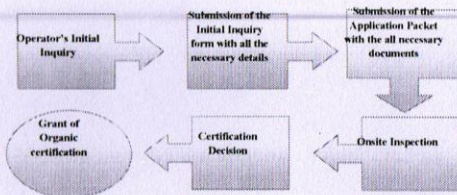


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#### GLAZE Steps for Certification

##### 1. Operator's Initial Enquiry

When an operator approaches the Glaze for certification, he/she is provided with the Initial enquiry form along with Glaze brochure. Glaze steps to certification, copy of tariff and copy of NSOP standards. The operator is expected to provide the basic details like as follows:

- Basic organization / company information
- Operator's certification background
- Operator's type of activity and position in the supply-chain
- The products operator wish to get certified and
- Operational management structure.

##### Certification is not possible in these specific cases:

- A conflict of interest that could undermine the impartiality of Glaze's decisions.
- A geographical location that makes certification a technical impossibility or a risk for those involved.
- The lack of qualified personnel to meet the specific requirements of your request.

##### 2. Submission of the Initial Enquiry form with all the necessary details

Once the operator has filled all the necessary information at the initial enquiry form it has to be submitted to the Glaze office. Based on the review of the Initial Enquiry form the Glaze prepares a competitive quote for the certification fee. The certification fee is calculated based on the following factors:

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**Closing meeting:** The Inspector will prepare his/her exit interview report based on the observations during the inspection. If any non conformities observed during the inspection will be recorded and provided at non conformity report and the operator is expected to sign the documents.

**Closure of Non conformity:** Once the corrective actions were taken it should be submitted back to the Glaze office at the non conformity closure report. Where it should

- Describe the corrective actions considered for the identified non-conformities,
- Assign responsibilities for implementation, and
- Set effective implementation dates for the corrective actions.

##### 5. Certification Decision

On completion of the onsite inspection the Inspector will submit the inspection report to the Glaze office. The inspection report will be reviewed by a dedicated secondary reviewer for the completeness of the Inspection. Whenever necessary additional information may be requested by the Glaze during the review and operator should provide all the necessary information.

If the secondary reviewer feels necessary additional non conformities will be raised and the operator is entitled to provide necessary closure.

All the submitted non conformity closure report will be evaluated by secondary reviewer for

- Non conformity closure, containing your proposed corrective action plan,
- The proof of the corrective actions implemented, and
- Other related documents.

After the review of the documents the file will be presented to the certification decision committee, the members of the committee will review all the necessary reports and attachments and comes to a final decision of Grant of the certification.

If there are sufficient evidences to believe that a certified operation has willfully violated the NSOP standards, GLAZE will send the certified operation a notification of proposed suspension or revocation of certification of the entire operation or a portion of the operation, as applicable to the non- conformity. GLAZE shall oversee that the notices are taken seriously by the operator.

**Suspension:** An existing certification will be suspended if major non-compliances are found which cannot be corrected, if the operator is willfully/purposefully violating the requirements of the standard, or if they fail to correct existing major non-compliance issues.

If relevant, Glaze may require that potentially non conformed existing product be subject to a corrective action, including products recall and label correction. When suspending a

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- Size of farm: processing unit - manufacturing unit
- Type of production systems
- Organization or group of farms or single farmer
- Location of unit

Glaze generates a personal quote in INR for the current year based on the information that operator have provided at general Enquiry form. Any additional Inspection, samplings or analyses costs are not included in the initial quotation.

This is a flat fee to appraise applicant the cost of certification. Costs for travelling and accommodation are usually not included in the quotation. They are charges at actual or are arranged by the Operator

Operator may note that paying certification fee doesn't entitle to get certificate. Decisions are based on compliance with NSOP standards. Fees once paid are non-refundable.

Operator is expected to Pay 80% of the total certification fee and sign the contract of certification and inspection. The signature confirms your contract of Inspection and Certification. By doing so, he/she is committed to fulfilling the organic standards. GLAZE sends back a counter-signed copy of the contract.

On signing the contract more specifically operator commit to:

- Comply with the NSOP and Glaze requirements;
- Agree to annual audits scheduled by Glaze and provide access to all sites, premises, data, processes, procedures and personnel;
- Agree to any additional audits and other investigations that Glaze may deem necessary;
- Whenever needed, provide and update data required for the certification.

On the confirmation of the payment of the Inspection and certification fee, Glaze releases the application packet.

##### 3. Submission of the Application Packet with the all necessary documents.

The operator is expected to submit all the filled documents of the Application packet with all attachments where it founds to be necessary. If the operator has any questions regarding any of the application packet documents or Glaze's certification process he may contact the office and clarify his queries. The organic system plan needs to be filled by the operator in detail with all the activities that he plans to accomplish during the entire year. The organic system is a base by which the inspection is scheduled to the inspector.

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product/unit, Glaze has to inform the operator about the timeframe of suspension. In case of willful violations of the standards, it will be informed to APEDA.

**Withdrawal** If after suspension notice, the operator does not respond to the corrective actions, the Glaze will withdraw the certificate.

##### 6. Grant of Certification

Once the certification decision is arrived and if it is positive the scope certificate is generated from the Tracenet. On the payment of the Payment of the remaining 20% plus travelling, lodging, boarding cost and sampling cost (if any) Glaze issues the invoice for the same and operator is expected to clear the dues. Once all the dues are cleared the Glaze send the printed scope certificate for the operator.

**Complaints and Appeals:** GLAZE operators and all organic stake holders can make a formal complaint and appeal against GLAZE or its operators at any time. Complaints should be made with the details of the complainant for the further communication. Complaint and appeals will be resolved within 90 days of application. Complaints will be treated confidentially.

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On receiving the filled applications it is allotted for the Initial review of the Project. During the initial review of your operation, all of the activities in the scope of the certification will be reviewed in order to verify compliance with the NSOP requirements.

##### 3.1 Denial of certification for Initial application

When GLAZE has reason to believe, based on a review of the information specified in the application form that an applicant for certification is not able to comply or is not in compliance with the NSOP, Glaze will provide a written notification of non-compliance to the applicant. When correction of a non-compliance is not possible a notification of non-compliance and a notification of denial of certification may be combined in one notification.

Once the initial review is completed the onsite Inspection is planned with the co ordination of the operator Glaze shall:

- Defines a target period for the Inspection, taking into account the possible seasonality of the concerned activities;
- Assigns an Inspector, taking into consideration his/her qualification, profile and experience (mainly in regard to specific knowledge and knowledge of the sector, local legislation, language, culture, etc.) as well as his/her time availability.

Provided that operator send all necessary information on time, the Inspector will then arrange logistics with the operator and send an Inspection schedule to the operator with a reminder of the documents to have on hand and the personnel that should be present during the Inspection.

##### 4. Onsite Inspection

The different stages of the on-site inspection are as follows:

**Opening Meeting:** confirming the scope of the certification and Inspection confirms the Inspection Schedule.

**Documentary review with management:** The management system will be reviewed, as well as documentary evidence of certain requirements (i.e. list of farmers, input list, etc.)

**On-site visit and interviews:** The Inspector will take a tour of the facilities, accompanied by the responsible manager to assess certain requirements. Interviews with personnel and/or producers will be carried out without the presence of management.

**Sampling & Analysis:** Based on a risk analysis, Glaze or the auditor may require sampling analysis. In this event, any sampling is done in the presence of operator or his representative, who signs the related documents. The nature of the analysis and the laboratory chosen to do the analysis are determined by Glaze.