoyprogram.org. When IETP confirms the payment is received, the system will send an email to inform the factory along with an official receipt.
5. Audit Assigned

Upon receipt of the registration fee, IETP will then appoint an accredited audit firm. The factory Process Status at this stage shall be “Audit Assigned”.

When the appointed audit firm accepts the audit assigned, the system will issue an email to inform the factory of the name of the appointed audit firm. The factory Process Status at this stage shall be “Audit Firm Accepted”. Contact details of IETP accredited audit firms can be found at IETP official website: https://www.ethicaltoyprogram.org/accredited-auditors/

6. Registration Completed and Audit Arrangement

The appointed audit firm will contact the factory to collect the audit fee after accepting the appointment. Upon the receipt of the audit fee, the system will send an email to confirm registration is completed and the appointed audit firm will then schedule the audit. The Process Status at this stage shall be “Audit Scheduled”.

<table>
<thead>
<tr>
<th>Factory ID</th>
<th>Factory Name</th>
<th>Factory Status</th>
<th>Effective Date</th>
<th>Process Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>C120374</td>
<td>Global Toy and Children Products</td>
<td></td>
<td></td>
<td>Audit Assigned</td>
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</tbody>
</table>

<table>
<thead>
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<th>Factory ID</th>
<th>Factory Name</th>
<th>Factory Status</th>
<th>Effective Date</th>
<th>Process Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>C120374</td>
<td>Global Toy and Children Products</td>
<td></td>
<td></td>
<td>Audit Firm Accepted</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Factory ID</th>
<th>Factory Name</th>
<th>Factory Status</th>
<th>Effective Date</th>
<th>Process Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>C120374</td>
<td>Global Toy and Children Products</td>
<td></td>
<td></td>
<td>Audit Scheduled</td>
</tr>
</tbody>
</table>
II. Annual Application

Submit Annual Application

135 days before the certificate expires, the system will send a reminder to the users regarding the annual registration. Meanwhile, an alert will appear on the factory’s page. User can then click “Annual Registration” to start the application.

Users may start to submit the application by clicking “Annual Registration”.

III. Introduction to System Functions

1. Factory Interface Management

If the company has more than one IETP certified factories, the system will display all the factories’ information when the user accesses the system. The user needs to click on the factory ID to enter an individual factory page. If the user has created only one factory, the system will go directly into that factory page.

2. User Management

Click “User” on the factory page to enter the user management interface. Users can view all factory users information in this interface, and the factory administrator can use the “create”, “edit”, “delete” functions, etc. The function buttons are: “View User Details”, “Remove User”, and “Edit User Details” respectively.
The factory administrator can also add and remove users on the user management interface:

A. Create Factory User: Create → Factory User
B. Add a user who already registered in the system, e.g. user of other factories under the same company group: Create → Registered Factory User
C. Remove user: on the right of the user to be removed, Click ✕

Remarks:

❖ To protect your factory, if there is only one registered user, an alert will remind you to add extra users to the system whenever you enter the factory management interface.
❖ The factory must register 2 to 4 users in the system to avoid being unable to enter the system if the only user resigns.
❖ Please ensure the identity of your factory user before you create the user account in the system. Users must register with a corporate email address. If a personal email address is used, please remove this user after his/her resignation to protect the factory from information leakage.

3. User Information Update

IETP contacts the factory according to the user information registered in the system. To ensure the factory can receive important information from IETP, please make sure the basic information such as name and phone number is up-to-date at all times. Click to amend contact information.
4. Payment

To review the payment record between factory and IETP (including payment advice and receipt), user can click “Payment” on the factory management interface. To download payment advice or receipt, please click 📄

![Payment Screen](image)

5. Audit Process and History

Click “Audit Process and History” on the factory management interface, user can review their factory application status audit status, and certificate status (effective date and expiry date).

![Audit Process Screen](image)

6. Auditor Assessment

Click “Auditor Assessment” to open the auditor assessment page. You can view all pending assessments which you need to submit and all past assessments which you have already submitted.

The number marked in red beside Auditor Assessment indicates the number of audits pending for assessment by the factory user. **You must complete the auditor assessment before downloading the IETP certificate.**
A) How to submit an Auditor Assessment

Pending auditor assessments are displayed in red with the Assessment Status of “To be submitted”. Click on the corresponding icon to start the assessment.

Click “Save” to temporarily save the assessment in case the factory needs to get more information before the submission. After all the mandatory fields are completed, please click “Submit” to submit the assessment. Once the assessment is submitted no edit is allowed.
B) Submitted Assessment

Once an assessment has been submitted it will then appear in black on the auditor assessment page with the Assessment Status of “Submitted”. If you would like to review what you have submitted you can do so by clicking .

7. View/Download Audit Report

Current Audit

Under the section of Current Process Status in Audit Process and History Interface, you may read/download the current audit report. Click Audit Report to read/download the audit report.

Audit History

On the same page, under the section of Factory Status History in Audit Process and History Interface, users may view/download the past audit reports. Click to view the details of the past audits.

On the Audit History page, click to view/download the past audit reports.

Note: Factory must complete the auditor assessment for every on-site audit in each audit cycle. Otherwise, users are not allowed to download the audit report.
8. **Download Certificate Image**

Under the section of Current Process Status in Audit Process and History Interface, you may download all the issued certificate images by clicking 📋.

![Certificate Image](image)

9. **T/R (Trading Relationship Management)**

A) Trading Relationship Management and Interface

Factories can connect with buyers in the system. This authorizes buyers to view the connected factory’s basic information, updated registration/audit progress and certificate status, and download audit reports which help your employees to reduce workload from passing on all this information to the buyers.

Click “T/R” on the top of the factory interface to view the list of brands that have connected/invited/been invited to connect with your factory.

**Note:** The brands list will be blank if the factory has not connected/invited/been invited to connect with any brands.

![Brand List](image)

**Explanation of T/R Current Status & Action in Progress between factories & brands:**

<table>
<thead>
<tr>
<th>T/R Current Status</th>
<th>Action in Progress</th>
<th>Explanation</th>
</tr>
</thead>
</table>
| Connected          | Connected          | The factory is connected with the brand. It could be either action below:  
|                    |                    | 1. The brand accepted the factory’s connection request.  
|                    |                    | 2. The factory accepted the brand’s connection request. |
| Connected          | Factory Disconnection Request | The factory is requesting to disconnect from the connected brand and awaiting the brand’s acceptance. |
When the brand list is too long, users can search the brands by brand ID (exact match), brand name (broad match), T/R current status (drop-down menu) and/or progress status (drop-down menu) with search.

Under the T/R section, user can also:

**Send an invitation to establish a connection with the brand;**

**Accept/Decline brand’s connection request;**

**Request of disconnection with the connected brand.**

Note: Connect platform is only a platform that facilitates the factory owners and buyers to establish their own trading relationship, the process is completely led by both parties, IETP only provides general and technical support about the establishment of trading relationship on the Connect platform.

B) Invitation to establish a connection with the brand

**New invitation**

Click “Invite Brand” under the Trading Relationship page, a pop-up window will be shown. Then, input the brand ID (the brand name will be automatically displayed when clicking on a blank space elsewhere within the popup window), fill in the invitation reason in English i.e. by indicating the intermediary trading partner’s name or order number as the invited brand might not be the direct client of the factory. Click “Invite” to confirm.
Re-sending an invitation

Under any of the following situations, the factory can resend an invitation to the related brand:

- The brand once declined the factory’s connection request
- The factory once declined the brand’s connection request
- The factory and the brand were once disconnected

The details of their connection history record will be shown under “Trading Relationship History” in the invitation pop-up window.
C) Accept/Decline Brand’s Connection Request

When a brand sent out a connection request to the factory, factory users can find the brand in the list under “Trading Relationship” page.

Accept Brand’s Connection Request

Click on the “Accept” icon and then click “Accept” again in the pop-up window.

Decline Brand’s Connection Request

Click on the “Decline” icon, fill in the decline reason in the pop-up window and click “Decline”.

D) Request of disconnection with the connected brand

When the factory is successfully connected with the brand, the factory can find the brand in the list under “Trading Relationship” page and the T/R current status is “Connected.

Click on the “Disconnect” icon and fill in the reason in English in the pop-up window. Then click “Disconnect” to confirm.
Notes:

- Users must confirm with the factory management or related party like intermediary partner before sending a disconnection request to the brand.
- If there are existing business transactions between the factory and the brand, the brand might not accept the factory’s request.
10. Factory Incident

To review Factory Incident and subsequent updates, user can click “Incident” on the factory management interface.

![Factory Incident Alert](image1)

Click ▶️ to view the details of Factory Incident and any subsequent updates.

![Factory Incident Update](image2)

IETP staff is responsible for creating the Factory Incidents report in the system. The notification of Factory Incident alert and its update will be sent to factory users and the connected brands users.

Remarks: Factory Incident, including but not limited to Fire Incident, Fatal Incident, Worker Strike, Factory Shut-down, NGO / Media Allegation, etc.

11. Logout System

To safeguard user account and factory information, the system will log out automatically in 90 minutes. The user is advised to click ▶️ to logout of the system when finishing the session.
IV. Template of Documents Required

1. Factory Business License

![Sample Business License](image1)

2. Factory Map

![Sample Factory Map](image2)

Please upload a street map in which the street name and factory location can be identified.
3. Factory Floor Map

4. Image of Factory Main Gate
5. Image of Factory Main Building

6. Factory Organization Chart
7. Certificate of Industrial Building (For new application only)
8. Important Documents to Be Signed

This is to confirm that I have read, have fully understood and do accept all of the conditions below in connection with our factory’s expressed desire to be in compliance with the ICTI Ethical Toy Program and the International Council of Toy Industries’ Code of Business Practices. I have made enquires with the directors and senior executives of the factory, and hereby confirm that we have read, have fully understood and do accept the following important documents:

- Transparency Declaration
- Integrity Declaration
- Terms and Conditions
- Important Message
- Policy on Multi Factories

Please visit our website for more information in English and Chinese.

- Ethical Toy Program Audit Checklist
- Certification & Audit
- Training Schedule
- Latest News & Events

<table>
<thead>
<tr>
<th>Factory Name (in English)</th>
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<table>
<thead>
<tr>
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<table>
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