

| Standard | Aspect | Criterion | Interpretation | Measurement method | Sanction |
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| Definition of chain manager: the party who registers livestock farms with the Better Life Foundation and monitors the livestock farms within the production chain in question. In addition, the chain manager connects the various links of the production chain to each other, from the primary farms to processors / retailers and all of the links in-between. The chain manager can be the slaughterhouse, meat processor, egg-packing station or an intermediary organisation. No rights can be derived from these criteria. Subject to adjustments and inaccuracies. | | | | | |
| General | | | | | |
| KR01 | Contract with the Better Life Foundation | The chain manager has a contract with the Better Life Foundation to use the collective 'Better Life' label. | | Check that a contract (application form) exists and if so, check it has been signed by both parties (the chain manager and Better Life Foundation). | Suspension |
| KR02 | Approved by the Better Life Foundation | The chain manager must have been approved by the Better Life Foundation for the scope in question (animal species and number of stars). | An approval letter from the Better Life Foundation must have been received for the scope in question (animal species and number of stars). | Check that the approval letter has been received for the scope in question (animal species and number of stars). | Suspension |
| KR03 | Responsible person | The management / board of the chain manager will appoint a person as responsible for chain management. | <p>The person responsible for the chain management duties is recorded in the quality manual.</p> <p>This person is responsible for the execution of the duties, although he/she is not required to carry them out personally.</p> <p>For example, the company visits can be conducted by a third party assigned by the chain manager. However, the chain manager bears final responsibility for the correct conduct of these company visits.</p> | Check that the person responsible for the chain management duties is recorded in the quality manual (procedure). | RI |
| KR04 | Agreement between the chain manager and participating livestock farms | The chain manager will sign an agreement with the participating livestock farms that clearly specifies that the livestock farm in question is part of the chain for which the chain manager is responsible. | <p>At the very least, the agreement will contain the following aspects:</p> <ul style="list-style-type: none"> - Name and address details and signature of both parties. - Date of issue and validity period (if applicable). - The chain manager must provide the participating livestock farm with all information required for its participation, as displayed on the Better Life website. - The participating livestock farm must be compliant – in the opinion of the chain manager – with the most important criteria of the Better Life label. - The participating livestock farm must make all necessary details available to the chain manager and to the Certification Institution (CI) and/or the Better Life Foundation for the purposes of monitoring and evaluation. | Check that all participating livestock farms have agreed a contract that complies with the applicable criteria. | AR |

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| KR06 | Cooperation | The chain manager is obliged to admit Better Life inspectors working on behalf of the Certification Institution or the Better Life Foundation to the company premises and to fully cooperate with these inspectors. | If the inspectors are refused access to the company premises or full cooperation with the inspectors is not forthcoming, then the company will be excluded from participation unless the company can invoke force majeure. | | Exclusion |
| Quality manual | | | | | |
| KR07 | Quality manual for chain management | The chain manager must develop, maintain and work in accordance with a quality manual consisting of procedures and working instructions for Better Life chain management. | <p>The procedures relating to Better Life chain management must be recorded in the quality manual.</p> <p>At the very least, these procedures must describe:</p> <ol style="list-style-type: none"> 1. Method for new livestock farms to be approved for participation, including a company visit. 2. Method of registration / deregistration of livestock farms with the Better Life Foundation. 3. Method of ensuring that knowledge of the Better Life criteria applicable to livestock farms participating in the chain in question is kept up to date. 4. Method of conducting initial and annual company visits in order to assess the continual compliance of the participating livestock farms with the most important – and most recent version of the – Better Life criteria, including any exemptions and additional conditions stemming from these exemptions. 5. Method of communicating with participating livestock farms regarding issues such as amendment of criteria. 6. Method of communicating with the Certification Institution (CI). <p>At the very least, the following matters must be described:</p> <ol style="list-style-type: none"> a. What needs to happen? b. How and how often must it happen? c. Who bears final responsibility for it? d. Who will conduct it? | Check that the necessary procedures have been formulated and whether these procedures are being complied with. Record any findings and working methods. | AR |

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| KR08 | Communication of up-to-date Regulations to the participating livestock farms | The chain manager will provide the participating livestock farms with all the up-to-date information they require in relation to their participation in the Better Life label. | <p>At the very least, this must include:</p> <ul style="list-style-type: none"> - The latest version of the Regulations, the Certification Regulations and the specific Better Life criteria. - Explanatory notes on the certification process. - Explanatory notes on the responsibilities of participating livestock farms. - Procedure for company visits by the chain manager. - Frequency of audits and inspections by the CI. - Sanctions imposed by the CB in the event that shortcomings are identified. - Explanatory notes on the responsibilities of the chain manager and the Certification Institution. - Additional and up-to-date information from the Better Life newsletter. <p>The current versions of these documents can be found on the Better Life website.</p> <p>The chain manager will actively communicate any amendments to the Better Life criteria to the participating livestock farms within one month.</p> | <p>Check – based on the website, e-mails or other evidence – that the necessary information has been provided to the participating livestock farms and that this information is up to date.</p> <p>Check that any amendments to the criteria/documents have been communicated to all participating livestock farms within a month.</p> | AR |
| Company visits by chain manager | | | | | |
| KR09 | Procedure for company visits to participating livestock farms | The chain manager will develop and maintain a procedure for visits to participating livestock farms and carry out these visits. | <p>Company visits and the process of recording points for attention identified by the chain manager with regard to participation in the Better Life label scheme must be carried out in accordance with a procedure developed by the chain manager.</p> <p>In any event, this procedure must describe:</p> <ul style="list-style-type: none"> - the method for initial and annual company visits and the recording of points for attention in relation to the company's participation - the frequency of inspections - any follow-up steps in the event that points for attention are identified in relation to the company's participation in the Better Life label scheme - registration of company visits, what is minimally registered. | <p>checking that the chain manager has developed and maintained a procedure for inspection of the participating livestock farms in the chain in question</p> <p>checking that the chain manager is carrying out the company visits to the participating livestock farms in accordance with this procedure</p> | AR |

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| KR10 | Exemptions / transitional regulations | <p>If a participating livestock farm or a section of a participating livestock farm has been granted an exemption or transitional regulations by the Dutch Society for the Protection of Animals or by the Better Life Foundation, then the chain manager must ensure that all of the participating livestock farms to which the exemption/transitional regulations apply:</p> <ol style="list-style-type: none"> 1. Continually adhere to the corresponding conditions until the expiration of the exemption/transitional regulations. 2. Remain in compliance with all Better Life criteria. <p>In the event of non-compliance with the above, participation of the livestock farm in the Better Life label will be terminated by the chain manager.</p> | <p>In the event of an exemption, the participating livestock farm in question must provide the inspector with proof of the exemption / transitional regulations issued by the Dutch Society for the Protection of Animals / Better Life Foundation. Additional conditions will be determined by the Dutch Society for the Protection of Animals. In the event that the participating livestock farm in question violates or is no longer in compliance with the applicable conditions, the exemption/transitional regulations will be void and the participating livestock farm in question will be obliged to comply with all Better Life criteria in order to retain their Better Life certificate.</p> | <p>Check that the chain manager is demonstrably monitoring the participating livestock farms' compliance with the conditions applicable to the exemption/transitional regulations. Not applicable in the event that no exemptions/transitional regulations apply.</p> | AR |
| KR12 | Initial company visit by chain manager to new livestock farms | <p>Every new livestock farm must be visited by or on behalf of the chain manager so that the chain manager can assess whether the company is in compliance with the applicable Better Life criteria, and this visit must be conducted before the livestock farm is registered with the Better Life Foundation by the chain manager.</p> | <p>These company visits can be conducted by a third party assigned by the chain manager. However, the chain manager bears final responsibility for the correct conduct of these company visits.</p> <p>Upon the company's registration for the Better Life Foundation, the Better Life Foundation will refer the primary company to the CB for the initial inspection. Based on this inspection, the CB will make a decision regarding whether or not to certify the new livestock farm. The primary company in question is only permitted to supply animals/eggs bearing the applicable Better Life scope (animal species and number of stars) once the corresponding Better Life certificate has been issued.</p> | <p>Check – based on the records of the company visits by the chain manager – that all new livestock farms were visited by the chain manager before registration with the Better Life Foundation.</p> | RI |
| KR13 | Annual company visit by the chain manager to current (i.e. non-new) participating livestock farms | <p>Every year, at least 25% of the livestock farms participating in the chain must be visited by or on behalf of the chain manager.</p> | <p>These company visits can be conducted by a third party assigned by the chain manager. However, the chain manager bears final responsibility for the correct conduct of these company visits.</p> <p>All of the participating livestock farms must be visited at least once every four years.</p> <p>To the greatest possible extent, the decision of which livestock farms should be inspected will be risk-based. The livestock farms with the greatest risk of shortcomings will be more frequently included in this sample group.</p> | <p>Check – based on the records of company visits by the chain manager – that a company visit is performed by the chain manager at no less than 25% of the participating livestock farms every year. Record any shortcomings.</p> | AR |

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| KR14 | Procedure for-company visits | The most important focus points with regard to participation and continuation of participation in the Better Life scheme for the scope in question (animal species and number of stars) must be demonstrably assessed during the initial or annual company visit by or on behalf of the chain manager. | | Check that the most important obstacles to participation are assessed during the company visit by the chain manager. Record any shortcomings. | AR |
| KR15 | Records of company visits | The chain manager must keep records of the company visits conducted. | At the very least, the following aspects must be recorded for every company visit: - Which company was visited? (name and address details) - For which Better Life scope (animal species and number of stars) was the company visited? - When was the company visited? - Who was the company visited by? - What – if any – focus points for attention were identified in relation to participation in the Better Life label scheme? | Check that the chain manager maintains records of the company visits conducted and that the records are complete. Record any shortcomings. | AR |
| KR20 | Inspection of CB reports | The chain manager must receive inspection results from the Certification Body for the affiliated livestock farms within the chain in question, record any shortcomings identified, and check whether each livestock farm is in possession of a valid Better Life certificate. | A valid Better Life certificate must be issued before the livestock farm in question is permitted to supply animals/eggs bearing the appropriate Better Life scope (animal species and number of stars) as indicated on the certificate. | Check that the chain manager has received the inspection results from the CB and that the chain manager keeps records of whether the livestock farms in the chain in question possess a valid Better Life certificate for the Better Life scope (animal species and number of stars) borne by the animals/eggs supplied by the livestock farm in question. | AR |
| Chain of participating livestock farms | | | | | |
| KR21 | Overview of participating livestock farms | The chain manager must maintain a complete and up-to-date overview of the participating livestock farms in the chain in question. | At the very least, the following data must be recorded for each participating livestock farm: - Name and address details - Contract - Data and reports relating to company visits - The Better Life certificate, including the scope (animal species and number of stars) for which the participating livestock farm has been certified and evidence of this (i.e. the participating livestock farm must be included in the Better Life register and must possess a valid certificate for the Better Life scope in question). | Check that the chain manager maintains complete records of the participating livestock farms, including all compulsory data. Record any shortcomings. | RI |
| KR22 | Registration of participating livestock farms | The chain manager will register all participating livestock farms with the Better Life Foundation. | The Better Life Foundation will subsequently register these new companies with the Certification Institution in order to organise an initial inspection. | Check that there is proof of registration of the new participating companies. | AR |

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| KR23 | Certified/approved suppliers | The chain manager will monitor that only animals/eggs with a specific Better Life label scope (animal species and number of stars) are supplied by the participating livestock farms certified for the Better Life scope (animal species and number of stars) in question. | Monitoring of Better Life certification can be conducted via the Better Life register on the Better Life website (https://beterleven.dierenbescherming.nl/zakelijk/deelname/databank). If the participating livestock farm does not yet possess a Better Life certificate for the scope (animal species and number of stars) in question, then this company's animals cannot be supplied bearing the Better Life scope (animal species and number of stars) in question. | Check that all livestock farms supplying animals/eggs bearing a particular Better Life scope (animal species and number of stars) is Better Life-certified for the scope in question at the moment of supply. | Exclusion |
| KR24 | Deregistration of participating livestock farms | The chain manager must deregister – in writing – any livestock farms that are no longer part of the chain in question from the Better Life Foundation within ten days. | The Better Life Foundation will inform the Certification Institution of the notification that this livestock farm is no longer part of the chain in question. | Check that written evidence of the deregistration was received by the Better Life Foundation within ten working days for all companies that are no longer in compliance or are no longer participants. | AR |
| Better Life communication materials | | | | | |
| KR25 | Registration of communication materials | If applicable, the chain manager must register the use of communication materials referring to the Better Life label at the premises of participating livestock farms (e.g. on farm / stable information boards, noticeboards, etc). | Communication materials include notices on farms, in stables, on noticeboards, etc. The communication materials must comply with the Better Life Foundation's Style Manual. The version of the Style Manual on the Better Life label's website always takes precedence. The chain manager must obtain approval for the communication materials before they can be used by the participating companies. | Keep records of whether communication materials referring to the Better Life label are present at the participating companies. | AR |
| KR26 | Monitoring of communication materials | The chain manager will ensure that the communication materials match the scope of the Better Life certificate of the participating company in question and will first have the communication materials approved by the Better Life Foundation before they are used by the participating livestock farm. | The communication materials must comply with the Better Life Foundation's Style Manual. The version of the Style Manual on the Better Life label's website always takes precedence. The chain manager must obtain approval for the communication materials before they can be used by the participating companies. | Keep records of whether communication materials referring to the Better Life label are present at the participating companies. If so, then check that they have been approved by the Better Life Foundation. | AR |
| KR27 | Removal of communication materials from deregistered businesses | If a participating livestock farm is deregistered from the Better Life Foundation, then the chain manager must remove any communication materials referring to the Better Life label from the company premises within ten days. | | Check and keep records of whether the chain manager removes any communication materials referring to the Better Life label from the premises of deregistered companies within ten days. | AR |