# *GLOBALG.A.P. CERTIFICATION PROCEDURE*

*AGRI-FOOD LOCAL PROCEDURE – PROGRAMME DÉVELOPPEMENT DURABLE UNIT*

## *PL-CIV-ITD_SU 01*

*January 2023, version 10.1*

# SUMMARY

***BUREAU VERITAS Côte d'Ivoire***

***AGRI-FOOD & TRADE – Programme Developpement Durable (PDD)***

## 1. MAIN CHANGES FROM VERSION 10 OF DECEMBER 2022

The table below summarizes the main changes in this version of the procedure compared to the previous version 10:

| Summary Table | | |
|---|---|---|
| **Page** | **Chapter** | **Change** |
| **Audit sampling** | | |
| 9 | 6.2.2 | Upgrade and readjustment considering the requirements of option 2 |
| 7 | 6.2 | modification following the update of the audit plan template |
| 14 | 6.4 | Upgrade and readjustment |

## 2. VALIDATION

| UPDATE REGISTER | |
|---|---|
| **Date** | **Nature of Updates** |
| 07 - 05 - 2016 | Original draft |
| 02 - 01 - 2017 | Upgrading and readjustment |
| 15 - 04 - 2017 | Upgrading and readjustment following the accreditation audit in accordance with ISO 17065 and GLOBALG.A. P regulations |
| 01 - 04 - 2018 | Upgrading following an internal reorganization |
| 28 - 04 - 2021 | Upgrading following an internal reorganization – SAC becomes PDD<br>Upgrading following the appointment of a new The Managing Director<br>Upgrade following the appointment of a new PDD Manager<br>Reorganization of the PDD organization chart |
| 11 - 11 - 2021 | Update following the ISO 17065 surveillance audit |
| 21 - 02 - 2022 | Update following the ISO 17065 surveillance audit |
| 20 - 05 - 2022 | Update following the reaccreditation audit. |
| 25 - 08 -2022 | Upgrading and readjustment |
| 22 -12 - 2022 | update following GLOBALGAP witness option 2 |
| 23 -01 - 2023 | Upgrading and readjustment |

| PREPARERS | | REVIEWERS | | APPROVERS |
|---|---|---|---|---|
| **Name** | **Name** | **Name** | **Name** | **Name** |
| Djeneba DIABATE | Marie-Berthe AKA | Mamadou BARRO | Yves MOUROUFIE | Alex ASSALE |
| **Date** | | **Date** | | **Date** |
| 23 -01 - 2023 | | 23 -01 - 2023 | | 23 -01 - 2023 |
| **Signature** | **Signature** | **Signature** | **Signature** | **Signature** |
| | | | | |

## 3. PURPOSE

This document aims to define the GLOBALG.A.P Certification procedure by the PDD Unit of BUREAU VERITAS CÔTE D'IVOIRE to any entity candidate or holder of GLOABALG.A.P certificate who is seeking certification against the GLOBALG.A.P Standard. "Integrated Farm Assurance GLOBALG.A.P (IFA) V5.2"; "All farm Base-Crops Base-Fruit and vegetables".

## 4. SCOPE

This procedure applies to All GLOBALG.A.P (IFA) V5.2 certification activity by the PDD Unit of BUREAU VERITAS CÔTE D'IVOIRE requested by any type of entity independently of its size, membership of any association or group without any abusive condition, financial or other.

## 5. ABREVIATION, ACRONYMS AND DEFINITIONS

**CFM:** Compound Feed Manufacturing

**QMS:** Quality Management system

**PHU:** Product Handling Unit

**TFO**: Technical and financial offer

**BVCI**: BUREAU VERITAS CÔTE D'IVOIRE

**PDD:** Programme Developpement Durable

## 6. IMPLEMENTATION OF THE CERTIFICATION PROCESS

### 6.1 PROPOSAL AND CERTIFICATION CONTRACT

The proposal of the offer and the establishment of certification contract are performed in accordance with the work instruction "IT-CIV-ITD_SU 01 GLOBALG.A.P. Sales management"

#### 6.1.1 Application / Customer request

Following a call for tender or a certification request made to BUREAU VERITAS CÔTE D'IVOIRE, The PDD Unit of BVCI send to the applicant the form "FL-CIV-ITD_SU 01 GLOBALG.A.P Certification application form" in order to collect the information (non-exhaustive list) on:

- The identity of the entity candidate for certification;
- The head of the entity candidate for certification;
- The certifications options desired by the applicant;
- The site of production / production management unit / The production handling unit;
- The certificates already obtained ...

### 6.1.2 Admissibility

All requests must be subject to an analysis of receivability by the PDD Unit Manager:

- If the transmitted informations are relevant, the head of the PDD Unit pronounces the admissibility and confirms at the latest five working days after the request by mail to the applicant organization that the certification audit will be carried out.

- If the informations are deemed incomplete, additional informations are required from the applicant;

- If the request is deemed inadmissible, notification of non-admissibility is addressed to the applicant by email within five working days.

### 6.1.3 Certification agreement

The certification proposal detailed in the following documents covers the initial and subsequent evaluations:

- Technical and financial offer (**TFO**) signed by the client and Bureau Veritas cote d'Ivoire and/or Bureau Veritas local office (if applicable)
- This certification procedure "PL-CIV-ITD_SU 01 GLOBAL.G.A.P CERTIFICATION PROCEDURE "
- The general terms of BUREAU VERITAS CÔTE D'IVOIRE annexed to the financial offer
- The GLOBALG.A.P. Sublicense and certification agreement

These documents are sent to the customer no later than 48 hours after the review of the request.

The financial proposal does not include any additional audits that may be required if the products or processes of the applicant did not conform to the standard GLOBALG.A.P.IFA V5.2 or if non-conformities could have not been lifted in time outsourced.

To confirm the acceptance of the offer, the applicant must:

- Return the "good agreement" (included in the TFO) duly dated and signed.
- Sign the certification contract and the GLOBALG.A.P. Sublicense and certification agreement.

These documents associated with the standard or certification program and to this procedure constitute the certification contract and shall be respected by all producers.

Once the contract is established, and before moving to the audit preparation phase, if the candidate is not already registered in the GLOBALG.A.P Database or with a trustee-masterdata, Bureau Veritas proceeds to the registration of the applicant in the GLOBALG.A.P database. following the GLOBALG.A.P General Regulation part I "Annex 1.2 GLOBALG.A.P. Registration data requirements". By registering, the applicant agrees to comply with certification requirements and contract termslinking him to Bureau Veritas and GLOBALG.A.P.

## 6.2 AUDIT PREPARATION AND CONDUCT

The audit plan is sent to the client before the audit for validation. The client agrees by returning the signed audit plan. If there are changes during the audit, the audit plan is amended and signed by the client at the end of the closing meeting. The information that must be included in the audit plan is among others:

- standard;
- Type of audit ;
- Name of the entity to be audited;
- Postal address of the entity to be audited
- Geographical address of the entity to be audited
- Person to be contacted ;
- Number of sites ;
- Distance between sites ;
- Audit duration ;
- Audit period ;
- Audit team ;
- Purpose of the audit:
- the different activities that will be carried out during the audit ;
- start and end times,
- the sites to be audited (QMS, Handling site, Packing site, farms, chemical stores, storages etc.)
- people to be audited (organization workers, farmers, subcontractors and NGOs if applicable);
- the people who prepared and validated the audit plan as well as the date of validation and the signature;
- Etc.

### 6.2.1 Auditor Team Selection

Once the certification contract is signed and approved by the customer and after registration in the GLOBALG.A.P. Database, a team of internal and/or external Inspector/Auditors is selected and the client is informed about the composition of the audit team.

The client must inform BUREAU VERITAS of any objection about the selected inspectors/auditors with relevant justifications.

The selection of the inspectors/auditors of the audit team for GLOBALG.AP certification audit is

carried out according to the internal recruitment schemes described in the local procedure "PL-CIV-ITD_SU 04 GLOBALGAP: Recruitment, qualification and monitoring of staff performance Inspectors/Auditors "and according to the GLOBALG.A.P. requirements listed in Annexes III.1 and III.2 of GLOBALG.A.P. General Terms Part III.

In addition to the criteria of competence, the followings are added in the selection of Inspectors/Auditors.

- The availability for the dates by the client;
- The proficiency of languages needed and applicable on the evaluation site.

Since Bureau Veritas uses subcontractors and internal personnel, it focuses on the following points:

- Confidentiality, ethics and impartiality of the producers;
- Consistency in the approach of the audit or control;
- Availability of producers;
- The ability of subcontractors to meet the requirements of the general rules relating to Part III GLOBALG.A.P auditors/inspector skills and qualifications

Before each audit, the auditor/inspector, the reviewer, and the certifier sign a declaration of non-conflict of interest.

The same inspector does not inspect a producer (option 1) for 4 consecutive years (regardless of whether it is an announced or unannounced inspection/ audit). Under option 2, the auditor in the audit team shall rotate (no more than 4 consecutive years to audit the same group QMS). However,thes inspectors in the audit team may remain the same.

### 6.2.2 Audit sampling

The table below gives the sample for the different assessments done by Bureau Veritas.

| | **Option 1 Single site and multisites without QMS** | |
|---|---|---|
| SAMPLING | **Initial Evaluations** | **Subsequent Evaluations** |
| | Announced inspection of entire scope<br>(All registered Sites) | Unannounced inspection<br>(Minimum 10% of certificate holders) |

| | Option 2 et Option 1 Multisite with QMS | |
|---|---|---|
| | Initial Evaluations | Subsequent Evaluations |
| SAMPLING | First visit:<br>**1.** Announced QMS audit + Square root of the total number of registered central product handling units while in operation<br><br>**2.** Announced inspection/audit of (minimum) square root of registered producer/production sites.<br><br>Second visit: (Surveillance)<br>**3.** Surveillance Inspection/audit of (minimum)<br>50% square root of certified producers/production sites. | First visit:<br>1. Announced QMS audit<br>2a.) If sanction from previous surveillance : Inspection/audit of (minimum) square root of actual number of registered producers/production sites; or<br>2b. if no sanction from previous surveillance : Square root of actual number of registered producers/production sits minus the number of producers/production sites inspected during the previous surveillance inspection/audit.<br>Second visit : (Surveillance)<br>3. Surveillance Inspection/audit of (minimum) 50% square root of the actual number of certified producers/production sites. |

| | Initial evaluations | Subsequente evaluation |
|---|---|---|
| Product handling inpections externally by the CB. | During first or second visit:<br>If there is only one central product handling facility, it shall be inpected every year while in operation.<br>When there are one more central product handling facility, the square root of the total number of central product handling units registered shall be inpected every year while in operation.<br>Where the product handling does not take place centrally but on the farms of producer members, this factor shall be taken into account when determining the sample of producers to be inspected.<br><br>For aquaculture, every product handling unit shall always be inspected annually while in operation | |

| | |
|---|---|
| Unannounced QMS Audit externally by the CB. | Additionnal unannounced QMS audit of 10% of certificate holders with QMS. |

Finally, the Scheme Manager responsible shall prepare an inspection/audit planning that includes all the requirements of the GLOBALG.AP IFA V5.2 to check and a timetable for the inspection/audit. The Scheme Manager will coordinate the audit planning with the audit team and the responsible of the client. The audit time is determined using the IMP-CIV-ITD_SU 31 AUDIT TIME CALCULATION-OPTION 1 (option 1) or IMP-CIV-ITD_SU 32 AUDIT TIME CALCULATION-OPTION 2 (option 2) tool. It takes into account the following factors: number of crops, new crops, farm size, the experience of the last audits, etc.

## 6.3 EVALUATION

The announced audit (both initial and subsequent) can be divided into two (2) modules: the off-site module and the on-site module.

### 6.3.1 The Off-site module

It consists to a desk review of documentation sent by the client before the inspection/audit includingthe self-assessment, the risk assessment, the procedures required, the veterinary health, the analysis program, the analysis reports, the licenses, the list of plan protection product used, thecertificates or inspection/audit reports of subcontractors activities, the plant protection products/fertilizers records etc..

### 6.3.2 The On-site module

It consists to the inspection/audit of the remaining content of the check-list that shall be evaluated,plus the verification of the information assessed off-site and the way the products process workson-site

#### 6.3.2.1 The opening meeting

The on-site inspection/audit begins with a meeting, during which the Inspector/Auditor confirms the scope of certification, presents the conduct of the audit and the audit planning in order to take into account the latest changes the client eventually wishes to apply whether those changes significantly impact the schedule originally established.

The representatives of the client are invited to join this meeting in order to perceive how the audit will be conducted and in order to inform their employees.

- **Audit Option 1**

While performing the audit/inspection, the PDD Unit's inspectors/auditors perform an on-site assessment for all crops and productions sites registered for the certification.
The evaluation of the control points and compliance criteria will be recorded in the checklist with enough comments about specific control point checked.
Comments will be provided for all major and minor musts.

- **Option 2 et Option 1 Multisite with QMS**

  - **Step 1 QMS audit**

During the inspection/audit, the auditors/ analyze the QMS documentation of the applicantentity.
The QMS audit is based on the "GLOBALG.A.P. QMS checklist «The audit is undertaken at the central office/administrative center of the producer group or multisite company and at the central product handling facility/facilities.
The evaluation process is designed to establish that the QMS and administrative structure meet the criteria and that internal audit and inspections of producers/production sites meet the requirements of the GLOBALG.A.P.Scheme.
The evaluation of QMS requirements will be recorded in the QMS Checklist with sufficient comments.

  - **Step 2 On-site audit**

The On-site audit is conducted after the technical review of the QMS documentation of the client.
It consists to audit a sample of registered producers and/or production sites according to the sampling mode set at the paragraph 6.2.2 (Audit sampling)

#### 6.3.2.2 Assessment of sampling activities.

The control of producers / sites selected covers among others:

- All products registered for certification that they grow;
- All types of production;
- All sub-scopes for which they are registered.

At the end of all inspections/audits, the PDD Unit of BVCI draws a progress report.
That progress report summarizes the inspection/audit activity done, provides evidences and standard's information and lists all non-conformities identified.

#### 6.3.2.3 The findings identified during the assessment (non-conformities)

During the audit, system features, malfunctions and non-conformities encountered are documented and discussed with the leaders of the organization or the personnel who can then provide additional elements that allow seeing them in a larger context.

Non-conformities thus formalized are transmitted to the auditee via reports and always meet the following three criteria:

- Be objective and motivated by the failure of a feature or requirement of the standard or clause set by BVCI.
- Be based on evidence and never on presumptions.
- Be understood and accepted by the candidate.

Thus, when non-conformities are recognized during the assessment, these are gathered into three (03) groups namely:

• Non-compliance (of a control point): A minor and/or major must or recommendation of the GLOBALG.A.P checklist is not fulfilled according to the compliance criteria.

• Global Non-Conformance (with the GLOBALG.A.P certification rules): a GLOBAL.G.A.P rule that is necessary for obtaining the certificate is infringed.

• Contractual Non-Conformances: Breach of any of the agreements signed in the contract between BVCI and the producer.

If non-conformities are identified during the assessment process, and if the client expresses interest in continuing the certification process, the countdown to correct the non-conformities begins with the closing meeting.

#### 6.3.2.4 The closing meeting

The audit team holds a closing meeting at the end of the audit. It brings together, wherever possible, the same people that were present at the opening meeting.

This meeting allows the examination of the main results and all major and minor must identified.

During the closing meeting the Inspector/Auditor:

- present any "reports of non-conformities" issued "FL-CIV-ITD_SU 03 non-conformities report Option 1 without QMS" and / or "FL-CIV-ITD_SU 02 non-conformities report Option 2 and Option 1 multisite with QMS "
- Checks the information which will appear on the certificate.
- Gives (but not necessarily) the entity a draft of "the audit report signed by all stakeholders.

At the end of the audit the inspector/auditor give the report and all necessary documents to the Scheme Manager for review.

### 6.3.3 Corrective actions

From the moment the audit report is transmitted to the auditee, he must take corrective actions to resolve the differences with the "IMP-CIV-ITD_SU 01". Corrective actions.
The review is carried out by person(s) who did not participate in the evaluation activities.
- All corrective actions will be assessed, with clarification that show whether (the) action (s) taken and the evidence are sufficient to end the non-compliance;
- Proof of correction of non-conformities may be provided in document shape and / or photos. The evidence will be classified and kept at the disposal of GLOBALG.A.P on request;
- BVCI reserves the right to request a visit to the client site to check the proof of correction of non-conformities (at the entity expense);
- All non-conformances with the QMS must be corrected.

Corrective actions sheet completed by the auditee is returned to the Scheme Manager.
There are three levels of corrective actions:

- Corrective actions performed during the audit. In this case, the form "IMP-CIV-ITD_SU 01" is completed and signed during the audit;
- Corrective actions about modified documents. In this case, an additional inspection/audit is not required if the "IMP-CIV-ITD_SU 01" can be ended by examining documents sent tothe Scheme manager.
- Corrective action whose implementation must be found on site. An additional audit or inspection is organized by BUREAU VERITAS if corrections can only be validated through on-site verification.

The additional audit is proposed to the entity, and if it agrees to that, the audit is hosted by BUREAU VERITAS and it's performed by making an audit plan as first step. Arrangements for solving differences are verified in the field by the audit team before solder non-conformities sheets.
BUREAU VERITAS and the applicant organization must agree to set a time allowing the auditee to correct the non-conformities. The recommended time to resolve non-conformities shall not exceed twenty eight (28) days during an initial audit.
At the request of the auditee, the PDD Unit's auditors/inspectors verify the effectiveness of corrective / preventive actions and decide on their admissibility.

## 6.4 CERTIFICATION GRANTING

GLOBALG.A.P certification is issued when the producer achieves 100% of major must compliance and 95% of minor must compliance. Regarding the QMS, it must be 100%
So, once all major nonconformities ended and the minimum of 95% minor must achieved the audit report is closed by the auditor in charge of technical review.

The technical reviewer recommends the auditee for certification in accordance with the GENERAL REGULATION of GLOBALGAP. The folder is then checked administratively and technically validated by the Certifier for taking certification decision.

Thus, when the auditee meets the following requirements:

Major Musts: 100% compliance with all applicable Major Must control points is compulsory;

Minor Musts: 95% Compliance with all applicable minor Must control point is compulsory,

The GLOBALG.A.P certificate is established to the attention of the applying legal entity that will comply with contracts signed and the requirements defined in the current version of the General terms.

The certification decision is taken within a maximum period of twenty-eight (28) days after correction of any non-conformances outstanding.

In case of no non-conformances are detected during the inspection/audit, this means that Bureau Veritas makes the certification decision no later than twenty-eight (28) days after the end of the inspection/audit.

The certificate issued in English with a second language added to the certificate if necessary specifies between others:

- BUREAU VERITAS CÔTE D'IVOIRE's Logo ;
- The Accreditation Body symbol/Accreditation mark;
- The name of the certificate holder(legal entity);
- The GLOBALG.A.P number (GGN);
- The GLOBALG.A.P logo ;
- The number given by the accreditation body to Bureau Veritas;
- The certification option;
- The end of validity of the certificate;
- The date of issuance of the certificate;
- The products certified…

For initial certification, the certificate has a validity period of one (01) year minus one (01) days; period after which a new certification is necessary.

Bureau Veritas may request additional information or conducting further site investigation before deciding, or subject its decision to the realization of an additional follow-up visit.

NB: When Bureau Veritas relies on evaluation results that it has not carried out to certify a customer, BUREAU VERITAS assumes responsibility and ensures that the organization that carried out the evaluation meets the requirements set out in 6.2.2 ISO/CEI 17065 and those specified by the certification program.

For any refusal of certification, a notification is sent to the audited body specifying the reasons.

## 7. CERTIFICATION MARKS ET COMMUNICATION

The certificate is issued with the brand of Bureau Veritas if the certification program is established by it. In case Bureau Veritas certifies on a label or brand it operates, it complies and enforces the use of the mark in accordance with the standard requirements and licenses which cover certificate and certification mark.

The PDD Unit provides to the client the necessary instructions on the use of certification marks in accordance with BUREAU VERITAS Communications Guidelines and Client instructions for using of the certification marks.

The PDD Unit controls the use of logos and certificates while performing unannounced audits/surveillance evaluation, checking that the certification marks:

- are reproduced in full accordance with relevant graphic charts;
- are used according to the instructions of the PDD Unit and regulations;
- are used so as not to mislead on the subject of the certification;
- are used according to the standards specifications.

The client agrees to:

- only claim the certification in accordance with its scope of certification;
- not use the certification of its products in a manner that may harm BUREAU VERITAS or make a claim on the certification of its products that Bureau Veritas may consider misleading or unauthorized;
- discontinue to use of all communication supports referring to the certification in case of suspension, withdrawal or expiry of the certification, then fulfill all the necessary requirements of the certification program and/or perform such other action that may be required (respect of rules of communication defined by the certification program and BUREAU VERITAS CÔTE D'IVOIRE).
- correct by appropriate action erroneous references to the certification program or misleading use of licenses, certificates, brands or any other device indicating that a product is certified, appearing in the documentation or other advertising tools.

## 8. MAINTAIN OF THE CERTIFICATION

The certified entity must maintain the certificate during its period of validity by verifying that its certified system still meets the requirements of the selected standard even in case of ongoing production.

Monitoring contains an appropriate range of methods to collect objective evidence including:

- Inspections/audits on-site and interviews with internal and external stakeholders;
- Internal audits and management review;
- Processing of claims and incidents;

- Evaluation of the changes ;
- Continuous control of operations;
- Progress in terms of continuous improvement (including the implementation of the recommendations or the resolution of nonconformities and claims arising from previous audits).

The certified entity must go under external inspection/audit to maintain the certification.

### 8.1 INITIAL INSPECTION/AUDIT

**For Option 1 single sites and multisites without QMS**

One announced external inspection/audit covering:

- all accepted products and products processes
- all registered production sites
- each registered product product handling facility
- where relevant, administrative sites

in the certification scope by Bureau Veritas before a certificate can be issued

**For Option 2 and Option 1 multisites with QMS**

As a minimum the square root (or next whole number rounded upwards if there are any decimals) of the total number of the producers/production sites in the certification scope are inspected by BUREAU VERITAS before a certificate can be issued

### 8.2 SUBSEQUENT INSPECTION/AUDIT

BUREAU VERITAS carries out announced inspection/audit annually. All the subsequent assessments and monitoring are performed during the validity period of twelve (12) months of the certificate and is performed no earlier than eight months before and no later than four months after the expiration date of the certificate.

**For Option 1 single sites and multisites without QMS**

One announced external inspection/audit **once a year** covering:

- all accepted products and products processes
- all registered production sites
- each registered product handling facility
- where relevant, the administrative sites

in the certification scope by BUREAU VERITAS before a certificate can be issued

**For Option 2 and Option 1 multisites with QMS**

As a minimum the square root (or next whole number rounded upwards if there are any decimals) of the total number of the producers/production sites in the certification scope are inspected by BUREAU VERITAS before a certificate can be issued.

### 8.3 SURVEILLANCE INSPECTION/AUDIT

Surveillance inspection/audit of (minimum) 50% square root of certified producers/productions sitesare carried out by Bureau Veritas for Option 2 and Option 1 with QMS during the validity period of the certificate regarding either initial certification or subsequent certification in accordance with the details described in chapters 5.2 of the GLOBALG.A.P regulation part I version 5.2.

During the surveillance, if an evaluation, review or certification decision is made, this is done respectively in accordance with the requirements of 6.3 and 6.4 of this GLOBALG.A.P certification procedure.

### 8.4 UNANNOUNCED INSPECTION/AUDIT

BUREAU VERITAS carries out unannounced inspection/audit of a minimum of 10% of all certified producers/Production sites.

The unannounced audit is notified to the client two (02) working days before.

Non-conformances detected during the surprise or unannounced inspections/audits are handled as in an announced inspection/audit

## 9. RENEWAL OF THE CERTIFICATION

The certification cycle is twelve (12) months subject to any sanctions and extension in accordance with the scope described.

The inspection/audit window is eight (8) months (from 4 months before the original expiry date of thecertificate, and up to 4 months after the original expiry date of the certificate)

If a non-conformance is detected during a subsequent audit/inspection, BUREAU VERITAS applies a sanction: Warning, Suspension or Cancellation

At the end of the validity, if during surveillance audits, any non-compliance is not confirmed, the certification decision is maintained.

Conversely, BVCI gives within 28 days to the entity to proceed with the implementation ofcorrective actions subject to suspension of the certification.

## 10 CHANGES ON THE CERTIFIED SYSTEM

During the period of validity of the certification, any change to the certified system (specifications, standards, change of ownership or structure ...) should be reported to the PDD Unit of BVCI as soon as possible so that the PDD Unit will ensure that the system audited still meets the requirements of the certification standard. A special visit or other actions (Evaluation, Review, Decision, Issuance of revised formal certification documentation to extend or reduce the scope of certification and Issuance of certification documentation of revised surveillance activities) could be triggered.

## 10. EXTENSION OF CERTIFICATION SCOPE

At any time, the certified entity may choose to extend its scope of certification to new products, new processes or new sites. She must make a written request to the PDD Unit that will indicate, as appropriate, the path to follow.

The extension is usually performed as part of the renewal audits to minimize additional costs it could generate.

If circumstances require, the PDD Unit can trigger a specific audit to validate the extension of certification.

This extension is either predictable, and in this case the certification agreement provides for this, or an addendum is realized, allowing to dimension the audit times and sites to be audited.

## 11. AMENDMENT OF THE REQUIREMENTS FOR CERTIFICATION

In accordance with ISO / IEC 17065, the PDD Unit of BUREAU VERITAS is committed to announce in advance any change in requirements for the granting of a certificate.

The PDD Unit will consider the point of views expressed by interested parties before deciding on the precise form and effective date to execute the amendments. Having made his decision and issued the changed requirements, the PDD Unit will ensure that each certified entity makes the necessary adjustments within a period considered reasonable by the PDD Unit.

## 12. EVOLUTION OF STANDARDS

In the case of any evolution of the standard, the PDD Unit will define the transitional arrangements to the new version and if need be, these rules will be communicated to the client, or even a contract amendment will be established.

## 13. TERMINATION, SUSPENSION OR WITHDRAWAL OF CERTIFICATION

According to the work instruction "IT-CIV-ITD_SU 05 GLOBALG.A. P Termination, suspension or withdrawal of the certification" an organization may decide to cancel all or any part of its certification.

The PDD Unit reserves the right to suspend, withdraw or cancel certificates issued, at any time during their period of validity.

A certificate may be suspended, withdrawn or terminated in one of the four following cases:

- if the organization does not implement corrective actions within the stated time limits.
- if the organization engages in any misuse of certification marks;
- if the organization does not comply with trade agreements with Bureau Veritas;
- if the entity harms the image of Bureau Veritas;
- if the organization does not satisfy the requirements of the Table of nonconformities registered at the specifications of the brand.

The PDD Unit will make every effort to allow the entity the required time to remedy the defects that resulted in suspension of the issued certificate.
When the certificate needs to be granted in specific conditions, suspended, withdrawn or terminated if required, an evaluation, a review or a decision of certification are made respectively in accordance with requirements 6.3 and 6.4 of this GLOBALG.A. P certification procedure.
If that fails within a reasonable time, the certificate will be finally removed.

The PDD Unit reserves the right to publish, by whatever means it deems most appropriate, the list of certificates whom have been the subject of restriction, suspension or withdrawal in its register "RL-CIV-ITD_SU 02 Directory of organizations certified by Bureau Veritas Côte d'Ivoire"

## 15 COMPLAINTS AND APPEALS TREATMENT

The organization may appeal the decision made by the PDD Unit in the following cases:

- any refusal, suspension or partial or total withdrawal of certification;
- refusal to accept an application;
- refusal to conduct an evaluation;
- Conditions under which a favorable decision is subject.

For any organization that would like to file a complaint or make an evaluation of our services, it can reach us via this link: https://www.bureauveritas.ci/sdp-sustainable-development-program.

The complainant can write directly to the address listed on the site or click directly on "contact us" to make the request.

After confirming the plaintiff, its appeal is processed in the first instant by the PDD Unit and in the second instance by the general direction of BUREAU VERITAS if the plaintiff did not find satisfaction with the decision of the first instance.
The handling of complaints is done in accordance with procedure PL-CIV-10 QHSE "Treatment of the claims".

## 16 CONFIDENTIALITY

The staff, but also all the members of the committees, the personnel of external organizations or personnel acting on behalf of Bureau Veritas, must maintain the confidentiality of all information obtained or generated during certification activities.
This confidentiality can be lifted in the following cases:

- legal recourse
- umbrella organization recourse
- written agreement from the entity

BUREAU VERITAS informs the client, in advance, of any information it intends to place in the public domain.

## 17 PARTICIPATION OF OBSERVERS FOR AUDITS

Bureau Veritas can associate observers to its certification audits.

These observers may be:

a. auditors/assessors assigned or commissioned in accordance with the certification program (i.e. integrity assessment of GLOBALG.A.P, shadow audit). In this case, the client is required to accept the presence of the auditors/assessors.
b. Bureau Veritas internal auditors as part of internal audits.
c. Inspectors/auditors in on-site training as part of auditors/inspectors qualification process.