



# **TERMS AND CONDITIONS FOR CERTIFICATION**

**CEYCERT (PRIVATE) LIMITED**

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## 1. INTRODUCTION

This document defines conditions, rights, and duties, as well as the operating processes for the assessment and certification of Organic Agriculture production and processing according to SLS 1324:2018.

It also contains information on certificate maintenance, withdrawal or cancellation as well as handling of complaints and appeals.

The terms and conditions presented in this document govern the relationship between Ceycert (Private) Limited (Ceycert) and its clients and are applicable to all applicants unless exceptions are specifically agreed upon between the parties.

## 2. CERTIFICATION PROCESS

Ceycert is responsible for issuing, modifying, suspension, and withdrawing certificates and all other documents issued as part of the certification process. All these documents remain the property of Ceycert.

The major steps of the certification process are:

### 1. Application for certification

Upon a request by an applicant, the Officer in charge shall send an application pack (application form, terms and conditions, fee structure if applicable) to the applicant. The applicant is to submit the duly filled application with sufficient information.

### 2. Application Review

Ceycert shall conduct an application review with considering risk factors which may results in more information requests from the applicant.

### 3. Proposal

A Proposal shall be sent to the applicant based on the application review, fees structure, and determination of audit time.

### 4. Evaluation activities

Ceycert shall conduct an Organic Management Plan (OMP) Review once it received, and the deficiencies shall be corrected by the client.

Once the client is ready, the onsite audit shall be scheduled based on the procedure for competence.

Audit plan shall be communicated to the client and the onsite audit shall be conducted based on the agreement of the audit plan by the client.

Audit shall be conducted to determine the compliance with SLS 1324:2018

Nonconformities shall be communicated with clients by the audit team with the agreement.

Nonconformity reports (NCRs) shall be raised on the deviations from the requirements which are to be agreed with the client.

The client shall submit duly completed NCRs together with evidence for the corrective actions taken for the NCRs within two months. (Maximum). If the client required more time, to complete corrective actions then needs to make a written request from the CB. Ceycert shall consider the request based on reason and which shall be communicated to the client and be followed up.

#### 5. Certification decision

Manager Certifications shall recommend for certification while the Corrective actions are made satisfactorily, otherwise necessary action will be taken to communicate to the client.

Certification committee shall review the documents and shall make a decision on granting certification. The decision shall be communicated to the client.

If the decision is positive, granted certification letter of awarding shall be communicated to the client. Certificate shall be awarded following the signing of the certification agreement.

### 3. MAINTAINING CERTIFICATION/RECERTIFICATION

Certificate is valid for a period of one year. Recertification audit shall be conducted by the Ceycert annually to recommend for continuation of the product certification. The certification process shall be followed.

### 4. TERMS & CONDITIONS

The client shall ensure transparency and reliability of the information provided to Ceycert The client shall ensure that all necessary arrangements are made before an audit, including provision for reviewing of documents, access to all processes and areas, records and personnel applicable for the audit. The client shall agree to bear the cost of travelling arrangements and accommodation (if needed) pertaining to the audit.

### 5. USE OF CERTIFICATION MARK

Refer “Terms and conditions for use of Certification mark” Document.

### 6. WITHDRAWAL OR SUSPENSION

Ceycert may suspend/withdraw the certificate when;

1. The client's organic agriculture production/processing has persistently or seriously failed to meet certification requirements
2. The client does not allow recertification audits to be conducted at the required frequencies.

3. The client violates “Terms and conditions for use of Certification mark” or not complying with the “Terms and conditions for the certification”.
4. The client restricts auditors of Ceycert to inspect the sites
5. The client fails to pay the applicable fees for the certification

At any time during the validity period of the certificate, if the client wishes to withdraw from the scheme, may inform Ceycert in writing of their intention. It will be communicated to the Certification Committee and decision to be made.

The decision shall be communicated to the company and they shall immediately return the certificate which remains as the property of Ceycert.

Ceycert Holds the right to renew or refuse to grant renewal of the certificate.

Client could appeal against the suspension within fourteen (14) days from the date of notification.

## **6. REDUCING THE SCOPE OF CERTIFICATION**

Ceycert shall reduce the client's scope of certification to exclude the parts which are repeatedly failing to meet the requirements of the relevant Organic production.

Upon request, CB shall reveal the status of the certification of Organic Agriculture as being reduced.

A new certificate shall be issued by the CB.

## **7. EXTENDING THE SCOPE OF CERTIFICATION**

If the client wishes to extend the scope of certification, he/she shall make a request with the relevant documentation pertaining to the extended scope to the CB.

CB shall conduct an audit on the extended scope depending on the urgency of the client.

Certification decision will be taken as per the steps mentioned under the certification process and a new certificate shall be issued by the CB.

## **8. APPEALS**

In the event of the client wishing to make an appeal against any decision of Ceycert, the client shall officially inform the decision to the Director, Ceycert in writing.

Ceycert will obtain the appeal on the prescribed form from the client. Ceycert follows an appeal procedure. The decision of the Appeals Committee will be the final.

## **9. CONFIDENTIALITY**

Information provided by the client under the scheme shall be kept confidential. However, the client's organization shall agree to the CB providing necessary confidential information of it to other bodies such Accreditation Body and Peer Assessment Scheme for official purposes.

#### **10. LIABILITY/ DISCLAIMER**

Ceycert shall not be liable to the company for any expenses, loss or damages suffered by the client and caused by the client's participation in the scheme or as a result of the assessment of the company's organic agriculture production and processing by Ceycert or it's representatives.

#### **11. CHANGES IN THE TERMS AND CONDITIONS**

Any major changes are made to the terms and conditions governing the products Certification Scheme, all certified companies shall be informed by Ceycert.