GLOBALG.A.P. CERTIFICATION PROCEDURE

LOCAL PROCEDURE – PROGRAMME DÉVELOPPEMENT DURABLE UNIT

PL-CIV-ITD_SU 01

January 2024, version 10.3

SUMMARY

BUREAU VERITAS COTE D'IVOIRE

Commodities, Agri-Food and Trade – Programme Développement Durable (PDD)

1. 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 Upgrading following the appointment of a new The Managing Director Upgrade following the appointment of a new PDD Manager 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
31 - 07 - 2023	Upgrade and readjustment to the new GLOBALGAP IFA V6
22 – 01 – 2024	Upgrade and readjustment

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2. PURPOSE

This document aims to define the GLOBALG.A.P. Certification procedure by Bureau Veritas to any entity candidate or holder of GLOABALG.A.P. certificate who is seeking certification against the GLOBALG.A.P. Integrated Farm Assurance (IFA) smart V6 for fruit and vegetables".

3. SCOPE

This procedure applies to All GLOBALG.A.P. (IFA) V6 certification activity 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.

4. 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

5. IMPLEMENTATION OF THE CERTIFICATION PROCESS

5.1 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"

5.1.1 Application / Customer request

Following a call for tender or a certification request, Bureau Veritas 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 ...

5.1.2 Admissibility

All requests must be subject to an analysis of receivability :

- 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.

5.1.3 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 smart V6 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 parties. Once the contract is established, and before moving to the audit preparation phase, Bureau Veritas Côte d'Ivoire proceeds to the registration of the applicant in the GLOBALG.A.P. IT system (Validation Service) following GLOBALG.A.P. Registration data requirements". By registering, the applicant agrees to comply with certification requirements and contract terms linking him to Bureau Veritas and GLOBALG.A.P.

5.2 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.

5.2.1 Auditor Team Selection

Once the certification contract is signed and approved by the customer and after registration in the GLOBALG.A.P. IT system, a team of CB auditor 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 CB auditor with relevant justifications.

The selection of CB 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 "and according to the GLOBALG.A.P. General regulations Rules for certification bodies.

In addition to the criteria of competence, the followings are added in the selection of CB auditors.

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

Since Bureau Veritas Côte d'Ivoire 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 regulations rules for CB auditors skills and qualifications

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

The same CB farm auditor does not audit an Option 1 producer for more than four consecutive years (regardless of whether the audit is announced or unannounced). Under Option 2, the CB QMS auditor in the audit team shall rotate (no more than four consecutive years auditing the same producer group QMS). However, the CB farm auditors in the audit team may remain the same.

5.2.2 Audit sampling

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

Option 1 Single site and multisite without QMS	
Initial Evaluations	**Subsequent Evaluations**
entire scope (All registered products/ Sites/PHU) - announced	entire scope (All registered products/ Sites/PHU); annually – announced but 10% chance being unannounced of certificate holders)

Option 2 et Option 1 Multisite with QMS		
CB QMS audit	**Certification audit** Complete QMS + square root of the total number of registered central PHUs while in operation; before CB farm audits	**Recertification audit** Complete QMS + square root of the total number of registered central PHUs while in operation; annually, before CB farm audits
Unannounced CB QMS audit	-	**Recertification audit** Minimum of 10% of all producer groups/multisite producers with OMS
CB farm audits	**Certification audit** (Minimum) square root of the total number of registered members/sites	**Recertification audit** a) If non-conformances detected during previous CB surveillance audit: (Minimum) square root of actual number of registered members/sites. ***or*** b) If no non-conformances detected during previous CB surveillance audit: (minimum) square root of actual number of registered members/sites *minus* the number of members/sites audited during the previous CB surveillance audit
	Initial audit	**Subsequent audit**
	CB surveillance audit during certificate validity Minimum) 50% of the square root of the actual number of certified members/sites	**CB surveillance audit during certificate validity** (Minimum) 50% of the square root of the actual number of certified members/sites

Based on justifiable criteria Bureau Veritas can increase the total number of members/sites registered in the sample. The producer group or multi-site producer has the right to appeal against such a decision. The selection considers risk factors, new producers, and random selection.

The Scheme Manager responsible shall prepare an audit planning that includes all the requirements of the GLOBALG.AP IFA smart V6 to check and a timetable for the 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 considers the following factors: number of crops, new crops, farm size, the experience of the last audits, etc.

5.3 CERTIFICATION/RECERTIFICATION AUDIT

In both Option 2 and Option 1, the audit content is organized on a three-year cycle:

- First CB audit (for version 6): all requirements included in the applicable checklists (for QMS and farm audits);
- Subsequent CB audit (year 2): operational items as identified in the applicable checklists (for QMS and farm audits);
- Subsequent CB audit (year 3): operational items as identified in the applicable checklists (for QMS and farm audits);
- Recertification audit: all requirements included in the applicable checklists (for QMS and farm audits), same as initial CB audit.

5.3.1 The opening meeting

The on-site audit begins with a meeting, during which the CB auditor confirms the scope of certification, presents the conduct of the audit and the audit planning to consider 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.

5.3.2 Evaluation

➢ **Option 1 producers without a QMS**

Bureau Veritas may divide the announced CB farm audit into two stages: an off-site stage and an on-site stage. Both stages shall be performed by the same CB farm auditor:

- The off-site no stage is conducted more than four weeks (28 days) before the on- site stage. It consist of a desk review of documentation sent by the producer to Bureau Veritas before the on-site stage. Bureau Veritas schedules a date as deadline for the producer to submit the documents to be evaluated off-site. That date shall also trigger the period of four weeks to conduct the on-site stage. Documentation that may be audited off-site by the CB auditor includes, for example, the self-assessment, risk assessments, procedures required in various P&Cs, aquaculture health plan, analysis programs (frequency, parameters, locations), analysis reports, licenses, list of medicines used, list of plant protection products used, proof of laboratory accreditation,

certificates or assessment reports of subcontracted activities, and plant protection product/fertilizer/medicine application records. The documentation may be supported by interviews and a remote CB audit of the facilities. Comments should be provided for all non-compliant and non-applicable Major P&Cs and Minor Must P&Cs, unless otherwise specified in the Audit Methodology Guidelines, if available. The date, time, and duration of the off-site and on-site stages of each audit must be recorded by the auditor and signed or specifically confirmed by email by the producer.

- The on-site stage is conducted after the off-site stage and consists of an on-site CB audit of the remaining content of the checklist, the production process, the registered sites/PHUs, and the verification of the information already reviewed off-site. The on-site stage includes, at least, the audit of good agricultural practices and food safety- related requirements to determine compliance.

If non-conformances are found during the entire CB farm audit process (off-site and on- site stages together), the countdown to the deadline for closing them begins with the on- site closing meeting, when the audit result is signed or specifically confirmed by email by the producer. This system does not reduce the overall CB audit duration but allows more efficient use of time on-site. The duration of the on-site stage shall never be shorter than two hours.

➢ Option 2 producer groups and Option 1 multisite producers with QMS

The CB QMS audit involve a sampling of the components (e.g., producer group members, production sites, PHUs, documents, records) to audit compliance with the standard and enable certification. All documentation, sites, personnel, and operations that are declared by the producer group/multisite producer to be relevant to the setting up and administration of the QMS as described in "GLOBALG.A.P. general regulations - Rules for producer groups and multisite producers with QMS" shall be evaluated.

The CB QMS audit is divided into:

- Audit of the QMS (including central PHUs, where applicable);
- Audit of a sample of registered producer group members/production/handling sites. In general, the final selection and communication to the QMS of which members/sites to audit not exceed 48 hours (two working days) per member/site.

The CB QMS audit is conducted at the central office/administrative center of the producer group/multisite producer and at the central PHUs. The CB QMS audit shall take at least six to eight hours, depending on the size of the producer group/multisite producer. Bureau Veritas Côte d'Ivoire may divide the announced CB QMS audit into two stages: the off-site stage and the on-

site stage. Both stages are performed by the same CB QMS auditor:

- The off-site stage is conducted not more than four weeks (28 days) before the on- site stage. It consist of a desk review of documentation sent by the QMS to the Bureau Veritas before the on-site stage. Bureau Veritas schedules a date as deadline for the QMS to submit the documents to be audited off-site. That date shall trigger the period of 4 weeks to conduct the on-site stage. Documentation audited off-site by the Bureau Veritas includes, for example, internal QMS audit and internal farm audit reports, the internal register of approved members/sites, risk assessments, procedures, residue monitoring system documentation (frequency, parameters, sampling program), residue analysis reports, licenses, list of medicines used, list of plant protection products used, proof of laboratory accreditation, certificates, and internal reports of subcontracted activities. The documentation is supported by interviews and a remote CB audit of the facilities. Comments should be provided for all non-compliant and non-applicable Major P&Cs and Minor Must P&Cs, unless otherwise specified in the Audit Methodology Guidelines, if available.

- The on-site stage is conducted after the off-site stage and consists of an on-site audit of the remaining content of the QMS checklist, plus the verification of the information reviewed off-site and the way the QMS works on-site (e.g., internal audits, traceability, segregation, and mass balance, central PHUs).

If non-conformances are found during the entire CB audit process (off-site and on-site stages together), the countdown to the deadline for closing them begins with the on-site final closing meeting, when the audit result is signed or specifically confirmed by email by the producer.

5.3.3 The findings identified during the assessment (non- conformities)

During the CB 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 Bureau Veritas;
- 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 Bureau Veritas Côte and the auditee.

5.3.4 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 CB Auditor:

- present any non-conformities;
- Checks the information which will appear on the certificate;
- Gives to the entity a draft of "the audit report signed by all stakeholders. The auditee must sign or confirm the result of the audit during the closing meeting.

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

5.3.5 Corrective actions

From the moment the audit report is transmitted to the auditee, he must take corrective actions tresolve 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;
- Bureau Veritas Côte d'Ivoire 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 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 is organized by Bureau Veritas Côte d'Ivoire 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 Côte d'Ivoire and the applicant organization must agree to set a time allowing the auditee tocorrect the non-conformities. The recommended time to resolve non-conformities shall not exceed twenty-eight (28) days during an initial audit.

5.4 CERTIFICATION GRANTING

GLOBALG.A.P. certification is issued when the auditee achieves 100% of major must compliance and 95% of minor must compliance. Regarding the QMS, it must be 100%.

So, once all major non conformities ended and the minimum of 95% minor must achieved the audit report is closed by the person in charge of technical review.

The technical reviewer recommends the auditee for certification in accordance with the GLOBALGAP General regulation rules for CB. The folder is then checked administratively and technically validated by the Certifier for taking certification decision.

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 CB audit, this means that Bureau Veritas Côte d'Ivoire makes the certification decision no later than twenty-eight (28) days after the end of the audit.

the certification decision and the final report are uploaded to the Audit Online Hub (AOH). Then the certificate is issued in validation service. The certificate issued specifies between others:

- Bureau Veritas'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…

Bureau Veritas Côte d'Ivoire 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: Bureau Veritas Côte d'Ivoire relies on evaluation results that it has not carried out to certify a customer, Bureau Veritas Côte d'Ivoire 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.

The certificate has a validity period of twelve (12) months.

6. CERTIFICATION MARKS ET COMMUNICATION

The certificate is issued with the brand of Bureau Veritas. In case Bureau Veritas Côte d'Ivoire 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.

Bureau Veritas Côte d'Ivoire provides to the client the necessary instructions on the use of certification marksin accordance with Bureau Veritas Communications Guidelines and Client instructions for using of the certification marks.

Bureau Veritas Côte d'Ivoire 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 Bureau Veritas 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).
- 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.

7. 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:

- 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 non conformities and claims arising from previous audits).

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

8. SURVEILLANCE CB AUDIT

Certification/Recertification audits and CB surveillance audits shall be carried out in two separate visits that shall be a minimum of 30 days apart from each other. CB surveillance audits is performed on a minimum of half of the square root of the actual number of certified members/sites. In all cases, the final selection and communication to the QMS of which members/sites to audit shall normally not exceed 48 hours (two working days) per member/site. During the surveillance, if an evaluation, review or certification decision is made, this is done respectively in accordance with the requirements of 5.3 and 5.4 of this GLOBALG.A.P certification procedure.

9. UNANNOUNCED CB AUDIT

During subsequent CB audits, a minimum of 10% of all certificate holders of Bureau Veritas shall be audited unannounced. The calculation of the 10% is carried out for each scope and for each standard. The selection of the 10% do not only consider total numbers but is based on the possible risk and factors such as geography, legislation (where several jurisdictions are covered by the CB), crop type, compliance history, etc. The 10% is calculated over a 12-month period. The number of unannounced CB audits per 12-month period reflect 10% of the certificates issued without QMS included and with QMS included, respectively. The 10% is distributed among the countries where the Bureau Veritas Côte d'Ivoire has certificate holders and is representative of the countries.

The notification of the unannounced CB audit does not exceed 48 hours (two working days. notification of 48h prior to CB audit is allowed for individual producer.). In the exceptional case

where it is impossible for the certificate holder to accept the proposed date (for medical or other justifiable reasons), the certificate holder will receive one more chance to be informed of an unannounced CB audit. There shall be objective evidence of the justification available (e.g., a medical document).

If no evidence of a justifiable reason is available, the producer shall accept the unannounced CB audit or be suspended. The producer will receive a written warning if the first proposed date has not been accepted, regardless of whether the rejection is justified or not. The producer will receive another 48-hour notification for a new unannounced CB audit. If that audit cannot take place, a suspension of all products (i.e., certificate suspension) will be issued. The suspension will be lifted when the unannounced CB audit has been conducted. During registration, the certificate holder may indicate a maximum of 15 days where they are unavailable for an unannounced CB audit.

Non-conformances detected during the surprise or unannounced audit are handled as in an announced audit.

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 Bureau Veritas Côte d'Ivoire as soon as possible so it 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.

11. 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. Bureau Veritas Côte d'Ivoire must have a written confirmation by the customer for the extension and clearly communicate that this action means the CB cannot be changed for the upcoming certificate. Before an extension is granted Bureau Veritas will sign a certification contract for the next certification.

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

If circumstances require, Bureau Veritas Côte d'Ivoire can trigger a specific audit to validate the extension of certification. This audit will be carried out in accordance with points 5.3 and 5.4 of this procedure

The certificate validity can be extended beyond the usual 12 months for a maximum period of 4 months but only if there is a valid reason, which will be recorded.

Once the extension begins, the full GLOBALG.A.P. system participation fee for the next certificate shall be paid by the client to Bureau Veritas Côte d'Ivoire. The customer will be reaudited during that extension period and cannot change CBs for the certificate subsequent to the one for which the extension was granted. If the certificate has been expired for longer than 12 months, the initial certification rules will be applied.

12. AMENDMENT OF THE REQUIREMENTS FOR CERTIFICATION

In accordance with ISO / IEC 17065, Bureau Veritas Côte d'Ivoire is committed to announce in advance any change in requirements for the granting of a certificate.

Bureau Veritas Côte d'Ivoire 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, Bureau Veritas Côte d'Ivoire will ensure that each certified entity makes the necessary adjustments within a period considered reasonable.

13. EVOLUTION OF STANDARDS

In the case of any evolution of the standard, Bureau Veritas 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.

14. TERMINATION, SUSPENSION OR WITHDRAWAL OF THE 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.

Bureau Veritas Côte d'Ivoire 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 5.3 and 5.4 of this GLOBALG.A. P certification procedure.

If that fails within a reasonable time, the certificate will be finally removed.

Bureau Veritas Côte d'Ivoire 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 Bureau Veritas 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 Bureau Veritas and in the second instance by the generaldirection of Bureau Veritas if the plaintiff did not find satisfaction with the decision of the first instance. Bureau Veritas Côte d'Ivoire will actively cooperate with the GLOBALG.A.P. Secretariat during management of complaints related to the Bureau Veritas or to producers with valid contracts with Bureau Veritas.

The handling of complaints is done in accordance with procedure PL-CIV-ITD_CCD 11 COMPLAINTS MANAGEMENT PROCEDURE ".

Bureau Veritas Côte d'Ivoire may conduct additional announced or unannounced audits or on-site visits to investigate complaints.

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 Côte d'Ivoire, 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 Côte d'Ivoire informs the client, in advance, of any information it intends to place in thepublic domain.

17. PARTICIPATION OF OBSERVERS FOR AUDITS

Bureau Veritas Côte d'Ivoire 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 Côte d'Ivoire internal auditors as part of internal audits ;
c. CB auditors in on-site training as part of CB auditors' qualification process.