

PROCEDURE	APPLICANT or CLIENT	ORGANIC STANDARD Ltd
<b>Request</b>	Commonly, applicants present a first general request, asking about: <ul style="list-style-type: none"> <li>✓ requirements,</li> <li>✓ procedures,</li> <li>✓ prices for certification</li> </ul>	The applicant receives from OS a first package of information, by e-mail, mail, fax, or download on the web page: <a href="http://www.organicstandard.com.ua">www.organicstandard.com.ua</a> often combined with individual additional information by phone. This package includes:  Application form separated for each type of applied for certification activity: <ul style="list-style-type: none"> <li>• II.1-FO-01-AB (for Crop Production and Animal Husbandry), or</li> <li>• II.1-FO-01-CD ( for Processors and traders ), or</li> <li>• II.1-FO-01-E (for Wild collection), or</li> <li>• II.1-FO-01-F (for Beekeeping)</li> </ul> - Short inspection certification procedure [II.1-OT-01] - Requirements for certification for each type relative activity: <ul style="list-style-type: none"> <li>• II.1-RQ-02-A for Crop Production</li> <li>• II.1-RQ-01-B for Animal Husbandry</li> <li>• II.1-RQ-01-CD for Processors and Traders</li> <li>• II.1-RQ-01-E for Wild collection</li> <li>• II.1-RQ-01-F for Bee keeping</li> </ul> - <i>Relevant standard</i> (you can download on the website: <a href="http://www.organicstandard.com.ua/ua/services/standards">http://www.organicstandard.com.ua/ua/services/standards</a> ) - Broshures The applicant is asked to fill in the application form, giving some details about his/her unit. This written application form is reviewed by OS and checked if viable.
<b>Offer</b>	--	Based on our daily fees and the size of the unit to be certified, we calculate the inspection and 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, depends on how long the inspector stays on the holding. Costs for travelling and accommodation are included in the offer. Together with <ul style="list-style-type: none"> <li>- the offer, we submit a certification contract. OS Contract for inspection and certification [II.1-CO-01, or II.1-CO-021]</li> </ul>
<b>Contract</b>	Once the applicant and OS	OS sends back a counter-signed contract.

*Applicant may ask at any time for the further information on the certification system and requirements*

	have agreed on the fees, the applicant signs the contract. By doing so, he/she is committed to fulfilling the organic standards.	
<b>Pre-payment</b>	The client pays 50% of the quoted fee in advance	
<b>Scheduling inspection</b>	Head of inspection department or responsible staff and client schedule a date for the inspection	
<b>Appointing of inspectors</b>		The General manager or responsible staff appoint the inspector
<b>Inspection</b>	The responsible person must be present, records should be prepared. The inspection report and other required documents signed by the client or responsible person.	The inspector verifies, whether the management plan is consistent with the reality, and defines eventual corrective actions.
<b>Inspection report</b>	*In many cases, the unit has to submit additional documents.	Immediately after the inspection, the inspector finishes his/her report. As soon as all documents have arrived, they are submitted to the OS
<b>Evaluation</b>		The report is evaluated by the responsible certification officer. Sometimes, additional questions have to be clarified with the inspector.
<b>Corrective actions</b>	In some cases, as a result of the inspection, some corrective actions have to be implemented <b>according to fixed deadlines.</b>	If additional documents are required, a communication will be sent to the operator.
<b>Making certification decision</b>		The certification staff will formulate a recommendation for the certification decision based on the available documentation and the General Manager will take the final certification decision. In cases where the decision is positive, the decision will be notified within three months after the inspection report and missing documents if any, has been received.
<b>Certificate/ Certification decision</b>		Issues the Certificate/Certification decision, submits it by fax or in PDF version, then the original
<b>Appeals</b>		If the operator has valid reasons not to accept the certification decision, he / she can request for reconsideration of the decision in writing. Then the file will be submitted to the OS office for re-consideration. If the operator still does not agree with the revised decision, he/she can appeal to the appeals committee in writing. The file will then be submitted to the appeals committee, which takes a final decision on the case.

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**Handling complaint**

Operators are free to approach OS for any type of complaints against the OS staff, the OS certification system or other operators certified by OS. Any complaints may be verbally directed to OS staff and/or through e-mail or post to the OS office. Complaints will be handled with confidentiality

This whole procedure is apparently very long and complicated. Nevertheless, many steps, which are presented here one after the other, in reality often take place at the same time. Clients can contribute to **acceleration** by:

- paying on time
- filling in immediately and thoroughly the necessary forms, contracts etc.
- implementing immediately eventual corrective action

**Please be aware, that companies outside the European Union, after issuing the certificate, have to undergo two additional formal procedures, before the organic product can be exported to the EU:**

**The importer inside the EU must request an import license from the competent authority in his/her country. For each shipment, the responsible control body (in this case OS) has to issue a TRANSACTION CERTIFICATE.**

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