



# MarinTrust Chain of Custody Standard: Online Application Form Guide

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## Contents

|  |    |
|--|----|
| Purpose and Scope.....                             | 3  |
| 1. New applicants.....                             | 3  |
| 1.1 Accessing the portal.....                      | 3  |
| 1.2 Pre-approval facility information.....         | 3  |
| 2. Completing the application form.....            | 5  |
| 2.1 Overview/Structure and Operations.....         | 5  |
| 2.2 Facilities and Subcontractors.....             | 7  |
| 2.3 Products and Materials Providers.....          | 7  |
| 2.4 External Certifications.....                   | 8  |
| 2.5 Declarations.....                              | 8  |
| 3. Submitting the form – review and revisions..... | 8  |
| 4. Invoicing and certification.....                | 11 |
| 5. Existing certificate holders.....               | 11 |
| 5.1 Applying for access.....                       | 11 |
| 5.2 Recertifications.....                          | 12 |
| 5.3 Scope extension requests.....                  | 13 |

## Purpose and Scope

This document is a step-by-step guide to the MarinTrust online application portal for the MarinTrust Chain of Custody Standard. It has two sections: one for new applicants and one for existing certificate holders.

This guide may be updated periodically following portal or process changes.

## 1. New applicants

If you are applying for the MarinTrust Chain of Custody for the first time, please follow the steps below.

### 1.1 Accessing the portal

- Access the MarinTrust online application portal here: [www.marin-trust.com/onlineportal](http://www.marin-trust.com/onlineportal)
- Click 'Apply for Chain of Custody certification'.
- Enter your full 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 'Apply for Chain of Custody certification' page. On the left, there is a banner with icons representing a factory, a ship, and a truck, along with a chain of custody diagram. The text on the banner says: 'To sign up to join MarinTrust and get certified under the Chain of Custody standard, please complete this registration process. We will create a user account that will let you log in to the MarinTrust certification portal and commence your application.' On the right, there is a form titled 'So that we can create a user account, first provide your own contact details'. The form has a progress bar at the top with steps: Contact, Company, Processing Consent, and Application Registered. The form fields are: Name (with a dropdown for Title set to 'N/A'), Forename, Surname, EMail Address, Position, and Phone. A 'CONTINUE' button is at the bottom.

- 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
  - A second 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.

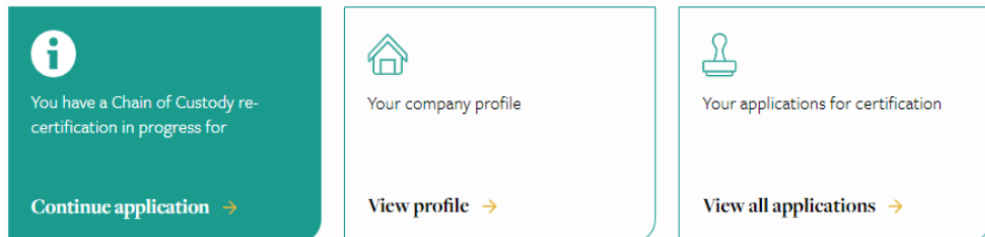
### 1.2 Pre-approval facility information

- 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 on the hyperlink in the top right-hand corner of the page, then select “Home” and click on the panel labelled “Continue Application”.

## Welcome to the MarinTrust Portal

Use this portal to view and submit information relating to your company’s MarinTrust certification or Improver Programme acceptance.



- You will now need to sign the declaration to confirm that you agree to its terms.
  - I understand that this application covers the full audit cycle of three years, which includes annual surveillance assessments, and that MarinTrust will assume that all information in t
  - I understand that failure to inform MarinTrust of any changes in the scope of the certification may incur extra costs and may result in inaccuracies in the certificate scope.

Signatory Name

Enter your full name to confirm your agreement

I AGREE

Click to record your agreement with the terms of the declaration

- You now need to enter details relating to the specific facility or facilities you wish to be audited.
- Click ‘Add facility’. A side menu will open up in which you can enter the facility details. Once you have completed all the fields click ‘Add facility’ in the side menu.
- If this is a multi-facility application, continue to click ‘Add facility’ until you have added all the facilities you wish to be audited.

### Certification and Improver Programme acceptance

List the sites that you want to be audited. If applying for re-certification, a new audit cycle under the IP, or a scope change, sites that are certified or accepted will already be listed, so please check that the list is correct and up-to-date.

You have not listed any sites for certification or IP acceptance

ADD SITE

- Select your preferred Certification Body:
  - LRQA (Seafood) Limited
  - NSF International or;
  - SGS del Perú SAC.
- Next, 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 and click ‘Submit’ your preferred currency:
  - UK Sterling (£)
  - US Dollars (\$) or;
  - Euros (€)
- A message will appear beneath your chosen CB on the application page: ‘Please wait for MarinTrust to review your submitted list of facilities’.

## 2. Completing the application form

### 2.1 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 beneath the details of the facility or facilities you have entered.
- 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).



This is an application for certification against the MarinTrust Chain of Custody Standard.

You will be asked a number of questions in the Structure and Operations sections that will determine which further elements o

You will also be asked to upload supporting documentation for some of your answers. Please ensure that you have copies of ke

**You should start now and submit your form before 03/06/2026**

Your form is now ready to be completed and should be submitted for review in advance of the quoted deadline. Begin the proc

#### Structure and Operations

#### Facilities and Subcontractors

#### Marine Ingredients Providers

#### External Certifications

#### Declarations

**START**

Click to start filling out your application form

Please note, the answers you give to questions 2.1.3, 2.14 and 2.1.6 will affect the later elements of the form. For example, if you tick that you make use of a subcontracted facility, you will need to fill in information relating to this facility in the next section.

- **Application section 2.1.1:** The first question relates to your company’s activities. Please tick the relevant boxes: Primary processing, Secondary processing, Trading and Storage. Remember to tick ‘Check this box when your answer is complete’.
- **Application section 2.1.2 – 2.1.7:** Please tick the relevant box. Selecting “yes” means that the company takes legal ownership of the MarinTrust certified material.
- **Application section 2.1.3:** Please tick the relevant box. Please note that a subcontractor is a third-party or affiliate that is appointed under a contract or agreement to carry out work on MarinTrust compliant material for the applicant.
- **Application section 2.1.4:** The purpose of the MarinTrust Identity Preserve Model is to enable a CoC certificate holder/ applicant to sponsor a (subcontracted) production facility. You can find more about the Identity Preserve Model on our website here <https://www.marin-trust.com/our-value-chain/chain-custody/identity-preserve-model> Please note that, where the Identity Preserve Model is selected, the applicant must also apply under the Factory Standard for the sponsored production facility.
- **Application section 2.1.5:** Please tick the relevant box and confirm whether you handle marine ingredients for use in products for direct human consumption, non-human consumption or both.
- **Application section 2.1.6:** Please tick the relevant box and confirm whether the facility has any third-party food/feed certification.
- **Application section 2.1.7:** You will also need to upload certain documents relating to your company’s operations:
  - organigram
  - process flow chart,
  - description of the product specifications for the fishmeal, fish oil, and other marine ingredients you wish to include within the scope of your MarinTrust certificate.

**You may upload multiple documents here.**

You may also provide additional written details and upload any other relevant documents under “Further Documents”. Please 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\*

Process flow chart\*

Product specification (if you need to attach more than one document, please upload them under 'further documents')\*

Further details

Further documents

Add a file to this answer from your document vault  
 Drop files above or [browse your computer](#) to upload a file

Check this box when your answer is complete

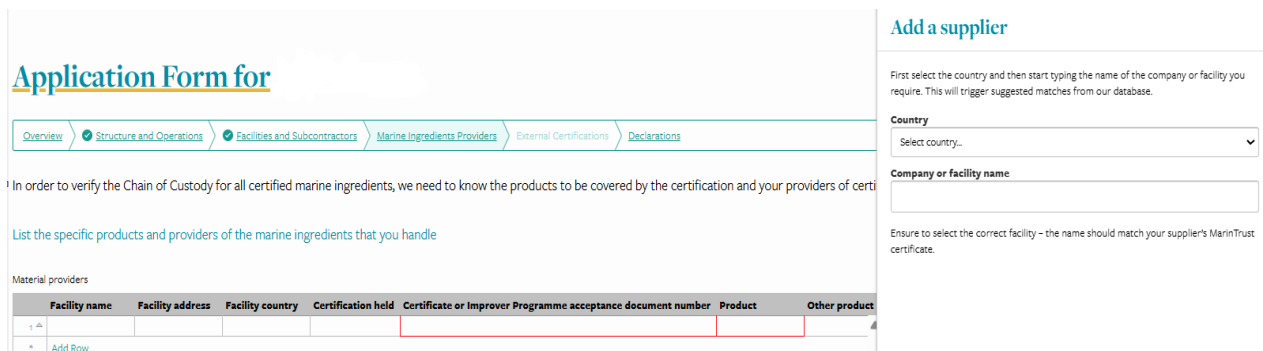
## 2.2 Facilities and Subcontractors

- Application section 2.2.1:** In this section you will need to add further details for the facility or facilities you wish to be audited. You will find that the table has been prepopulated with the basic facility information that you provided in the preapproval stage. Please enter further details in the table relating to the facility-specific products purchased and sold, and facility contact details in the table. To do this, click on a row – this will open up a side menu in which you can enter details relating to number of staff, product purchased, facility activities, product sold, and key contact details.  
 If the facility purchases or sells ‘other’ marine ingredients (i.e. not fishmeal or fish oil), please provide these details in the relevant boxes.
- Application section 2.2.2 and 2.2.3:** If you ticked ‘Yes’ in the previous section to the questions about subcontracted facilities and the Identity Preserve Model, there will be additional tables to complete on this page. For subcontracted facilities you will also need to upload relevant certification documents.  
 Please remember to tick ‘Check this box when your answer is complete’ after completing each question and before continuing to the next section.

## 2.3 Products and Materials Providers

- Application section 2.3.1:** In this section, please provide company-level information about the marine ingredients handled by your organisation. Although similar information may have been provided for individual facilities, this section requires an overall company summary.

In the table, please provide details of your material providers.



**Application Form for**

Overview > Structure and Operations > Facilities and Subcontractors > **Marine Ingredients Providers** > External Certifications > Declarations

In order to verify the Chain of Custody for all certified marine ingredients, we need to know the products to be covered by the certification and your providers of certified marine ingredients.

List the specific products and providers of the marine ingredients that you handle

Material providers

| Facility name | Facility address | Facility country | Certification held | Certificate or Improver Programme acceptance document number | Product | Other products |
|---------------|------------------|------------------|--------------------|--|---------|----------------|
| + -           |                  |                  |                    |  |         |                |
| * Add Row...  |                  |                  |                    |  |         |                |

**Add a supplier**

First select the country and then start typing the name of the company or facility you require. This will trigger suggested matches from our database.

**Country**  
 Select country... ▾

**Company or facility name**

Ensure to select the correct facility – the name should match your supplier's MarinTrust certificate.

Click ‘add row’ – this will bring up a side menu. Select the relevant company for your supplier. Start typing the name of the company in the dialogue box and an autosuggestion should appear based on the current database of MarinTrust certified facilities. To check the current list, please visit the MarinTrust website:

- [Certified facilities under the MarinTrust Factory Standard](#)
- [Certified facilities under the MarinTrust Chain of Custody](#)
- [Accepted facilities under the Improver Programme:](#)

Click on the autosuggested facility and complete the remaining details in the side table: certificate number and products handled (remember to define any ‘other’ ingredients if they are not fishmeal or fish oil).

- Continue to add rows to the table until you have detailed all relevant suppliers.
- Remember to tick 'Check when your answer is complete' at the bottom of each question before clicking 'Next Section'.

## 2.4 External Certifications

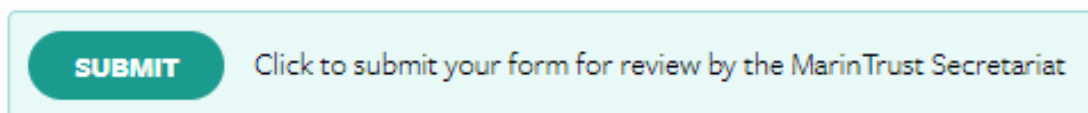
- In the 'External Certifications' section, please provide details of third-party certifications. The options available to you in this section will be based on the answer you provided in 'Structure and Operations' application section 2.1.6 about whether you handle marine ingredients for use in a product for direct human consumption.
- If you tick 'Yes' to any of the third-party certification options, please upload the certificate, and provide the certification number and expiry date.
- Once all relevant certificates have been uploaded, click 'Next Section'.

## 2.5 Declarations

- In the 'Declarations' section, read and complete both the Self-declaration and Out-of-scope declaration. Tick all required confirmation boxes, enter the requested name/signature fields, and select the completion confirmation checkbox before proceeding.

## 3. Submitting the form – review and revisions

- When all fields have been successfully completed, a 'Submit' button will appear beneath the out-of-scope declaration with the message, 'Click to submit your form for review by the MarinTrust Secretariat'. If there are still fields that need to be completed, click 'Return to overview'.



- In the overview, all complete questions in the progress bars are *green*, and incomplete questions are *orange*. Clicking on the orange progress bar will take you to the question that needs to be completed. White progress bars refer to questions which are not relevant to your application – for example, if in Structure and Operations you ticked that you do not make use of a subcontracted facility then the second progress bar in 'facilities and Subcontractors' will be white to indicate that this table is not required.
- When all relevant fields in the form have been completed, the corresponding progress bars should all be green, and you will see the following message on the overview page: 'All questions are complete so you should now submit your form for review'. Click 'Submit' at the bottom of the page.

All questions are complete so you should now submit your form for review

We have determined that you have provided all the required answers and your form is now complete.  
Click the button below to submit it to the MarinTrust Secretariat for review.

**Structure and Operations**

**Sites and Subcontractors**

**Products and Materials**

**External Certifications**

**Declarations**

**SUBMIT** Click to submit your form for review by the MarinTrust Secretariat

- 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 [redacted] has been submitted

Thank you for your completed application form.

|         |  |
|---------|--|
| Company | Standard<br><b>MarinTrust Chain of Custody</b> |
|---------|--|

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 the MarinTrust Secretariat to check for completeness.
- 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 | <b>Standard</b><br><b>MarinTrust Chain of Custody</b> |
|---------|---|

**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 into the portal, go to “Your Applications” and click on the link for your application. The application overview will now display *red* progress bars to indicate the areas of the form that need to be corrected. Please note that, at the revision stage, you will only be able to amend the questions that 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 the changes that need to be made.

**!** Your form requires revision by 29/09/2024

Your form has been returned for revision. Please check the comments shown below and underneath the questions flagged red.

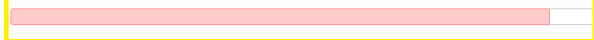
After you have updated your answers, resubmit the form for further review by the quoted deadline.

| Comments | Date              | Message                  |
|----------|-------------------|--------------------------|
|          | 25 Sep 2024 14:07 | Please amend sites table |

**Structure and Operations**



**Sites and Subcontractors**



**Products and Materials**



**External Certifications**



**Declarations**



- Once you have made the required corrections, please resubmit the form. Please note that the “Submit” button will not appear if any required information is missing from the

application form. Please ensure that all mandatory fields have been completed in order for the button to display.

- You will receive an email confirming that the form has been resubmitted.
- The review and revision process may be repeated until MarinTrust is satisfied that the form is completed in full.
- Once this process is complete, you will receive an email confirming that your online application has been approved. This email will also explain 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<br><b>MarinTrust Chain of Custody</b> |
|---------|--|

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](mailto:account@marin-trust.com). If you have any questions about the invoice, please feel free to contact us at [standard@marin-trust.com](mailto: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.

### 4. Invoicing and certification

- Once your application has been approved by MarinTrust, you will receive an automated notification confirming that your application has progressed to the next stage of the process. Following confirmation of payment of the MarinTrust administrative fee, your approved application will be sent to your preferred Certification Body within 24 working hours.
- For further guidance on the MarinTrust certification process, please refer to the following document: [Chain of Custody Standard – Roadmap to certification](#).
- For quick answers to frequent questions, please visit our [FAQs section](#). If you cannot find the answer that you are looking for, please email us at [standards@marin-trust.com](mailto:standards@marin-trust.com).

### 5. Existing certificate holders

If you are already a certificate holder under the MarinTrust Chain of Custody Standard, you can use the MarinTrust online application form to request access, submit scope extension requests and, every three years, complete a recertification form.

#### 5.1 Applying for access

If your company is already certified under the MarinTrust Chain of Custody Standard, you can apply for access to the online portal in order to submit scope extension requests and complete

recertifications. You may also apply for access if your company is 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: [www.marin-trust.com/onlineportal](http://www.marin-trust.com/onlineportal)
- 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 be sent to MarinTrust Secretariat for review.
- If approved, you will receive an email with your username and password. You can now log into your company profile.

## 5.2 Recertifications

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

- When your certificate is due to expire within six months you will receive an email asking you to recertify. These emails are sent out at the beginning of each month.

- Either follow the ‘Start re-certification’ link in the email, or access the MarinTrust online application portal here: [www.marin-trust.com/onlineportal](http://www.marin-trust.com/onlineportal)
- 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 page detailing your company-level details, facility information, CB, invoicing contact and invoicing currency. Please amend or confirm these details as required and click ‘Submit’ – the process is defined above in section 2.1.2. Note that you can also add additional facilities to be audited at this stage.
- Submitting the form will open up a declaration for you to sign and a link to the application form relating to your certified facility or facilities.
- If this is your first recertification using the online form, you will need to enter the details for each facility. For future recertifications, this information will be prepopulated, and you will only need to review, confirm, or update the details if changes are required.
- To complete the form, please follow section 2.1.3 to 3 of the application as described above.

### 5.3 Scope extension requests

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

- Access the MarinTrust online application portal here: [www.marin-trust.com/onlineportal](http://www.marin-trust.com/onlineportal)
- 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 certificates, along with their expiry dates. Please click on the ‘Apply for a change of scope’ link to the right of the current certificate 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
- Change of registered sites information
- Change of company activities
- Change of product description
- Change of subcontractor information
- Change of MarinTrust compliant providers
- Additional business info (process maps etc.)
- Change of legal ownership
- Other request

- Please note that you may select multiple options within the same scope extension request. Choose the required option or options and click “Apply”. The form will then be tailored to the options selected, meaning that you will not need to complete the full form and will only be required to provide information relevant to the selected criteria.
- Scope extensions relating to changes to the company name or address, invoicing contacts, or preferred currency are company level requests. If you select any of these options, you will be taken to an overview of your company details rather than details relating to a specific facility. Please amend the information as required and click “Submit”. This will bring up a declaration, which you should read, sign, and confirm by clicking “I agree”. The request will then be submitted to MarinTrust for approval.
- Scope extensions relating to the following categories are facility-level requests:
  - Change of registered facilities information
  - Change of company activities
  - Change of product description
  - Change of subcontractor information
  - Change of MarinTrust compliant provider
  - Additional business info (process maps etc.)
  - Change of legal ownership

Therefore, they will take you to an optimised version of the application form for the facility. Please follow the application sections 2.1.3 to 3 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 free text box where you can specify the nature of your request. As with other types of scope extension, you will also be required to sign a declaration before submitting the request.

## AMENDMENT LOG

| DATE       | ISSUE | AMENDMENT  | AUTHORISED BY              |
|------------|-------|--|----------------------------|
| 23/01/2025 | V1.1  | Change of terminology – ‘sites’ to ‘facilities’  | Impacts Manager            |
| 13/05/2026 | V1.2  | Full review and update including revised document title, updated terminology (“facilities”), updated activities and application form references, updated screenshots, improved navigation guidance, expanded scope extension instructions, updated Certification Body references, and general formatting, usability and navigation improvements. | Assurance and Risk Manager |