



Applying for the MarinTrust Standard and MarinTrust Improver Programme via the online application form

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Purpose and Scope

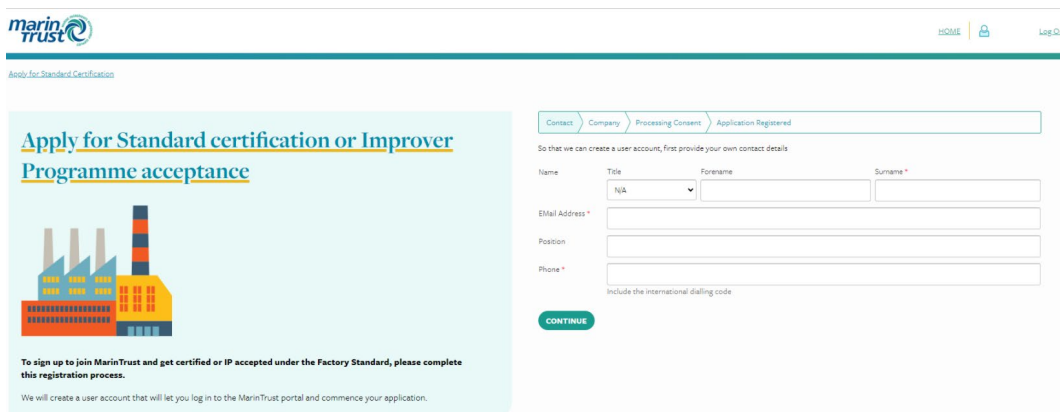
This document provides a step-by-step guide to the MarinTrust online application portal for the MarinTrust Standard and/or MarinTrust Improver Programme (IP). This guide is divided into two sections – the first section is for new applicants, and the second section is for existing certificate holders and accepted facilities under the IP.

1. New applicants

If you are applying for the MarinTrust Standard and/or the MarinTrust Improver Programme for the first time, please follow the steps below. Be aware that as of 1 May 2024, all new applicants will be applying against Version 3 of the MarinTrust Standard.

1.1 Accessing the portal

- Access the MarinTrust online application portal here: <https://marintrust.casi.services/login.eb?goto=%2fhome.eb>
- Click ‘Apply for Standard certification/Improver Programme acceptance’.
- Enter your name, email address, position in the company and telephone number. Click ‘Continue’. **Please note that the online application form must be completed in English.**

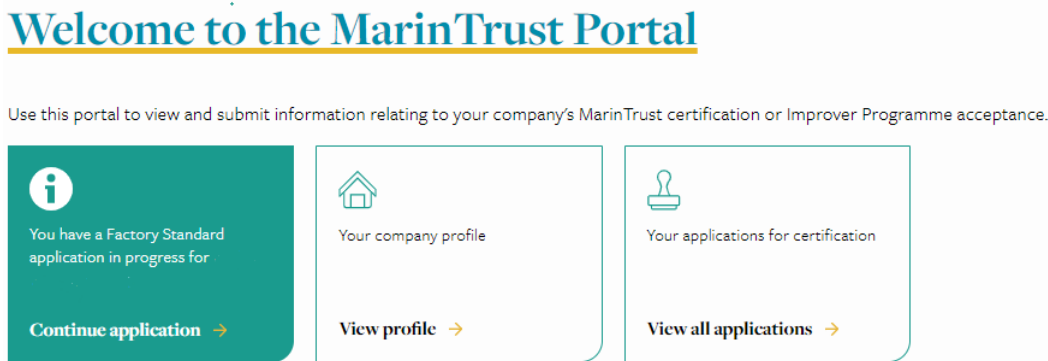


The screenshot shows the MarinTrust online application portal. The header includes the MarinTrust logo and navigation links for HOME, a user profile icon, and Log Out. The main content area is titled 'Apply for Standard certification or Improver Programme acceptance' and features an illustration of a factory. Below the illustration, there is a text box stating: 'To sign up to join MarinTrust and get certified or IP accepted under the Factory Standard, please complete this registration process. We will create a user account that will let you log in to the MarinTrust portal and commence your application.' To the right of this text is a registration form with the following fields: Name (with a dropdown menu), Title, Forename, Surname, Email Address, Position, and Phone. A 'CONTINUE' button is located at the bottom of the form. The breadcrumb trail at the top of the form reads: Contact > Company > Processing Consent > Application Registered.

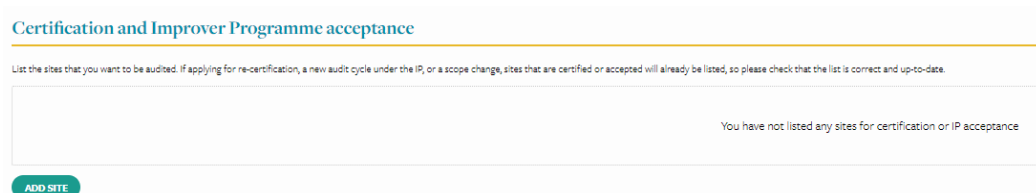
- Enter your company details. If your company has a website, please provide the url. Remember that these details relate to your company **headquarters**, which may not necessarily be the same address as the individual facility or facilities that you wish to be audited. Click ‘Continue’.
- Tick the boxes to confirm data processing consent and click ‘Confirm’.
- You should now receive two emails. One confirming your registration, and the other with your username and password.
- In the latter email click ‘Access Portal’. This will open a new browser window to the login page of the online portal. Enter your login details.

1.2 Pre-approval facility information

- You are now logged into the MarinTrust portal. From here you can view your company profile (the details you have just entered) and you will be able to view all your future application details.
- Click the panel that says, 'Continue application'.



- You now need to enter details relating to the **specific facility or facilities** you wish to be audited.
- Click 'Add site' (shortly to be changed to 'Add facility'). A side menu will open up in which you can enter the facility details.
- If this is a multi-facility application, repeat until you have added all the facilities you wish to be audited.



- Select your preferred Certification Body: Acoura Marine Ltd (trading as LRQA), NSF International or SGS del Perú S.A.C.
- Click 'Add contact' to add an invoicing contact. Again, a side menu will open up in which you can enter these details. Once you have entered all the fields click 'Add contact' in the side menu.
- Select your preferred currency (£/\$/€) and click 'Submit'.
- A message will appear beneath your chosen CB on the application page: 'Please wait for MarinTrust to review your submitted list of facilities'.

Screenshots with required pre-approval details:

Certification Body

Select your preferred Certification Body:

- Acoura Marine Ltd (trading as LRQA)
- NSF International
- SGS del Perú S.A.C

Invoicing

Make sure you have listed the correct contacts for invoicing. These details will also be passed onto your preferred Certification Body.

ADD CONTACT

Invoicing Currency

Select your preferred currency for invoicing

- UK Sterling (£)
- US Dollars (\$)
- Euros (€)

SUBMIT

Submit your list of sites for approval

1.3 Overview/Structure and Operations

- Once MarinTrust has checked and confirmed your details you will receive another email asking you to continue your application.

Please continue your Application for MarinTrust certification

We have now reviewed the information you have supplied so far, and you may proceed to complete your application form.

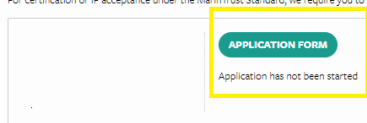
- Now when you log in, the 'please wait' message will have disappeared, and you will see a link to an application form beside each facility entry. **You will need to fill in a separate form for each facility you wish to become certified/IP accepted.** This is because the unit of certification/IP acceptance is the facility itself, not the company; and companies may have multiple facilities with different raw material sourcing requirements.

Application for

- Pre-approval**
 During pre-approval you are asked to provide the list of sites that you want to be audited. These will be reviewed by the MarinTrust secretariat before you can proceed to submit your application. You will also need to indicate your preferred Certification Body, provide details of your invoicing contacts and sign the declaration.
- Submit application form**
 Complete and submit the application forms as required for the sites to be audited. These will also be reviewed by the MarinTrust secretariat and, if any further information is required, you may be sent a revision request asking you to update your answers.
- Sign the declaration**
 You will need to review and sign the declaration before your application is accepted.
- Invoicing and payment**
 You will be sent an invoice. Once paid, the information you have supplied will be passed on to your preferred Certification Body.
- Await outcome from Certification Body**
 Your Certification Body will communicate with you directly in order to arrange any audits that are required prior to certification or IP acceptance.
- Application complete**

Certification and Improver Programme acceptance

For certification or IP acceptance under the MarinTrust Standard, we require you to complete an application for each site to be audited. This lets us capture the specific requirements of each location, including the raw materials from which marine ingredients are sourced and the products handled by the site.



- You will also see the declaration wording at the bottom of the page. Please enter your name in the 'Signatory Name' box and click 'I agree'. Alternatively, you can sign the declaration once you have submitted the form or forms for your facilities – simply click 'Your applications' at the top of the page, then click on the current application link to be taken back to the summary page for your facility application(s).

Declaration

- I understand the requirements of the MarinTrust Standard and that the information supplied in this application form will be used by the MarinTrust Secretariat and any of the approved Certification Bodies to determine the full assessment requirements for the applicant and associated costs.
- I understand that failure to inform MarinTrust of any changes in the scope of the certification or IP acceptance may incur extra costs and may result in inaccuracies in the certificate or IP acceptance scope.

Signatory Name

Enter your full name to confirm your agreement

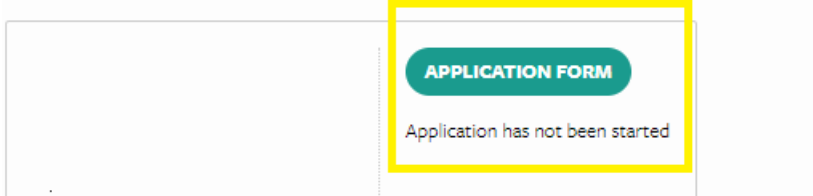
I AGREE Click to record your agreement with the terms of the declaration

- Pre-approval**
 During pre-approval you are asked to provide the list of sites that you want to be audited. These will be reviewed by the MarinTrust secretariat before you can proceed to submit your application. You will also need to indicate your preferred Certification Body, provide details of your invoicing contacts and sign the declaration.
- Submit application form**
 Complete and submit the application forms as required for the sites to be audited. These will also be reviewed by the MarinTrust secretariat and, if any further information is required, you may be sent a revision request asking you to update your answers.
- Sign the declaration**
 You will need to review and sign the declaration before your application is accepted.

- Clicking the 'Application form' link for a facility will take you to the 'Overview' page. You can click back to this page at any stage of the application to check your progress. Throughout the completion of the form, and before you finally submit, you will be notified if there is anything you have missed.

Certification and Improver Programme acceptance

For certification or IP acceptance under the MarinTrust Standard, we require you to complete an app



- Click 'Start' to begin filling in the application form. This will take you through to 'Structure and Operations' (alternatively you can click on 'Structure and Operations' from the overview page, either in the heading above the process bar, or in the navigational links at the top of the page).

Structure and Operations

Sites and Subcontractors

Raw Material Sourcing

External Certifications

Declarations

START Click to start filling out your application form



- **1.1:** The first question is: 'Are you applying for the MarinTrust Standard, the MarinTrust Improver Programme, or both?' **Please read up on both the Standard and the Improver Programme below if you are unsure how to answer this question.** Be aware that you should only select 'Both' if you are applying for the Standard but are including an accepted Fishery Improvement Project (FIP) in your raw material sourcing.
 - The MarinTrust Standard: <https://www.marin-trust.com/marintrust-factory-standard>
 - The MarinTrust Improver Programme: <https://www.marin-trust.com/improver-programme>
 - Accepted FIPs: <https://www.marin-trust.com/programme/improver-programme/accepted-fips-marintrust-ip>
- **1.2 – 1.4:** You will now need to answer three Yes/No questions relating to the raw materials used in your company's production: whole fish, wild caught by-products, and aquaculture.

- 1.5 – 1.6:** The next two questions relate to subcontracted and storage facilities. A subcontractor is a third party or affiliate that is appointed under a contract or agreement to carry out work on MarinTrust compliant material only for the applicant. **Please ensure that you differentiate between subcontracted storage facilities and storage facilities which are owned by the company.**
 - Subcontracted facilities can be used for the following activities: Storage/Packing/Labelling/Transport. The vast majority of Standard certified facilities use subcontracted facilities for storage.
 - Company-owned storage facilities are facilities that have a **different address from the main production facility or facilities.**
- 1.7:** You will also need to upload some documents relating to your company’s operation: an organigram, a process flow chart, and a description of product specification – fishmeal, fish oil and other marine ingredients – **you may upload multiple documents here.** You can upload any other relevant documents under ‘Further documents’. Remember to tick ‘Check this box when your answer is complete’ before clicking ‘Next section’.

Please supply any additional information that will provide the Certification Body with a better understanding of your business

This answer is complete.

Organigram*	Organigram Test.docx Clear
Process flow chart*	Process flow chart Test.docx Clear
Product specification (if you need to attach more than one document, please upload them under 'further documents')*	Fish oil product specification test.docx Clear
Further details	<div style="border: 1px solid #ccc; height: 30px;"></div>
Further documents	<div style="border: 1px solid #ccc; padding: 5px;"> Fishmeal product specification test.docx Remove </div> <p><input type="checkbox"/> Add a file to this answer from your document vault</p> <p><input type="checkbox"/> Drop files above or browse your computer to upload a file</p>

Check this box when your answer is complete

1.4 Facilities and Subcontractors

- 2.1:** In this section you will need to provide details of the key contact for the facility.
- 2.2:** In this section you will need to add contact details for the facility, and information about the marine ingredients that are produced there. If the facility produces ‘other’ marine ingredients (i.e. not fishmeal or fish oil), please provide these details in the relevant box.
- 2.3 & 2.4:** If you ticked ‘Yes’ in the previous section to the questions about subcontracted and company-owned storage facilities, then you will be asked to provide further information about these facilities here too.
- Please remember to tick ‘Check this box when your answer is complete’ after completing each question and before continuing to the next section.

1.5 Raw Material Sourcing

The information you are required to enter here depends on how you answered the questions in ‘Structure and Operations’. For example, if you selected that you source from whole fish in ‘Structure and Operations’, you will be required to fill out the whole fish table.

Whole fish

- To add a whole fish fishery, click 'Add row' in the table. **The menu on the right-hand side displays all the whole fish fisheries that MarinTrust has on record for your country.** If the fishery you require is here, click on it and add in further information – including catching method and competent authority contact details.
- Please confirm whether or not the fishery is MSC certified in the dropdown box. If yes, please provide the relevant certificate number.
- Please be mindful of the 'approval status' dropdown. Just because the fishery is in our database does not mean that it is automatically MarinTrust approved. Please check the approved whole fish fisheries page on the website. If it is present on this page select 'MarinTrust approved', if not, select 'MarinTrust assessment required'. If the fishery is MSC certified and has already been verified by MarinTrust, please select 'MarinTrust approved'. If the fishery is MSC certified but has not been verified by MarinTrust, please select 'MarinTrust MSC verification required'.
 - MarinTrust approved whole fish: <https://www.marin-trust.com/marintrust-factory-standard/approved-whole-fish>
 - MarinTrust MSC verification reports: <https://www.marin-trust.com/marintrust-factory-standard/msc-verification-reports>
 - MSC verification FAQ: <https://www.marin-trust.com/marintrust-factory-standard/msc-verification-reports/msc-verification-faq>
- If the fishery you require is not present on this list, click 'Raw materials not listed'. Now enter the species and fishing area of the fishery you require. Enter the additional details as above.
- Remember to click 'Done' in the side menu when you have entered all the fishery information.
- If the species and fishing area are not present in our databases, you can enter the details of the fishery you require in the box below the table.
- If you are applying for the Improver Programme, please enter details of the FIP in the box below the table:
 - Accepted FIPs: <https://www.marin-trust.com/programme/improver-programme/accepted-fips-marintrust-ip>

Wild caught by-products

- To add wild caught by-product raw material sources, click 'Add row' in the table. Adding a row will give you the option to select a by-product entry from the MarinTrust database for your country. If you cannot find the by-product you require, click 'Raw materials not listed' and select from the species and fishing area available. In both cases you will also need to add details about the flag country or countries. Version 3 of the Standard has introduced changes to the approval process for wild caught by-products. As such, if this is the first time you are applying against Version 3, please select the following approval status for all by-product species: 'MarinTrust assessment required'. This is subject to change once the Version 3 transition period is over.
- If the species and fishing area are not in our database, you can enter the details of the by-product you require in the box below the table.

Aquaculture

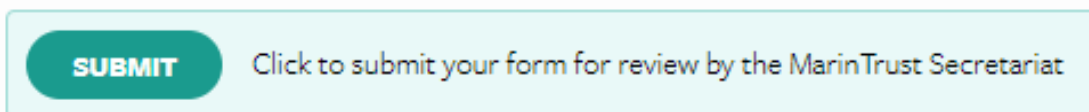
- For aquaculture, you simply need to click 'Add row' in the table, select a species, click 'Continue' and then enter the country of origin. If the species is not present in our database, you can enter the details in the box below the table.
- If any of the rows in the tables are blank or incorrect, click back into the entry and scroll down in the side menu and click 'Delete'.
- Remember to tick 'Check when your answer is complete' at the bottom of each table before clicking 'Next section'.

1.6 External Certifications/Declarations

- In the 'External Certifications' section, please provide details of third-party certifications. If you tick Yes to any of the below, please upload the certificate, and provide the certification number and expiry date.
 - MSC Chain of Custody
 - FEMAS
 - GMP+ B2
 - IFS Standards
 - PAC
- In 'Declarations' please provide a breakdown of the facility's production volumes in metric tonnes over the last three years in the relevant table
- Beneath this table please also input the percentage of certified and IP accepted production. If your company is applying for the first time, please include estimated percentages here.
- Check the boxes to confirm that your answers are complete and enter your name in the out-of-scope declaration.

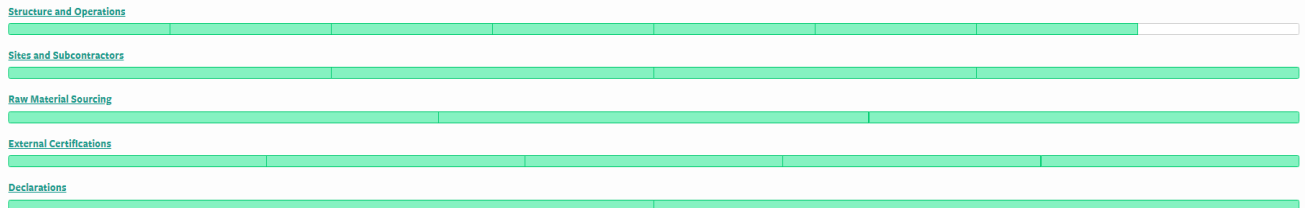
1.7 Submitting the form – review and revisions

- Once you have completed all the fields, click 'Return to overview'.
- If all relevant fields in the form have been completed, you will see the following message on the overview page:



- On the overview page, all relevant progress bars should now be green. If any are orange, please click on the progress bar to complete the question. Progress bars which are white refer to questions which are not relevant to your application – for example, if in Structure and Operations you ticked that you do not source from aquaculture then the third progress bar in Raw Material Sourcing will be white to indicate that the aquaculture table was not required.

Your form has been submitted to the MarinTrust Secretariat for review. You will be sent an email notifying you of the outcome.



- Assuming all progress bars are green, click ‘Submit’ at the bottom of the page. You will receive an email to confirm submission, and you will see the message ‘Application is awaiting review by MarinTrust’ beneath the application form link(s) on the application homepage. Please note that text relating to company and facility names has been removed from the images below.

Your application form for has been submitted ted

Thank you for your completed application form.

Company	Standard MarinTrust Standard
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We will now review all the information you have provided for your application.

If any amendments or corrections are required, we will send you a revision request via email.

- The application will then come through to MarinTrust to check.

- If MarinTrust finds any issues or errors with the application form, they will flag them and send the form back for revision, in which case, you will receive an email explaining that the form needs to be corrected.

Your application form for **Standard** requires revision

We have reviewed the information you have supplied so far, but in order to approve your application we require you to revise some of the information you have provided.

Company	Standard MarinTrust Standard
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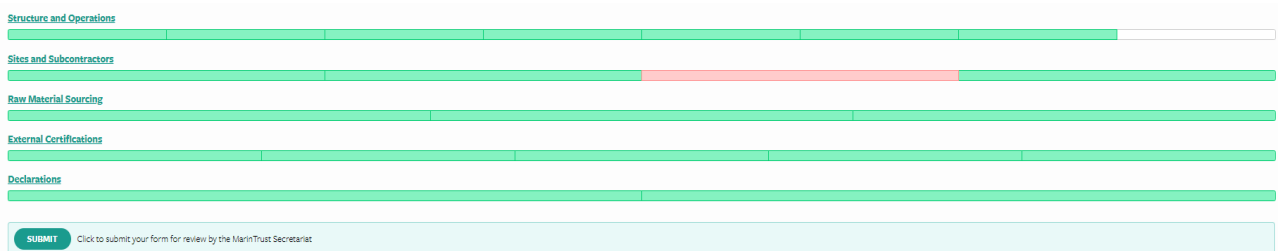
Return to the MarinTrust Certification Portal by clicking the button below to review the required changes and re-submit your application form.

Once logged back in, you will see full details of the requested changes for this application form. The comments can be found above the progress bars on the overview page.

Once you have updated your answers, remember to re-submit the form for further review.

REVISE APPLICATION FORM

- When you log back in to the portal, go to ‘Your applications’ and click on the link for your application. The application overview will now have red progress bars to indicate the areas of the form that need to be corrected. Be aware that, in the revision stage, the only questions on the form that you will be able amend or change are the ones which have been flagged by MarinTrust.



- MarinTrust will leave a comment against each section that requires revision, providing detailed guidance on the necessary changes. MarinTrust may also leave a comment on the overview page above the progress bars explaining what changes need to be made. See example below in which a reviewer has left a comment requesting that the subcontractor table is updated:

Comments

	Date	Message
31 Oct 2024 14:19		Please update subcontractors table

- Once you have corrected the changes, please resubmit the form. Please note that the 'Submit' button will not appear if there is missing information in the application form. Please ensure all required fields are completed for the button to display.
- You will receive an email to confirm resubmission.
- The review and revision process may be repeated until MarinTrust are happy that the form is entirely correct.
- Once this process is complete, you will receive an email confirming that your online application has been approved. This email will also detail how you will be invoiced.

Your application form has been approved

This notification is to confirm that your application form has been approved.

Company	Standard MarinTrust Standard
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Shortly, you will receive an invoice for MarinTrust administrative cost. The invoice will be sent electronically from Xero and will come from the email address account@marin-trust.com. If you have any questions about the invoice, please feel free to contact us at standard@marin-trust.com

Once we receive your payment, we will proceed to forward your application to your preferred Certification Body (CB). The CB will then reach out to you within 9 working days for further clarification (if needed) and to schedule an audit date. Please note that the certification process may take up to 3 months, depending on the auditors' availability.

1.8 Invoicing and certification/IP acceptance

- Upon receiving the payment for the MarinTrust administrative cost, you will receive a confirmation email. Your application will be sent to your preferred CB within 24 working hours.

Thank you for payment

We have now received payment for your recent Application.

Company	Standard MarinTrust Standard
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We will now pass on your completed application form to your chosen certification body.

For applications and re-certifications (and if required for a scope change) the certification body will contact you directly to arrange an audit.

- For further guidance on the MarinTrust certification process, please refer to the following document: [Factory Standard – Roadmap to certification](#).
- For quick answers to common questions, please visit our [FAQs section](#). If you can't find the answer that you are looking for, please email us at standards@marin-trust.com.

2. Existing certificate holders

If you are already a certificate holder of the MarinTrust Standard, or your company owns an accepted facility on the MarinTrust Improver Programme, you can use the MarinTrust online application form to apply for access, submit scope extension requests, and, every three years, complete a Standard recertification form or new audit cycle request under the IP.

2.1 Applying for access

If your company is already certified by the MarinTrust Standard or accepted by the MarinTrust Improver Programme, you can apply for access to the online portal in order to apply for scope extension requests and complete recertifications, or new audit cycle requests under the IP. You can also apply for access if your company has already registered on the online portal, and you wish to create a new user account under the company profile.

- Access the MarinTrust online application portal here:
<https://marintrust.casi.services/login.eb?goto=%2fhome.eb>

- Click 'Apply for access'

Apply for access

If you are already certified under a MarinTrust Standard or accepted under the MarinTrust Improver Programme but don't yet have an account, you may apply for access to your company profile.

Once approved, you will be able to:

- View your company profile and contacts
- Submit the information and documents needed for your application, re-certification or new audit cycle under the IP
- Make a change-of-scope request

APPLY FOR ACCESS

- On the next page, please enter your name and contact details. Click 'Continue'.
- On the next page you will be asked to provide more information about your company, including the address and postcode. This is so the information you input can be matched to the details in our database.
- You will then be taken to the following screen:

Apply for access

[Edit Content](#)

Your request for access requires approval

As we were unable to exactly match the details you provided to any of the contact information we hold in our system, your request has been sent to the MarinTrust Secretariat for approval.

Once your request has been reviewed and approved, you will be sent an email containing your new username and password to use with the portal.

[Edit Content](#)

- This request will then come through to MarinTrust who will review your request.
- If approved, you will receive an email with your username and password. You can now log into your company profile.

2.2 Recertifications

The recertification process is automated. MarinTrust sends out recertification requests in the first week of each month to every company whose certificate or acceptance document is due to expire within six months.

- When your certificate or acceptance document is due to expire within six months you will receive an email that looks like this. These emails are sent out at the beginning of each month.

Prepare to start your re-certification for MarinTrust Standard

Our records show that your MarinTrust certificate or Improver Programme acceptance document is due to expire within six months.

To provide sufficient time for you to complete and submit all the required information, please prepare to start this process soon.

- Either follow the 'Start re-certification' link in the email or access the MarinTrust online application portal here: <https://marintrust.casi.services/login.eb?goto=%2fhome.eb>
- Log in with your username and password under 'Existing users'.
- Click on 'Company profile' in the top right of the page. From here you can see current details about your company, including address, contacts, and completed application details.
- Under 'Certification and Improver Programme Acceptance Processes' you will see a link to your current and historic applications. Click on the 'Recertification' link. You can also access this information by going to 'Your applications' at the top of the page.
- Clicking on the recertification link will take you to a page detailing your company-level details, facility information, Standard version, CB, invoicing contact(s), and invoicing currency. Please amend or confirm these details as required and click 'Submit' – the process is defined above in section 1.2. Note that you can remove or add facilities at this stage.
- Please note that during the V3 transition period you can choose to recertify against V2 or V3. From 1 May 2025 all recertifications will need to be against V3.
- Submitting the form will open up a declaration for you to sign and a link to the application form or forms relating to your certified facility or facilities.
- If you are recertifying for the first time on the online form, you will need to input the details about each facility in the form(s). By the time you come to recertify this information will be prepopulated and you will only have to confirm the data, unless you wish to make changes.
- To complete the form(s), please follow steps 1.3 to 1.8 as described above.

2.3 Scope extension requests

In order to request a change of scope to your certificate or acceptance document, please follow these steps:

- Access the MarinTrust online application portal here: <https://marintrust.casi.services/login.eb?goto=%2fhome.eb>
- Log in with your username and password under 'Existing users'.
- Click on 'Company profile' in the top right of the page. From here you can see current details about your company, including address, contacts, and completed application details.

- At the bottom of the page, under ‘Certificates and Acceptance Documents Issued’, you will find details of your current and historic certified or accepted facilities, along with the expiry dates for their certificates. Please click on the ‘Apply for a change of scope’ link to the right of the current certificate or acceptance document that you wish to change. You will then see the following options:

Apply for a scope extension

To start the process to apply for a scope extension, first select the details that you wish to change. A new application form will then be set up for you to provide the updated details.

- Company name or address change
- Invoicing contacts or preferred currency
- Addition of a new plant for audit
- Addition of raw materials for assessment
- Change of subcontractor information
- Other request

- Be aware that you can choose multiple options within the same scope extension request. Please choose the required option(s) and click ‘Apply’. The form will be based on the options select here – you will not have to fill out a complete form, you will only have to submit details based on the criteria you have selected.
- Scope extensions relating to company name and address change, and invoicing contacts or preferred currency are company-level requests. Therefore, if you select these options, you will be taken to an overview of your company details (as opposed to details relating to a specific facility or facilities). Please edit the details as required and click ‘Submit’. This will bring up a declaration. Please, read, sign and click ‘I agree’. The request will then come through to MarinTrust to approve.
- Scope extensions relating to the addition of a new facility for audit, raw materials for assessment, or for a change of subcontractor information, are facility-level requests. Therefore, they will take you to an optimised version of the application form for the facility. Please follow the steps 1.3 to 1.8 above in order to complete information relating to these categories.
- If the reason for your scope extension is not listed above, please select ‘Other request’. This will take you to a freeform textbox where you can specify the nature of your request. As with other types of scope extension, you will be taken to a declaration to sign before submitting.
- If you wish to transition from Version 2 to Version 3, please contact MarinTrust at standards@marin-trust.com to be set up with a recertification application form on the online portal. From here you will be able to fill out a new application form for your facility or facilities in order for them to be audited against V3. Please note that switching to V3 will commence a new three-year audit cycle, no matter what stage your facilities are at in their current three-year audit cycle.
- To complete the V3 transition, please follow steps 1.3 to 1.8 as outlined above.

AMENDMENT LOG

DATE	ISSUE	AMENDMENT	AUTHORISED BY
22/02/2025	V1.1	Change of terminology – ‘sites’ to ‘facilities’	NC