

A- Certification Application:

The first step for getting NPOP certification for the scope of crop production- individual farmer, crop production – grower group, wild collection, input attestation, processing & trading from Eurofins Assurance India Private Limited operator need to contact with Eurofins Assurance India Private Limited office by mail and phone calls at office. As per the request Eurofins Assurance India Private Limited sends a service request form to the operator, after the review of the service request form Eurofins Assurance India Private Limited sent the quotation to the operator and after the acceptance of the quotation operator share the application package , application form, organic system plan, e copy of updated NPOP standard etc. Operators need to filled the application packet as per the scope applied for to the Eurofins Assurance India Private Limited.

B- Application review procedure:

After receiving the filled-in service request form, Eurofins Assurance India Private Limited office give the quotation to the operator and after acceptance of the quotation Eurofins Assurance India Private Limited sent the application form, OSP, and all the associated documents, Eurofins Assurance India Private Limited reviews the documents i.e. Application, OSP, etc. If any clarification is needed, then Eurofins Assurance India Private Limited reverts back to the operator for the correction. On receiving the updated application, OSP, etc. from the operator It is reviewed by the Eurofins Assurance India Private Limited. Eurofins Assurance India Private Limited conforms to the operator for the reviewed application and OMP. -

C- Certification Agreement with Eurofins Assurance India Private Limited:

Eurofins Assurance India Private Limited sent certification agreement to the operator. The operator sends back a signed certification agreement to Eurofins Assurance India Private Limited.

D- Audit Process:

Eurofins Assurance India Private Limited in agreed with the operator, fixes the date and time for audit. Eurofins Assurance India Private Limited staff will deputed an auditor / audit team accordingly. The operator has to co-operate with the auditor / audit team as declared in the certification agreement. The audit process is as follows.

- **Opening Meeting:**

Upon arrival at the Operator's site-auditor shall chair the opening meeting. In the opening meeting, Auditor will demonstrate the audit process as per the Audit Plan share with the operator before the Audit.

- **Collecting and verifying information**

During the audit, the auditor shall collect and record objective evidence to demonstrate that the operator's system is both implemented and effective. Information relevant to the audit objectives, scope, and criteria (including information relating to interfaces between functions, activities, and processes) shall be collected by appropriate sampling and verified to become audit evidence. Such evidence shall be obtained from interviews, review of documentation and records, observation of processes and activities and conditions in the processes audited. Records shall identify personnel interviewed.

Eurofins Assurance India Private Limited shall ensure that during the Initial / Renewal / Annual Surveillance audit etc, the auditor verifies on-site that previously submitted corrective actions have been, and remain, fully implemented, auditor is also verified that any changes in organic standards and Eurofins Assurance India Private Limited requirements have been effectively implemented by the operators.

- **Preparing the Finding Report**

The finding report shall be prepared and issued by Auditors during the closing meeting.

- 1. Audit Plan – As executed**

As deemed necessary, as auditor amend the original version of the audit plan to reflect the real timing and sequence of the audit events

- 2. Nonconformities**

There are three types of observations – Major , Minor non-conformity and opportunity of improvement shall be substantiated by objective evidence or absence of objective evidence such as witnessed, recordable, verifiable, and quantitative collection of facts. Auditor shall review the findings and record them.

- a. Major nonconformity:** Failure to fulfil one or more requirements of the management system raises doubt about the capability of the management system to achieve the expected outcomes or to effectively control the process for which it was intended.
- b. Minor nonconformity:** Failure which does not impact the capability of the management system to achieve the expected outcomes. A minor nonconformity usually does not represent a material risk to product quality, human health, and safety, or impact on the environment, and does not raise doubt about the capability of the management system to achieve its policy and objectives. A number of minor nonconformities associated with the same requirement or issue could demonstrate a systematic failure and thus constitute major nonconformity.
- c. Opportunities for Improvement (OFI):** An opportunity to enhance the existing work process / practice / method that conforms to the

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requirement of the audit criteria and / or of the organization, but may not represent the current state-of-the-art approach, or best practice, but may represent a potential for a nonconformity.

3. Timelines for submission of corrective action plans & implementation of corrective actions

- a. **Corrective Action Plans:** All corrective action plans, including evidence of correction, shall be submitted within 30 calendar days from the last day of the activity unless the client's certificate expires prior to that date; in such case, the corrective action plan shall be submitted prior to the certificate expiring.
- b. **Major nonconformities:** For major nonconformities, all corrective actions shall be implemented (including verification of effectiveness) within 30 calendar days from the last day of the activity unless the client's certificate expires prior.
- c. **Minor Nonconformities:** For minor nonconformities, all corrective actions shall be implemented (including verification of effectiveness) within 60 calendar days from the last day of the activity. Effective implementation of corrections and corrective actions will take place at the next visit.

4- Closing Meeting: The auditor shall summarize the finding in front of the operator and provide a copy of the findings to the operator and seal and signed.

- **Certification:** The Reviewer will review the Audit report and the file will be submitted to the certification committee. If additional documents are required, a communication will be sent to the operator.
- **Certification decision:** The certification committee of the Eurofins Assurance India Private Limited shall take a decision on the basis of the evaluator's recommendation, and corrective action against the raised noncompliance, available test reports, and operator file review. The certification decision will communicate to the operator and generate the scope certificate. At the farm unit, the NPOP standard shall be applied for at least twelve months before the first harvest of organic products. The prohibited substance shall not have been used for at least 36 months before the harvest of an organic crop. The client needs to complete the transition period of its farm unit.
- **Label approval :** The operator shall make the label incorporating the logo and other relevant details and shall send to Eurofins Assurance India Private Limited for approval. Eurofins Assurance India Private Limited approves the label as per standards and sends the approval decision to the operator. Operator may use the label for

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marketing only after the label approval obtained from Eurofins Assurance India Private Limited.

- **Appeals:** If the operator does not accept the certification decision, he /she can request for reconsideration of the decision in writing. Then the file will be submitted to the certification committee for re-consideration. If the operator still does not agree with the revised decision, he /she can appeal to the appeals committee. The file will then be submitted to the appeals committee, which takes final decision on the case. In case the operator is not satisfied with the Eurofins Assurance India Private Limited appeal process, operator can submit a complaint against Eurofins Assurance India Private Limited to the accreditation body
- **Handling complaints:** Operators are free to approach Eurofins Assurance India Private Limited for any type of complaints against the Eurofins Assurance India Private Limited staff, the Eurofins Assurance India Private Limited certification system or other operators certified by Eurofins Assurance India Private Limited. Any complaints may be verbally directed to Eurofins Assurance India Private Limited staff and/or through e-mail or post to the Eurofins Assurance India Private Limited office. Complaints will be handled confidentially.
- **Standards:** The latest version of NPOP standards can be downloaded from: <https://npop.apeda.gov.in/>