

Short introduction: Steps to Organic Certification

All inspections undertaken for the purposes of granting a certificate to an operation shall be subject to all policies and procedures of the NOP standard. In addition, the policies and procedures described or referenced in this QA Manual shall also apply.

	Procedure	Applicant or client	PRIMUSLABS
1	First Contact	Contact and offer services to the person interested in the certification.	<p>The applicant receives from PRIMUSLABS a first package of information, by e-mail, mail, or fax, often combined with individual additional information by phone. This package includes:</p> <ul style="list-style-type: none"> • the present document, • a company profile, • an application form <p>The applicant is asked to fill in the application form, which can be downloaded directly from the site www.primuslabs.com, or request to our office.</p>
2	Request	The client receives the application form and sends it to Primuslabs.	The applicant is asked to fill in the application form, giving some details about his/her unit, sends it to the manager who reviews it, makes relevant observations and approves
2	Offer		Based on our daily fees and the size of the unit to be certified, we calculate the certification fees. We submit the applicant a written offer. Normally this is a flat fee, meaning that the applicant knows definitively, how much the procedure will cost. Only costs for travelling and accommodation are usually not included in the offer. . Together with the offer, we submit a certification contract. If the customer accepts the quotation is mailed the contract and the SOP.
3	Contract	Once the applicant and	PRIMUSLABS sends back a

		PRIMUSLABS have agreed on the fees, the applicant signs the contract.	counter-signed copy of the contract.
4	Pre-paymen	The client pays 50 % of the quoted fee in advance	PRIMUSLABS submits the client a second package of information, including, among others: <ul style="list-style-type: none"> • Organic System Plan forms • the NOP standard. • schedule of fees,
5	Working out the organic management plan (SOP)	The client fills in the organic management plan (SOP). In our site www.primuslabs.com can be done directly. The template invites him/her to do at the same time self-audit, identifying possible deficiencies, i.e. aspects, where the unit does not (yet) fulfill the standard, and to establish the respective corrective actions.	
6	SOP Review		PRIMUSLABS reviews the SOP (Organic System Plan) and informs the client about the result of this review. *In case that non-conformities are detected during the process of working out and reviewing the SOP, these should be corrected even before the first inspection takes place.
7	Scheduling inspection	Inspector and client schedule a date for the inspection	In order to properly prepare for the on-site inspection, the inspector shall be provided with all information necessary to properly assess the operation. This information shall include at a minimum, a copy of the operation's Organic System Plan, past inspection reports and any noncompliance issued as a result of the immediate past inspection and corrective actions taken.
	Inspection	The responsible persons must	The on-site inspection shall at a

8		be present, records must be prepared. The client proposes corrective actions, in case that non-conformities are found. The inspection report is signed by the client or a responsible person.	minimum verify that the operation complies with the NOP requirements, that substances which are prohibited are not and have not been utilized, and that the operations complies with their Organic System Plan, identifies any non-conformities and evaluates if the corrective actions proposed by the client are appropriate. A meeting shall be held with the operation's authorized representative prior to the start of the inspection to explain the reason for and the scope of the inspection, the expected time duration of the inspection and any requirements to be placed on the operation during the inspection.
9	Inspection report	*In many cases, the unit has to submit additional documents.	A exit interview shall also be held with the operation's representative, delineating the findings of the inspection, time frames for remedial actions, expected date of the final inspection report (shall be no later than 30 days from completion of inspection) and explanation of the appeals and complaint procedure. All documents pertinent to the certification evaluation shall be forwarded to the certification program manager. In accordance with the requirements of the NOP standard.
10	Evaluation	The clients receives a copy of the inspection report	The report is evaluated by the responsible certification. The operation shall be notified when they have been granted or refused the certification
11	Final invoice	Payment of the remaining 50 % plus travelling cost.	Issues the invoice
12	Corrective	*In some cases, as a result of	PRIMUSLABS informs the client,

	actions	the inspection, some corrective actions have to be implemented before the certificate can be issued.	about possible improvements that would be needed before certification can be granted.
13	Appeal	The client has the right to appeal against the certification decision by PRIMUSLABS	All appeals and complaints shall be submitted within 30 days of the on-site inspection or receipt of a notification of denial of certification, proposed suspension or revocation.
14	Certificate		Issues the certificate, submits it by email.

During all of the process from application through certification and the annual renewal process, the client has the right to file complaints to PRIMUSLABS. They will be handled according to PRIMUSLABS internal rules and the client will be informed of the outcome of the complaint assessment. Appeals or other disputed will be handled alike.

