IBD CERTIFICAÇÕES

Step by Step

Welcome to IBD!

We have prepared this guide to provide you with all the necessary information about the organic certification process.

QIMA IBD

Índice

Terms and definitions

Accreditation: formal acknowledgment by an accreditation body, that a certification body meets previously defined requirements and demonstrates competence to perform its activities with confidence.

Appeal: any request from a client for IBD to reconsider a decision referring to compliance assessment.

For the NOP of the USDA, the term "Rebuttal" corresponds to the appeal definition above. The term "Appeal" only applies to the appeals addressed by the client to the Program administrator and treated by him directly (NOP 205.680 & 205.681).

Audit: systematic documented and independent process for obtaining and assessing evidences to determine the extension to which certification requirements are met.

Audit cycle: steps sequence of the (certification, re-certification or annual surveillance) audit process.

Certificate of conformity: certification document attesting compliance of audited client's management system and products to certification scheme.

Certification cycle: steps sequence of the certification process that must be repeated to maintain (renew) the Certificate of Conformity.

Certification decision: decision taken by the certification body with regards to fulfillment of products and processes' certification requirements.

Certification requirements: criteria established by the certification scheme as a condition to obtain or maintain the certification.

Certification scheme: certification system related to specific products for which the same requirements, rules and procedures (defined by the scheme owner) apply.

Certification scope: identification of products, processes or services and certification scheme with its normative documents against which certification is granted.

Complaint: expression of dissatisfaction, other than appeal, manifested by clients or third parties, about IBD's certification activities.

Compliance: fulfillment of certification scheme's requirements.

Mark of accreditation: mark of the accreditation body responsible for the accreditation of the certification body to certify the product or service.

Mark of conformity: mark attesting the conformity of the product or service to certification scheme requirements that can be used on products and communication materials by the means of licensing. Marks of conformity ("seal") are normally registered and protected legally against any abusive use.

Mediation: formal or informal process by means of which the certified client and the certification body agree with regards to the resolution of non-compliance and to prevent its recurrence in the future.

Non compliance: non fulfillment of certification scheme requirements.

Scheme owner: person or organization responsible for the development and maintenance of a certification scheme.

Objectives and applicable certification schemes

We made this guide to provide you with all necessary information about the organic and biodynamic (if applicable) products certification process.

The certification schemes covered by this document are:

- **Brazilian System of Organic Conformity Evaluation (BR)**, ruled by the law 10.831 of December 23rd 2003, Decree 6.323 of December 27th 2007 and related Normative Instructions.
  It allows for trading organic products in Brazil.
  The Brazilian Ministry of Agriculture (MAPA) is the owner and manager of this scheme and the Coordenação Geral de Acreditação do Inmetro (Cgcre) is responsible for the accreditation of certification bodies.

- **IBD Organic Quality Standard (CE/EU) -** equivalency with European Regulation CE 834/2007 and 889/2008 and IFOAM
  It allows for trading organic products in Europe.
  The European Union is the owner of this scheme, for which IBD is accredited by IOAS.

- **European Regulation EU 848/2018** and associated regulations (CE/EU).
  It allows for trading organic products in Europe.
  The European Union is the owner of this scheme, for which IBD is accredited by IOAS.

- **National Organic Program – NOP (US)**
  It allows for trading organic products in the USA.
  The United States Department of Agriculture (USDA) is the owner and manager of this scheme, responsible for the accreditation of certification bodies

- **International Demeter Biodynamic Standard and related regulations**
  It allows the commercialization of biodynamic products with the Demeter trademark.
  The BFDI (Biodynamic Federation Demeter International) is the owner of this scheme, responsible for the accreditation of certification bodies.

Applicable standards are available on the scheme owner's website and through the link displayed on IBD website, or upon request.

The Certification Cycle is annual, and the Certificate of Conformity is issued/renewed when all certification requirements are met.

The **Certification cycle** is made of the main steps below:


Surveillance
Audit preparation
Audit
Audit review
Certification decision

Evaluation procedures

Certification request

IBD sends to the requestor a Commercial Proposal Request Form, aiming at collecting all necessary information in order to comprehend well your need and provide you with customized commercial services.

Critical analysis of certification request

IBD Commercial Management performs a critical analysis of the certification request against ISO17065 requirements, in order to clear any doubt and guarantee that IBD has the necessary competence and resources to perform the service.

If the requestor is already certified - or its certification was denied / suspended / cancelled – for the required scheme, we'll proceed to our Certification Transfer Procedure (available upon request) in order to ensure continuity of the process done by the previous certification body.

In case it is not possible to attend your demand at the moment, IBD will inform you the motives.

Commercial proposal

IBD Commercial Management submits a Commercial Proposal based on the information sent by the requestor and on IBD Prices and Certification Criteria (available upon request).

Audit time varies according to certification scheme requirements, as well as complexity, size and risks of the operation.

IBD is a private owned company and sustains its activities exclusively from fees charged for our certification services.

Certification contract

By signing the Commercial Proposal the requestor manifests it agreement with the terms and conditions established in the Certification Services Contract, available on IBD website.

This contract informs about rights and obligations of clients, including the requirements for use of IBD name and marks of conformity or accreditation.

Audit preparation

Our team will send you a Management Plan template to be filled in with all relevant information about your operations. It is crucial to fill this document in thoroughly since it will optimize the conduction of the audit.

The auditor assigned by IBD will analyze your Management Plan and relevant documentation, in order to draw a critical vision of its comprehensiveness, to detect eventual shortcomings and to request complements when necessary. This assessment will be formalized in writing, together with the Audit Plan and the list of documents, resources and records that shall be available during the audit.

The Audit Plan can be adjusted in common agreement between the client and the auditor, to meet your operations' characteristics and agendas' availabilities.

Audit

At the beginning of the audit, the auditor proceeds to an opening meeting, to clarify how the assessment will be done and what rules apply to the certification scope. This is the ideal moment to clear any doubts and to adjust the Audit Plan as necessary.

The audit is performed based on the Audit Plan, observing the specific requirements of applicable standards. The auditor needs always be accompanied by guides assigned by the client at the opening meeting.

The evaluation methods are based on:

- Interviews;
- Observation of activities;
- Documents and records analysis;
- Observation of equipment, areas and facilities.
- Comparison inputs – production – sales – stock;
- Traceability exercise;
- Sample collection (if applicable);
- Identification and investigation of risk areas;
- Check on previous non compliances situation;
- Critical analysis of received complaints and corresponding corrective actions.

Potential non-compliances are immediately communicated to the client, ensuring a full knowledge and understanding of the situation.

At the end of the audit, the auditor formalizes the results in a closing meeting.

Any differences of opinion regarding the findings of the audit are discussed and, if possible, resolved. If not resolved, they are recorded for posterior evaluation by IBD.

Report evaluation and Certification Decision

IBD technical staff evaluates the audit report, its quality and the coherence of information and formalizes the result in the Certification Decision.

At this stage the recommendation and findings of the auditor might be altered.

Granting certification

When an audit's evaluation results in a positive decision, IBD issues or renews the client's Certificate of Conformity.

All certificates are valid for 1 year from the date it is issued, except for the US scheme certificate (that remains valid unless surrendered/suspended/revoked).

Clients' data requested by the certification scheme are displayed on IBD website and on the scheme owner's database, when applicable.

Maintaining certification / Surveillance

Annually IBD renews the full Certification Cycle, to ensure the maintenance (renewal) of the Certificate of Conformity.

While the Certificate of Conformity remains valid, the client may trade its products and make claims about its certification using the marks of conformity (seals), always respecting the applicable requirements.

IBD may conduct unannounced audits at any time, according to the certification scheme requirements, to operations with higher risk level or for investigation of potential non compliances or complaints.

Refusing certification

According to the scheme requirements it is possible for IBD not to issue the Certificate of Conformity. That happens when certification requirements are not met within the initial Certification Cycle. In such case, IBD will notify the motives and explain what steps are necessary to obtain certification.

Suspending / Withdrawing certification

When the evaluation of an audit or when the investigation of a complaint results in non-compliance, or when the client does not fulfill any aspect of the contract signed with IBD, or the requirements applicable to the certification scope, IBD will notify the non-compliance to the client, always informing the deadline for correction or appeal.

If the client submits evidences of resolution of all non-compliances within the established deadline, IBD will notify formally the resolution and proceed with the maintenance of the certification.

If not, IBD will notify formally the client, according to rules applicable to the certification scheme, a Proposed Suspension or Cancellation/Revocation, as well as the deadline for correction, appeal or mediation.

Lack of resolution, appeal or mediation within the established deadline will lead to Suspension or Cancelation/Revocation of the Certificate of Conformity.

In such case the client's data will be removed from IBD website and from scheme owner's database, when applicable.

Not performing an audit within the deadline established by the certification scheme also implies in suspending the Certificate of Conformity.

Scope extension or reduction

Client must inform IBD about all changes related to the certification, in particular changes of management system, production units, certified products and volumes.

When certified clients request a change of scope, IBD will evaluate if there is a need for updating the Commercial Proposal initially agreed.

The inclusion of new products under the same scope or a certified product volume increase might be possible by means of a desk-top evaluation. In such case IBD will request the necessary documentation (such as flowchart, recipe, used inputs, production estimate, labels, etc.) and will decide if an additional audit will be necessary.

The certification of new production units and products from other scopes necessarily implies in performing a new audit.

Upon conclusion of the evaluation process IBD will notify the result and make the necessary changes of the Certificate of Conformity and update the data on IBD website and on the scheme owner's database, when applicable.

Use of marks of conformity and accreditation

IBD verifies the correct use and exhibition of certificates and marks of conformity of the certification scheme owner and/or of the accreditation body, mainly on labels of certified products, but also on communication materials such as website, announcements, folders, brochures, business cards, etc.

The incorrect use of marks of conformity and certificates is notified to the client and appropriate action is requested, such as corrective actions, certificate suspension, communication to ruling authorities, legal action, etc. depending on the level of non-compliance.

Complaints and appeals

IBD has procedures in place (available upon request) for receiving, treating and recording efficiently and impartially Complaints and Appeals.

Upon reception of a complaint or appeal, IBD acknowledges receipt formally. All the decision process to solve the complaint or appeal is made by, or reviewed and approved by, person(s) not involved in the related certification activities, in order to maintain impartiality.

The result is reported to the complainant / appellant, in a way that does not threaten the confidentiality of the involved parties.

Submitting complaints and appeals is important for IBD to always improve the quality of its services. Feel free to use for this purpose all channels we provide you: telephone, fax, website, e-mail.

Samples collection

The collection and laboratory analysis of samples of products, soil, water, inputs, tissues and other materials relevant to the certification activities are sometimes necessary to the certification process.

It aims at confirming the fulfillment of legal or standards' parameters, the presence or absence of contamination by substances that are prohibited or restricted by certification standards, and for taking subsequent suitable decisions according to the result.

The collection and analysis of samples are necessary whenever there is a suspicion of use of prohibited substances/methods or contamination of the certified product by prohibited substances.

All samples collected by our auditors are analyzed by previously qualified laboratories, accredited against ISO17025.

Services evaluation

IBD highly values the opinion of its clients and for this reason invites you to appraise our services upon conclusion of each certification process, by the means of a Satisfaction Survey.

Your opinion is very important as it helps us to continuously improve the quality of our services.

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