Name of the Organization

(As an example, mentioned as ABC throughout this document)

Organization Logo

QUALITY MANAGEMENT SYSTEM MANUAL (QMSM)

Document Number	:	ABC/QMSM
Issue Number	:	01
Issue Date	:	_____
Version Number	:	00
Version Date	:	_____

	Reviewed By	Approved By	Issued & Controlled By
Name			
Designation			
Signature			

Disclaimer: Please note that this quality manual is prepared for your guidance in generic form to the best of our judgment taking into consideration, the requirements of quality management system that is to be put in place as we understand. You are advised to go through the GlobalG.A.P standard requirements as applicable to your scope by visiting the scheme owner website (www.globalgap.org). We are not responsible for any consequences that may arise out of the implementation of this QMS Manual.

Section No: ABC/QMSM/A Version No: 00	**Table of Contents**	Date : Page No:

Section No: ABC/QMSM/B Version No: 00	**QMSM Version Control Details**	Date : Page No:

Version No	Release Date	Section No / Pages	Reason for Change	Change Details
00		All	New Document Issue	New Document

This Manual is prepared to address the requirements of **Global Good Agricultural Practices (GLOBALG.A.P) Certification Scheme**that applies to agro commodities.

This Manual refers to the QMS system procedures according to which the concerned functionaries carry out the activities in a systematic and effective manner in order to achieve the QMS (Quality Management System) policy and objectives of theorganization.

QMS Manual is prepared by the Management Representative (MR). _____ [*Designation*] ,who authorizes this Manual for release and system implementation by endorsing his approval in this section. Whenever revisions are made to this document, such revisions are recorded in the version control record by giving a brief note on revisions made. Version status given for each section is as applicable under specific revisionnumber.

MR maintains the Master List of QMS Documents containing the List of Documents; List of Procedures; List of Records and List of Work Instructions and reflects the current revision status of QMS Manual in Section ABC/QMSM/B. MR issues the QMS Manual as per distribution list in section ABC/QMSM/D. Control of this manual is in accordance with QMS Procedure – **Procedure for Control of Documented Information ABC/QMSP/01**.

Current version number and Issue date will be mentioned in first page of manual and it is approved.

Approved & Authorized for release by:

_____ *[Name]*

_____ *[Designation]*

Date: _____

The below mentioned will be maintained in Hard Copy form.

Copy No	Copy Status	Copy Holder	Function	Location
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03	Controlled			
04	Controlled			
05	Controlled			

QMS Manual Soft Copy made available to concerned personnel in sharing folder and this sharing folder will be accessible to all departmental personnel, who are working and available in Head Office. Other than Head Office, Soft Copy will be distributed through mails, etc.

1. **Name of the Organization / Location / Nature of Activities**

   1.1 Name of the Organization :

   1.2 Location / Address :

   1.3 Nature of Activities

   1.3.1 _____

   1.3.2 _____

   1.3.3 _____

   1.3.4 _____

   1.3.5 _____

2. **ABC** (hereinafter referred as **ABC** throughout this Document)is promoted with a Vision to offer the Innovative Agricultural Products, Services & Solutions to the Indian Farmers and promotion of safe food to the consumers.

3. **ABC organization experience**

   3.1 _____

   3.2 _____

   3.3 _____

   3.4 _____

   3.5 _____

4. **Details of Management Team**

5. **Organization's external alliance / external tie-ups**

6. **Organization's service to user / customers / farmers**

7. ABC covers the activities of:

   7.1 _____

   7.2 _____

7.3 _____

7.4 _____

7.5 _____

8. Any other matter depending on the organization and nature of its activities

8.1 _____

8.2 _____

8.3 _____

8.4 _____

8.5 _____

9. Address for Communication

9.1 _____ (Head Office)

9.2 _____ (Zones / Branches / Sites)

10. Contact Phone Numbers: +91-

11. Email :_____

12. Website: _____

Normative References for **GLOBALG.A.P.** Certification

Reference Standard	Title of Standard
Global Good Agricultural Practices (**GLOBALG.A.P.**) Certification Scheme – that applies to agro products, Version 5.2 Valid from Feb 2019	Quality Management Systems- Requirements
ISO 17065	Conformity Assessment — Requirements for bodies certifying products, processes and services
ISO 19011:2018	Auditing Principles – QMS

The terminology used throughout this manual is consistent with the terms and definitions provided in G**LOBALG.A.P** **Certification Scheme** standards and other general terminology. Some of the key terms and definitions are listed below:

Term	Definition
Organization	Company going for certification
Farmer	
Supplier	Organization or person that provides a product/service/service
Produce	Farm output
Producer Group	Group of Farmers joining under producer group
Internal Producer and Production Management Unit (PMU) Inspections	Individual farm unit
Product/Service	Result of a process
Process	Set of interrelated activities which transforms inputs into outputs
Quality	Degree to which a set of inherent characteristics fulfils requirements
System	set of interrelated interacting activities
Management System	System to establish policy and objectives and to achieve those objectives
QMS	Management system to direct and control an organization with regard to quality
Policy	Overall intentions and direction of an organization related to quality as formally expressed by top management
Objective	Something sought, or aimed for, related to quality
Procedures	Specified way to carry out an activity or a process
Top management	Person or a group of people who directs and control an organization at the highest level
Effectiveness	Extent to which planned activities are realized and planned activities are realized
Efficiency	Relationship between the result achieved and the resources used
Customer	Organization or person that receives a product / Service
Conformity	Fulfilment of a requirement
Nonconformity	Non-fulfilment of a requirement

Term	Definition
Preventive action	Action to eliminate the cause of a potential nonconformity or other undesirable situation
Corrective action	Action to eliminate the cause of a detected nonconformity or other undesirable situation
Rework	Action on nonconforming product to make it conform to the requirements
Information	Meaningful data
Document	Information and its supporting medium
Record	Document stating results achieved or providing evidence of activities performed
Supply Chain	Is defined as “Supplier Organization Customer”
Audit Criteria	Is set of policies, procedures, process descriptions or requirements used as reference to an audit.
Auditor	Is a person with the competence to conduct an audit on the Quality management system.
Auditee	An organization or a person or a group with interacting processes and its activities performance being audited.
Capability	Ability of the QMS and its processes to realize a Product/Service that will fulfil the requirements for that Product/Service.
Capacity	Ability of the QMS and its processes to achieve a volume of Product/Service that will fulfil the demand of the customer.
Continual Improvement	Recurring process or activity to increase or enhance the ability of the qualitymanagementsysteminordertoachieveimprovementsinoverallperformance of the quality policy.
Competence	Demonstrated ability to apply education, experience, knowledge and/orskill to perform a job/work.
Infrastructure	Is a system of building, facilities, equipment and support services including suppliers needed for the operation.
Internal Audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the quality management system audit criteria set by org are fulfilled.
Organization Structure	Is an arrangement of responsibilities, authorities and relationship between people of org
Quality Control	Is part of quality management focused on fulfilling quality requirements.
Quality Assurance	Is part of quality management focused on providing confidence that quality requirements will be fulfilled.

Term	Definition
Validation	Confirmation, through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.
Verification	Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.
Work Environment	Set of conditions under which work is performed.
Residual Risk	The risk remaining after risk treatment
Risk Acceptance	Decision to accept a risk
Risk Analysis	Systematic use of information to identify sources and to estimate the Risk
Risk Assessment	Overall process of risk analysis and risk evaluation
Risk Evaluation	Process of comparing estimated risk against given risk criteria to determine the Risk
Risk Management	Coordinated activities direct and control an organization with regard to Risk
Risk Treatment	Process of selection and implementation of measures to modify Risk

To ensure an objective assessment and certification to the **GLOBALG.A.P Scheme and to** produce and promote uniformity in the operation of the certification scheme and the Interaction between the Certification Bodies (CBs) and the Producer Group seeking certification.

IMPORTANT PONITS TO BE NOTED

You need to go through the following documents and also visit the GlobalG.A.P website for updates and understanding the requirements. First your Quality Management System needs to address all the requirements of the GlobalG.A.P Standard and the organization requirements.

- Quality Management System Manual
- GlobalG.A.P General Regulations (GR): Crops Rules –Feb 2019 , Version 5.2
- GlobalG.A.P G R : Part 1 – Annex . Definitions -Feb 2019 , Version 5.2
- GlobalG.A.P G R : Part 1 – General requirements -Feb 2019 , Version 5.2
- GlobalG.A.P G R : Part 11 – QMS Rules -Feb 2019 , Version 5.2
- Residue Monitoring System Check list –March 2019
- Inspection Method & Justification Guidelines
- Applicable Crop Module Check lists
- Statutory and Regulatory compliances related to the organization activities

1. This document covers the Group certification process of **GLOBALG.A.P.** Under Option 2 and Option 1 multisite with QMS to achieve certification.

   Note: The certification shall be carried out by the Certification Bodies (CBs) duly accredited for the certification scheme as per ISO 17065 and in the approved list of GlobalG.A.P. To operate under the Scheme, the CBs will require an extension of scope within the accreditation for ISO 17065.

2. Scope also includes Registration / Application process for certification.

3. **Scope Statement:**

   _____
   _____
   _____

1.0 Legality, Administration, and Structure

1.1 Legality

a. ABC is registered as a _____ *[Company / Partnership Firm / Any Other]* vide Registration No. _____ dated -- and is registered as _____ (Producers Management Unit, Producer Companies, Exporters etc.) vide Registration Number _____ dated.

Document: Incorporation Certificate as legal entity to be attached

b. ABC has the legal right to carry out agricultural production and/or trading and is able to legally contract with and represent the group members and production sites. These are mentioned in objects clause.

c. ABC enters Certification Agreement' with approved CB,

1.2 Producers and Production Sites

1.2.1 Requirements for Producer Members of Producer Groups

i. Written contracts are in force between each producer member and ABC. The contracts include the following elements:

- Producer group name and legal identification
- Name and/or legal identification of the producer
- Producer contact address
- Details of the individual production sites, including certified and non-certified products (the contract may refer to the producer group's internal register for this information)
- Details of area (crops) or tonnage (the contract may refer to the producer group's internal register for this information)
- Producer commitment to comply with the requirements of the GLOBALG.A.P.Standard
- Producer agreement to comply with the group's documented procedures, policies and, where provided, technical advice
- Sanctions that may be applied in case of GLOBALG.A.P. and any other internal requirements not being met
- Signature(s) of producer and group representatives

Document: Written Contracts with Producer Members

ii. The producer group registered members are legally responsible for their respective production sites, which however takes place under the common QMS of the group.

iii. Members of a producer group are not legal certificate holders. They do not market any products under their name with

reference to the group certificate. All products that are sold without reference to the certificate are recorded in the group mass balance system.

1.2.2 Requirements for Production Sites in Option 1 Multisite

See General Regulations Part I, 4.2.1 j).

1.3 Producer and Site Internal Register

i. A register is maintained of all contracted group member producers and of all the applicable sites used for production in accordance with the GLOBALG.A.P. Standard.

Record: Site Internal Register

ii. A declaration is issued to the members of the group to indicate that they are the members of the group only if they are listed on the certificate annex. This declaration is not being used to replace a certificate or to trade with. See Annex II.3 for minimum requirements of such a declaration.

Document: Declaration issued to the members of the group

1.3.1 Requirements for Producer Groups

i. The register contain the following information for each producer, at the least:

- Name of producer
- Name of contact person
- Full address (physical and postal)
- Contact data (telephone number, e-mail, and fax number, if available)
- Other legal entity ID (VAT number, ILN, UAID, etc.), where required for the country of production as published in annex I.2.
- Products registered
- Details of the individual production sites and their location, including certified and noncertified products
- Growing/production area and/or quantity for each registered product
- Certification body(ies) if a producer makes use of more than one CB
- Producer status (internal status as a result of the last internal inspection: approved, suspended, etc.)
- Date of last internal inspection

ii. Those producers of ABC who do not apply to be included in the GLOBALG.A.P. Group certification are listed separately and are not registered in the GLOBALG.A.P. Database (unless they have applied for a benchmarked option or any other GLOBALG.A.P. standard). This list is for management purposes within the producer group, and the disclosure of its

contents externally is not required, unless it is needed for clarification of any issues raised, for example on the effectiveness of the producer group's quality management system.

1.3.2 Requirements for Option 1 Multisite with Implemented QMS

In addition to what is stated in 1.3.1, the register at least contains the information regarding the relation of ABC with the production site (ownership, rented, etc.) for each site.

In Option 1 multisite, instead of producer status, the production site status is included in the internal register.

2.0 Management And Organization

The QMS ensures that the group's registered members or production sites comply in a uniform manner with the GLOBALG.A.P. Standard requirements.

2.1 Structure

a. The structure enables the appropriate implementation of a QMS across all registered producer members or production sites.

b. The applicants have a management structure and sufficient suitably trained resources (management and technical capacity) to effectively ensure that the requirements of GLOBALG.A.P. are met by all producers and at all production sites.

c. Members of management annually conduct a documented management review and make necessary changes. The management reviews are generally in the form of an annual staff meeting, where food safety resources, the status of actions from previous management reviews, external and internal changes that are relevant to the quality management system, and effectiveness of the quality management system are reviewed. Evidence of this management review is available and can be verified by the external CB auditor.

Record: Management Review Minutes

d. The organizational structure is documented and includes individuals responsible for:

- Managing the QMS; which is independent from the sites and producers?
- The internal inspections of each producer member and/or production site annually (i.e. internal inspector(s)).
- The internal audit of the quality management system and verifying the internal inspections (i.e. internal auditor). At least one person in the QMS structure (e.g. internal auditor) is responsible and able to train the internal inspectors and producers.

- Technical advice to the group (depending on the scope of the group)

Document: Organizational Structure/Chart

e. The management has given internal auditors and inspectors sufficient authority to make independent and technically justified decisions during the internal controls.

2.2 Competency and Training of Staff

a. The competency requirements, training and qualifications for key personnel (those mentioned in 1.2.1, but also any other identified personnel) are defined and documented. These qualification requirements also apply to external consultants.

Record: Competency, Training and Qualifications of Key Personnel

b. The management ensured that all personnel with responsibility for compliance with the GLOBALG.A.P. Standard are adequately trained and meet the defined competency requirements:

- Internal auditor competence (as set out in Annex II.1) is checked by management and reviewed by the CB.
- Internal inspector competence (as set out by Annex II.1) is checked by the management and reviewed by the CB.
- Where the internal auditor does not have the necessary food safety and G.A.P. training, but only QMS training/experience, another person with these qualifications (and identified in the QMS) shall form part of the "audit team" to perform the approval of the farm inspections.
- Technical advisors to the producer group members/company meet the requirements described in the applicable CPCC, depending on the scope of certification

c. Records of qualifications and training are maintained for all key personnel (managers, auditors, inspectors, etc.) involved in compliance with GLOBALG.A.P. Requirements to demonstrate competence.

Records: Training Records

d. If there are more than one internal auditor or inspector, they undergo training and evaluation to ensure consistency (calibration) in their approach and interpretation of the standard (e.g. by documented shadow audits/inspections).

e. Systems are in place to demonstrate that key staff are informed and aware of development, issues, and legislative changes relevant to the compliance to the GLOBALG.A.P. Standard. Evidence of induction and annual refreshment trainings for key staff as defined above is available.

Records: Training Records

3.0 Document Control

a. All documentation relevant to the operation of the QMS for GLOBALG.A.P. Compliance are adequately controlled. This documentation includes, but is not limited to:

- The quality manual
- GLOBALG.A.P. operating procedures
- Work instructions
- Recording forms
- Relevant external standards, e.g. the current GLOBALG.A.P. normative documents

b. Policies and procedures are sufficiently detailed to demonstrate compliance checks of the requirements of the GLOBALG.A.P. Standard.

c. Policies and procedures are made available to relevant staff and producer group registered members.

d. The contents of the quality manual are reviewed annually to ensure that it continues to meet the requirements of the GLOBALG.A.P. Standard and those of the applicant. Any relevant modifications of the GLOBALG.A.P. Standard or published guidelines that come into force are incorporated into the quality manual within the period given by GLOBALG.A.P.

3.1 Document Control Requirements

a. There is a written procedure defining the control of documents.

b. All documentation are reviewed and approved by authorized personnel before issue and distribution.

c. All controlled documents are identified with an issue number, issue date/review date, and be appropriately paged.

d. Any changes in these documents are reviewed and approved by authorized personnel prior to their distribution. Wherever possible, an explanation of the reason and nature of the changes are given.

e. A copy of all relevant documentation is made available at any location where the QMS is being controlled.

f. There is a system in place to ensure that documentation is reviewed and that following the issue of new documents, obsolete documents are effectively rescinded.

Procedure: Control of Documented Information

3.2 Records

a. Adequate records are established to demonstrate effective control and implementation of the QMS and compliance with the requirements of the GLOBALG.A.P. Standard.

b. Records are kept for a minimum of 2 years. However in case of first implementation, requirement is three months.

c. Records that are established and maintained are genuine, legible, stored and maintained in suitable conditions, and are accessible for inspection as required.

d. Records that are kept online or electronically are valid. Whenever a signature is required, it is a password or electronic signature that ensures the unique reference and authorization of the person signing. If a written signature of the responsible person is needed, It is present. The electronic records are available during the CB inspections. Back-ups are available at all times.

4.0 Complaint Handling

a. The applicants have a system for effectively managing customer complaints and the relevant part of the complaint system is made available to the producer members.

b. A documented procedure is established that describes how complaints are received, registered, identified, investigated, followed up, and reviewed.

c. The procedure is made available to customers as required.

d. The procedure covers both complaints against the applicant as well as individual producers or sites.

Procedure: Procedure for Complaint Handling

5.0 Internal Quality Management System Audit

a. The QMS for the GLOBALG.A.P. scheme is audited annually or per crop cycle, whichever is earlier.

b. Internal auditors comply with the requirements set in Annex II.1.

c. It is ensured that the internal auditors are independent of the area being audited.

d. Records of the internal audit, audit findings, and follow up of corrective actions resulting from an audit are maintained and available.

e. The completed QMS checklist with comments for every QMS control point is made available on site for review by the CB auditor during the external audit.

f. It is ensured that the organization (producer group or multisite company) has completed and signed the 'Food Safety Policy Declaration', which is a commitment to be renewed annually for each new certification cycle.

The central management, in lieu of this commitment for the organization and for all its members by completing and signing one declaration at QMS level, which is attached to the QMS checklist used for the internal audit.

g. In cases where the internal audit is not performed in one day but continuously over a 12-month period, a pre-defined schedule is kept in place.

Procedure: Procedure for Internal Auditing
Record: Annual Internal Audit Plan
Record: Internal Audit Schedule
Record: Internal Audit / QMS Checklist
Record: Internal Audit Non-conformance Report
Record; List of Approved Internal Auditors
Record: Internal Audit Report
Document: Food Safety Policy Declaration

6.0 Internal Producer and Production Site Inspections

a. Inspections are carried out at each registered producer (and corresponding production sites) or production site at least once per year or per crop cycle , whichever is earlier against all the relevant GLOBALG.A.P. Control Points and Compliance Criteria.

b. Internal inspections timing follow the rules defined in the General Requirements and scope specific rules.

c. Internal inspectors comply with the requirements set in Annex II.1.

d. It is ensured that the internal inspectors are independent of the area being inspected. Internal inspectors do not inspect their own daily work.

e. New members of the group and new production sites of the Option 1 multisite are always internally inspected and approved prior to entering into the internal GLOBALG.A.P. Register.

f. The original Inspection Reports and Notes are maintained and are made available for the CB inspection.

g. The Inspection Report contains the following information:

- Identification of registered producer and/or production site(s)
- Signature of the registered producer or production site responsible
- Date
- Inspector name
- Registered products
- Evaluation result against each GLOBALG.A.P. control point
- The checklist includes details in the comments section for the Major Musts control points that are found to be compliant, Major Musts and Minor Musts control points that are found to be non-compliant, and Major Musts and Minor Musts control points that are found to be non-applicable; This is needed to enable the audit trail to be reviewed after the event.
- Details of any non-compliances identified and period for corrective action
- Inspection result with calculation of compliance

- Duration of the inspection
- Name of internal auditor who approved the checklist

h. The internal auditor (or audit team; see point 2.2 b)) reviews and makes the decision on whether the producer or site is compliant with the GLOBALG.A.P. Requirements, based on the Inspection Reports presented by the internal inspector.

i. In cases where there is only one internal auditor who also performs the internal inspections, another person, e.g. management representative identified in the QMS, will approve the internal inspections.

j. Where the internal inspections take place continuously over a 12-month period, a predefined schedule is kept in place.

Record: GLOBALG.A.P. Control Points and Compliance Criteria
Procedure: Procedure for Inspection
Record: Inspection Plan
Record: Inspection Schedule
Record: Inspection Check List
Record: Inspection Non-conformance Report
Record: Inspection Reports
Record; List of Approved Inspectors

7.0 Non-Compliances, Corrective Action, and Sanctions

a. A procedure is established to handle non-compliances and corrective actions, which resulted from internal or external audits and/or inspections, customer complaints or failures of the QMS.

b. The documented procedure addresses the requirements for the identification and evaluation of non-conformances and non-compliances to the QMS by the group or by its members, respectively.

c. Corrective actions following non-compliances are evaluated and a timescale defined for action.

d. Responsibility for implementing and resolving corrective actions is defined.

e. A system of sanctions and non-conformances that meets the requirements defined in the GLOBALG.A.P. General Regulations Part I are operated with producers or production sites. In case of contractual non-conformances (e.g. not complying with one of the QMS internal policies), sanctions are decided by the QMS.

f. Mechanisms are in place to notify the GLOBALG.A.P. Approved certification body immediately of suspensions or cancellations of registered producers or production sites.

g. Records shall be maintained of all sanctions including evidence of subsequent corrective actions and decision-making processes.

Procedure: Procedure to handle Non-compliances and Corrective Actions
Record: Details of Sanctions and subsequent Corrective Actions

8.0 Product Traceability And Segregation

a. A documented procedure is established for the identification of registered products and to enable traceability of all products, both conforming and non-conforming, to the applicable production sites. A mass balance exercise is carried out, at least annually, per product to demonstrate compliance within ABC (see points e) to k)).

b. Products meeting the requirements of the GLOBALG.A.P. Standard and marketed as such are handled in a manner that prevents mixing them with non-GLOBALG.A.P approved products. An effective system is in place to ensure segregation of certified and noncertified products. This is done via physical identification or product handling procedures, including the relevant records.

c. Effective systems and procedures are in place to negate any risk of mislabelling of GLOBALG.A.P certified and non-GLOBALG.A.P. Certified products. GLOBALG.A.P. products entering the process (either from producer members/production sites or from external sources) are immediately identified with the GGN or any other reference that is clearly explained in the company policy and provides a unique reference to the certification status. This reference is used on the smallest individually identified unit.

d. In case of parallel production/parallel ownership, the QMS ensures that all final ready to-be-sold products (either from farm level or after product handling), originating from a certified production process are correctly identified with a GGN. In case of Option 2, it can be the GGN of the group, the group member who produced the product, or both GGNs. In case group members pack and label the product, the producer group requires from those members to include the GGN of the group, with or without the GGN of the member producer. In case of Option 1 multisite, it is the GGN of the individual producer. The GGN is be used on the smallest individually packed unit, regardless if it is a final consumer packaging or not.

   The GGN is not used to label non-certified products, except when there is a written agreement available between the producer and the client not to use the GGN on the ready to be sold product or when a client's own label specification does not include the GGN.

e. A final document check is in place to ensure correct product dispatch of certified and non-certified products.

f. It is ensured that all transaction documentation (sales invoices, other sales related, dispatch documentation, etc.) related to sales of certified product includes the GGN of the certificate holder and contains a reference to the GLOBALG.A.P certified status.

   Note: This is not obligatory in internal documentation. Positive identification is enough (e.g. “GGN_GLOBALG.A.P certified<product name>”). Indication of the certified status is obligatory regardless of the certified product is sold as certified or not. (This, however, cannot be checked during the initial (first ever) audit because the producer group/company is not certified yet and cannot make a reference to the GLOBALG.A.P. certified status before the first positive certification decision.)

This is not applicable only when there is a written agreement available between the producer group/company and the client not to identify the GLOBALG.A.P. Status of the product and/or the GGN on the transaction documents.

g. Procedures are established, documented and maintained, appropriately to the scale of the operation, for identifying incoming certified and non-certified products from members of the group or sites of the Option 1 multisite producer or purchased from different sources (i.e. other producers or traders). Records include:

- Product description
- GLOBALG.A.P. certification status
- Quantities of product(s) incoming/purchased/produced
- Supplier details
- Copy of the GLOBALG.A.P. certificates, where applicable
- Traceability data/codes related to the incoming/purchased/produced products
- Purchase orders/invoices received by the organization being assessed
- List of approved suppliers

h. Sales details of certified and non-certified products are recorded, with particular attention to quantities delivered/sold as certified and descriptions provided.

i. Quantities (including information on volumes or weight) of certified and non-certified incoming, outgoing and stored products are recorded and a summary is maintained so as to facilitate the mass balance verification process. The documents demonstrate the consistent balance between certified and non-certified input and the output. The frequency of the mass balance verification is once in a year or per crop cycle, whichever is earlier and is appropriate to the scale of the operation, which is done per product. Documents to demonstrate mass balance shall be clearly identified.

j. The PHUs included in the QMS certification scope operate procedures, which enable registered products to be identifiable and traceable from receipt, through handling, storage, and dispatch.

k. Conversion ratios are calculated and available for each relevant handling process. All generated product waste quantities shall be recorded.

l. This section is audited both internally and externally at PHU level, while PHUs are in operation.

Procedure: Procedure for identification of registered products
Document: Documents demonstrating Mass Balance
Record: Mass balance register

9.0 Withdrawal Of Product

a. Documented procedures are in place to effectively manage the withdrawal of registered products.

b. Procedures identify the types of event that may result in a withdrawal, persons responsible for taking decisions on the possible withdrawal of products, the

mechanism for notifying customers and the GLOBALG.A.P approved certification body, and methods of reconciling stock.

c. The procedure is capable of being operated at any time.

d. The procedure is tested in an appropriate manner at least annually or per crop cycle to ensure that it is effective, and records of the test retained.

Procedure: Procedure for Withdrawal of Registered Products
Record: Product withdrawal records

10.0 Subcontractors

a. In cases where any services are subcontracted to third parties, procedures exist to ensure that these activities are carried out in accordance with the requirements of the GLOBALG.A.P. Standard .

b. Records are maintained to demonstrate that the competency of any subcontractor is assessed and meets the requirements of the standard.

c. Subcontractors work in accordance with the applicant's QMS and relevant procedures and this is specified in service level agreements or contracts.

Procedure: Procedure for Control of Subcontracted Activities
Record: Evaluation of the Competency of the Subcontractors

11.0 Registration of Additional Producers or Production Sites to the Certificate

New producers and sites are added (subject to internal approval procedures being met) to a certificate in effect. It is the responsibility of the certificate holder (group or multisite) to immediately update the certification body on any addition or withdrawal of producers and/or sites to/from the list of registered producers.

a. Up to 10 % of new producers (in groups) or sites (in multi sites) in one year are added to the approved list by registering the producers or sites with the approved certification body without necessarily resorting to further verification by the certification body.

b. When the number of approved registered producers (in groups) or sites (in multisite) increases by more than 10 % in one year, further external sample inspections (minimum is the square root of new producers/sites) of the newly added producers/sites and optionally an audit of the QMS is carried out during that year before additional producers/sites can be added to the approved list.

c. Regardless of the percentage by which the number of approved registered producers/sites increases in one year, should the newly registered farms increase the area or number of livestock of previously approved registered products by more than 10 % in one year, or there is a 10 % change of producers (in groups) or sites (in multisite), further external sample inspections (minimum is the square root of new producers/sites) of the newly added farms or producers/sites and optionally an audit of the quality management system is conducted during that year before additional producers/sites can be added to the approved list.

d. Regardless of the number of producers/farm area/number of livestock, if a new product is to be added to the certificate between surveillance and certification audits, inspection is carried out to the square root of the producers growing the new product. If the product added is a high-risk product (according to the 'GLOBALG.A.P. Product List'), every producer growing the new product is subjected to a producer audit by the CB.

12.0 Logo Use

a. The producer/producer group uses the GLOBALG.A.P. word, trademark, or logo and the GGN according to the General Regulations and according to the 'GLOBALG.A.P. Sublicense and Certification agreement'. The GLOBALG.A.P. word, trademark, or logo will never appear on the final product, on the consumer packaging, or at the point of sale, but the certificate holder, at his option uses any and/or all in business-to-business communication.

b. The GLOBALG.A.P. word, trademark, or logo is not used during the initial (first ever) inspection, as the producer is not yet certified and, therefore, cannot yet make a reference to the certified status.