



## CERTIFICATION SERVICE RULES

### PROTECTED GEOGRAPHICAL INDICATION (PGI) “CAFÉ DE COLOMBIA”

REVISION DATE:  
2014/05/22

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## 1 SCOPE

This document establishes the guidelines stated by Cafecert to conduct the certification process of **Café de Colombia** in accordance with the requirements of ISO/IEC 17065:2012 “*Conformity Assessment-Requirements for Certification Bodies of products, processes and services*”; the normative document of “*Regulations for Use of Geographical Indication Café de Colombia*”; the requirements of Certification Scheme, and Cafecert internal procedures.

**This document is part of the contractual agreement between Cafecert and the Client of the certification, and governs the certification service.**

## 2 DEFINITIONS

### 2.1 CERTIFICATION BODY:

Third-party conformity assessment body operating certification schemes.

### 2.2 CERTIFICATION COMMITTEE:

Part of Cafecert is responsible of making the decision about the certification based on all the information gathered in the evaluation, its review, and any other relevant information. The members of the Certification Committee are not involved in the evaluation process.

### 2.3 CERTIFICATION DECISION

Include the following types of certification decisions: granting, continuing, extending the scope of, reducing the scope of, suspending, restoring, withdrawing or refusing certification.

### 2.4 CERTIFICATION REQUIREMENT

Specified requirement, including product requirements, which is fulfilled by the Client as a condition of establishing or maintaining certification.

### 2.5 CERTIFICATION SCHEME:


Certification system related to specified products, to which the same specified requirements, specific rules and procedures apply.

### 2.6 CLIENT

The organization that is responsible for ensuring that products meet and, if applicable, continue to meet the requirements on which the certification is based.

### 2.7 CONCERNED PARTIES COMMITTEE:

The participation of all parties significantly concerned in the development of policies and principles regarding the content and functioning of the certification system.

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## **2.8 CONFIDENTIALITY:**

Ensuring that information is available only for those authorized to have access to it, and that it is protected throughout its lifecycle.

## **2.9 EVALUATION**

Selection and determination of function activities in the certification process. Its function is obtaining information about selected items and about the compliance with specified requirements.

## **2.10 IMPARTIALITY**

Presence of objectivity. Objectivity is understood to mean the conflicts of interest do not exist, or are resolved so as not to adversely influence the activities of the body.

## **2.11 INFORMATION INTEGRITY**

Assurance that the information is authentic and complete, ensuring that information can be relied upon to be sufficiently accurate for its purpose.

## **2.12 INFORMATION AVAILABILITY**

Assurance that the systems responsible for delivering, storing and processing information are accessible when needed, by those who are authorized.

## **2.13 PRODUCT**

Result of a process. The process is a set of interrelated or interacting activities, which transforms inputs into outputs.

## **2.14 PRODUCT REQUIREMENT**

Certification requirement directly or indirectly related to a product, specified in product standards and/or in other normative documents.

## **2.15 SCOPE OF CERTIFICATION**

Identification of the products for which certification is granted, the applicable certification scheme and, the standards and other normative documents with which the product is conform.

## **2.16 SCHEME OWNER**


Person or organization responsible for developing and maintaining a specific certification scheme.

## **2.17 SUSPENSION OF CERTIFICATION:**

Temporary suspension of the certification, due to failures in the conditions under which the product was certified.

## **2.18 WITHDRAWING OF CERTIFICATION:**

Definitive loss of the certification. The certification can be canceled by decision of the Certification Committee, when the product does not continue to comply with requirements or by request of the Client.

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### 3 THE CERTIFICATION PROCESS

The coffee certification is a process open to all legally registered individuals or entities, with legal identity, public or private, whether non-profit or not, regardless size, membership to any association or group, number of certifications previously granted, and/or the conduction of activities different from the ones subjected to certification.

Cafecert guarantees that their policies and procedures are managed in an impartial, transparent and non-discriminatory manner, since they are not performed to inhibit or to obstruct the access of applicants to the certification process.

In order to perform the certification, Cafecert restricts their requirements, evaluation, revision, decision and surveillance procedures to those affairs concerning specifically to the scope of the Certification.

The evaluation of the product compliance to the technical requirements is performed by means of analyses or tests over samples of the product to certify. The results of the evaluation are collected in an Evaluation Report and Revision Report, and upon them, the Certification Committee come up with a final decision about the Certification. Whether the decision is favorable, the Certificate of Conformity is issued.

Cafecert assesses that those products already certified continue complying with the requirements of the certification by means of evaluation of the supervision of the samples that are performed every twelve (12) months. When nonconformity with the obligations of the certification requirements is substantiated during the evaluation of the supervision of samples, Cafecert is enabled to withdraw or suspend the certification temporarily until the Client evidences to be in compliance again with the certification requirements.

### 4 OPERATIONS


#### 4.1 CLIENT OF THE CERTIFICATION

The Clients who are able to access the certification of coffees for Use the P.G.I. Café de Colombia are those that:

- Roast,
- Process Soluble Coffee (Instant Coffee)
- Process Coffee Extract.
- The clients that commercialize and roast coffee, Process Soluble Coffee, Process Coffee Extract in the European Union and Switzerland.

#### 4.2 CERTIFICATION CRITERIA.

The certification criteria are the requirements that coffees must meet in order to obtain the certification for Use of the Protected Geographical Indication Café de Colombia (P.G.I.).

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#### 4.2.1 Protected Geographical Indication Café de Colombia (PGI).

Regulatory Document	Type of Coffees certifiable
Protected Geographical Indication Café De Colombia Product Specification.  Regulation (EC) No 1050/2007 by the Commission of the September 12, 2007  You can search on the link <a href="https://eur-lex.europa.eu/legal-content/ES/TXT/?qid=1562259113319&amp;uri=CELEX:32007R1050">https://eur-lex.europa.eu/legal-content/ES/TXT/?qid=1562259113319&amp;uri=CELEX:32007R1050</a>	<b>Roasted coffee:</b>  Result of the roasting of green coffee produced in Colombian Coffee zone.  <b>Soluble coffee / Coffee Extract.</b>  Result of the solubilization, lyophilization and /or Industrialization of the green coffee produced in Colombian coffee zones. Only the Arabica species is grown in the Colombian Coffee Growing Area.

#### 4.3 TYPES OF CERTIFIABLE COFFEES

Based on the definition of Café de Colombia as a Protected Geographical Indication, the Clients may apply for the certification of the following types of coffee:

- Roasted coffee: whole/ ground, green coffee raw material is produced in Colombian coffee zone.
- Soluble coffee / Coffee Extract: Result of the solubilization, lyophilization and /or Industrialization the green coffee produced in Colombian coffee zones

#### 4.4 TESTS APPLIED OVER COFFEES TO BE CERTIFIED

Cafecert will apply mandatory tests over samples of the coffees to certify in order to corroborate that the products meet the certification requirements. When Cafecert deems appropriate, they will conduct additional tests different from the firsts in order to confirm the results obtained.



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**4.4.1 Program Protected Geographical Indication Café de Colombia (P.G.I.).**

Tests apply over coffee samples

Type of Coffees	Required Tests	Regulatory Document
<p><b>Roasted coffee:</b></p> <p>Result of the roasting of green coffee produced in Colombian Coffee zones.</p>	<p>Sensorial Analysis</p>	<p>Protected Geographical Indication Café De Colombia Product Specification.</p> <p>Regulation (EC) No 1050/2007 by the Commission of the September 12, 2007</p> <p>You can search on the link <a href="https://eur-lex.europa.eu/legal-content/ES/TXT/?qid=1562259113319&amp;uri=CELEX:32007R1050">https://eur-lex.europa.eu/legal-content/ES/TXT/?qid=1562259113319&amp;uri=CELEX:32007R1050</a>.</p>
<p><b>Soluble coffee / Coffee Extract.</b></p> <p>Result of the solubilization, lyophilization and /or Industrialization the green coffee produced in Colombian coffee zones. Only the Arabica species is grown in the Colombian Coffee Growing Area.</p>	<p>Sensorial Analysis</p>	<p>Protected Geographical Indication Café De Colombia Product Specification.</p> <p>Regulation (EC) No 1050/2007 by the Commission of the September 12, 2007</p> <p>You can search on the link <a href="https://eur-lex.europa.eu/legal-content/ES/TXT/?qid=1562259113319&amp;uri=CELEX:32007R1050">https://eur-lex.europa.eu/legal-content/ES/TXT/?qid=1562259113319&amp;uri=CELEX:32007R1050</a>.</p>

**Note 1:** Additional tests could be performed, including chemical analysis to verify the initial results obtained.

**Note 2:** When CAFECERT deems necessary, additional chemical analyzes of coffee tests.

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**Note 3:** “The certifiable coffee under the Protected Geographical Indication (PGI), is the coffee of the Coffee Arabica species wet process “LAVADO” grown in the Colombian coffee zone defined in the specifications of the Protected Geographical Indication of Colombia / Regulation (CE) No 1050/2007 of the Commission of September 12, 2007 and that generates the following characteristics: Smooth, clean cup, with acidity and medium / high body, pronounced and full aroma”.

For this purpose, CAFECERT will utilize the services of testing laboratories different from those initially contracted.

In all cases, the Client shall be previously informed about this matter.

The applicable technical criteria for the different types of coffee are:

- Protected Geographical Indication Café De Colombia Product Specification.
- Regulation (EC) No 1050/2007 by the Commission of the September 12, 2007

For Initial Certification, the evaluation shall be performed over samples of coffee sent by the Client. For Evaluation of the supervision of the sample, CAFECERT shall obtain the sample in the Client’s stock, in the market or in both.

#### **OTHER IMPORTANT NOTES**

CAFECERT has a Quality Management System that provides assurance with respect to their ability to operate a product certification system in accordance with ISO / IEC 17065, while taking steps to ensure that its activities do not affect the confidentiality, objectivity and impartiality of its certifications.


CAFECERT does not provide products or services that may compromise the confidentiality, objectivity or impartiality of its certification process and decisions.

#### **5 CERTIFICATION SCHEME**

The certification scheme implemented by Cafecert includes an initial evaluation and evaluation of the supervision of sample.

- **The Initial evaluation** is conducted over samples of the coffee to be certified sent by the Client.
- **The Evaluation of the supervision of samples** is conducted over a sample of the certified coffee(s) taken from the market, from the stock of the Client or from a combination of both. This evaluation is conducted periodically, every twelve months –with a tolerance of two months-, to verify that the certified products continue conform to the standards under which they were certified.



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Cafecert issues the Certificate of Conformity for an indefinite term. To maintain the certification, the Client must demonstrate, in the evaluation of the supervision of samples conducted by Cafecert, the conformity of their products with the requirements the certification was granted.

The Client of the certification is responsible for the conformity of their product(s) within the requirements of the certification,

Cafecert is responsible of the operation of a certification scheme that gives confidence to the market and regulatory bodies about the conformity of the product.

## 6 CERTIFICATION PROCESS

The certification process includes the following stages, which are described in detail below and are presented in Diagram No1. Certification process and Diagram No. 2 Process map (see ANNEXES in this document):

### Certification Application:

The Client must fill in the Application for Certification Form provided by Cafecert.

- **Evaluation:**

As soon as the Application is accepted, Cafecert shall prepare and conduct the evaluation tests over the coffees to be certified.

- **Review:**

A person not involved in the evaluation process for reviewing all the information previously gathered, and the results of the Evaluation have to doing.

- **Decision on Certification:**

The Certification Committee of Cafecert makes the decision on the Certification upon all the information collected in the Evaluation, the Review, and other relevant information gathered within the process.

**Note 4:** In the Assessment activity, a maximum of 3 analyzes may be carried out (initial analysis, first non-conformity and maximum a second non-conformity).

### 6.1 APPLICATION FOR CERTIFICATION

The certification process begins when the Client submits an entirely completed hardcopy or via e-mail of **the Application for Certification form OPRE-F-018**, letter agreement and **Certification Granting Agreement OPRE-D-035**, provided by Cafecert, duly signed by the legal representative together with the normative documents demonstrating their legal status in current.



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- Should not be any reply, it will be assumed that the Client is no longer interested for the Application, but Client could begin anytime.
- By submitting the form, the legal representative of the Client:
  - ✓ Proposes the scope of the certification included in Annex 1 Table: Table 1 "Description Roasted, Soluble Coffee or Extract to Certify". As applicable.
  - ✓ Declares having knowledge of the certification process, the rights and obligations of the Clients of the certification, "Letter Agreement"
  - ✓ Performs the formal request for the certification.
- Requests not complying with the above mentioned within a period of 30 days will be withdrawn and filed, proceeding accordingly to order the filing in CAFECERT without prejudice to the fact that the interested party subsequently submits a new request.

#### 6.1.1 Application for Certification Review


The programming analyst By Cafecert will receive and resolve questions, doubts and concerns from the Client. They will review the information contained in the Application and when this is entirely and correctly filled out, they will send a confirmation electronic mail to the Client.

Cafecert will not proceed to continue with the following steps of the process before the required documentation is completed and properly filled out.

The programming analyst reviews the information in the Application for Certification form and the legal status document provided by the Client to ensure that:

- The information about the Client and the product is satisfactory to conduct the certification process;
- The requirements for certification are clearly defined, documented and understood by the Client;
- Any differences of interpretation and understanding between Cafecert and the Client, including rules and relevant documents are resolved;
- The scope of the requested certification is defined ;
- Cafecert has the means to perform all evaluation activities;

Cafecert has the competence and capacity to conduct certification.

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Cafecert shall decline to perform a specific certification process if the applicable activities do not fall within their competence and/or the ability.

**Note 5:** Cafecert shall accept applications for certification submitted or sent through digital means or in hard copies in accordance with the procedures and information systems established for that purpose.

## 6.2 EVALUATION

Once the application with its documentation has been accepted and CAFECERT's capacity and competence have been verified, the Programming Analyst will proceed to prepare the proforma of the requested service. Payment must be made within 15 calendar days, once the payment is made, the corresponding electronic invoice will be sent by CAFECERT for the certification service.

The Evaluation process will not begin if the client does not make the payment of the invoiced value within the stipulated term. Failure to pay within the times established by any of the obligations generated in the certification process implies the termination of the certification process.

Once the PAYMENT is verified, the certification analyst in charge must PREPARE AND SEND THE EVALUATION PLAN.


- The name of the testing laboratory where samples of the coffees to be certified will be evaluated;
- The tests conducted on samples of the coffees to be certified;
- The identification requirements, weight and packaging for samples of the coffees to be certified;
- Address where the Client shall send samples.
- Applicable normative documents.

As acceptance of the Evaluation Plan, the Client must send a certified and duly signed copy via an electronic mail within the next ten (10) working days declaring their agreement with the

Evaluation Plan. For sample supervision processes, once the evaluation plan is sent, the client must confirm the receipt no later than five (5) business days from the notification, otherwise it is assumed that they agree with the evaluation plan.

From the communication where the applicant accepts the conditions of the EVALUATION PLAN, he will have fifteen (15) calendar days to send the requested samples and in optimal conditions for analysis.

The client agrees to comply with allowing the initial evaluation of samples. The samples must be sent within the established times. Failure to perform the evaluation will lead to the closure of the certification process and the non-granting of the certification.

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**Note 6:** For the supervision processes, in the cases where CAFECERT accepts the sending of the samples by the client, the guidelines established by CAFECERT and the indicated guidelines must be complied with. The certification will be withdrawn if the client does not have the coffee in the times established in the supervision.

**Note 7:** Apply just for Initial application.

The coffee samples and their packaging must be in optimal conditions when arriving to established address to guarantee the product quality; similarly, the samples must meet weigh requirements, otherwise, Cafecert will request the Client the shipping of new coffee samples.

In any case, and in order to confirm the results of the required tests, Cafecert may conduct new and different tests on the samples of coffees to be certified. Beforehand, Cafecert shall inform the Client the additional tests to be conducted and the test laboratory that will be utilized.

When non-conformities are detected throughout the evaluation, the Client will analyse each noncompliance in order to establish the relevant immediate corrective actions to eliminate the cause and prevent their recurrence. All of the actions taken must be documented and sent to Cafecert.


In the event of non-conformities regarding the technical requirements of the product during the evaluation, CAFECERT will notify the client by email and the client must establish the causes analysis, corrections and corrective actions to eliminate the causes of the nonconformities. The certification analyst in charge will send the client the form OPEV-F-063 Report of nonconformities certification process for completion.

The actions taken by the client, regarding the non-conformity, must be documented and sent to CAFECERT. As of the notification date made by CAFECERT, the client has 15 working days for him to send the sample and the OPEV-F-063 format. Report of non-conformities for the certification process completed.

**Note 8:** For non-conformities that are not associated with the technical requirements of the product, the client has 15 business days from the notification of the non-conformity to send the completed form OPEV-F-063 Report of non-conformities process of certification with their respective corrections, cause analysis and corrective actions, once approved by CAFECERT, the client must send the evidence for the lifting of the non-conformity as applicable within a period of no more than 30 business days.

**Note 9:** On the other hand, should an observation be presented in the evaluation process, CAFECERT will notify the client by email of the aspects presented to avoid a possible non-conformity in the next supervision.

Should the coffees to be certified present nonconformities with the technical product requirements, the Client shall be informed about the finding of such nonconformities by an electronic mail. In the case of non-conformity, the Client has fifteen (15) business days from the notification moment to provide answer to the communication sent by Cafecert. Whether there is no reply, it will be

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assumed that the Client is no longer interested in continuing with the process and Cafecert shall proceed to end it.

Whether the Client decides to end with the Certification process, the Certification Committee shall notify the Client as a matter of course.

Whether the Certification process is for more than one product, the Client will be able to finish the process of those coffees with non-conformities, but continue with the coffees complying with the technical requirements.

**NOTE 10:** This process may be repeated a maximum of three (3) times for Protected Geographical Indication IGP. (Initial analysis, first non-conformity and maximum a second non-conformity).

The non-performance of the evaluation of the supervision of samples, due to causes attributed to the Client's responsibility entails the automatic withdrawal, of the Certification process.

In the case of a non-conformity presence, Cafecert will request the Client shipping a new sample (Initial Certification), or will plan to take a new sample (evaluation of the supervision of samples) to conduct the applicable tests for each type of coffee.

Based on the results of the tests conducted on the second coffee sample, Cafecert shall decide about granting or not the certification. Different or new samples will not be taken.

### 6.3 REVIEW

Another analyst of the Certification different to the analyst in charge and/or the General Manager shall elaborate a Review Report to the Certification Committee based on the results of the Evaluation and other information collected throughout the Process. In this, they will present recommendations to take into account for the decision about the Certification.

Cafecert guarantees that the person who submits this document is different from the ones involve in the Evaluation activities.

### 6.4 DECISION ON CERTIFICATION

Based on the Evaluation Report the Certification Committee shall make a decision on the certification. In any case, prior to making the decision, the Committee shall ensure that it adopted the decision with plenty evidence of compliance with the certification requirements, and any nonconformity has been treated on the OPEV-F-064 Report of the nonconformity certification process.

The Certification Committee may take into account, for making the decision, any other relevant information received by Cafecert during the certification process as claims, market information or

The Certification Committee may take any of the following decisions:



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#### **6.4.1 In the Initial certification/ extending certification:**

- To grant the certification to all the coffees presented by the Client
- To grant the certification to some of the coffees presented by the Client
- To deny the certification to all the coffees presented by the Client
- To end the certification at the request of the Client

#### **6.4.2 In the Evaluation of the supervision of samples:**

- To end the certification at the request of the Client
- To maintain the certification for all the certified coffees
- To maintain the certification for some of the certified coffees
- To reduce the scope of the certification
- To suspend or withdraw the certification
- Voluntary withdrawal

#### **6.4.3 INTEGRATION AND DECISION OF THE CERTIFICATION COMMITTEE**


The Certification Committee will be made up of at least one person and / or group of people who have not been involved in the evaluation process, to make the decision on certification. The required decisions will be unanimous when they apply. In the event of a tie, the decision will be made by the General Manager and / or Certification Analyst who has not been involved in the evaluation process.

THE CERTIFICATION COMMITTEE explains the decision made, and will record it into a written minute.

#### **6.4.4 Certificate of Product Conformity and Validity of the Certification**

In case that the Certification Committee decides to grant the certification, Cafecert will issue a Certificate of Product Conformity to legitimize that the Client has being granted the certification of their products. The certificate shall contain at least the following information:

- Name of the organization / Company of the Client of the certification
- Normative documents against which certification is granted
- Scope of certification granted (certified products)
- Reference to the certification scheme used
- Name, address of the Organization / Company Client and production plants covered by the certificate
- Date of approval of the certification

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**Note 11:** Partial certifications may be issued to coffees that meet the technical requirements. This applies in cases where the client has within his reach several coffees and nonconformities appear in any of them.

The Client will be sent the Certificate of Conformity together with a Notification Letter. In this, the Client shall be informed the decision on the Certification Committee and, in case of Certification granting, the code of the Certificate and the date of the evaluation of the supervision of sample.

All the decisions made by the Certification Committee shall be informed to the Client with the corresponding clarifications and supports of the reasons that led to such decisions. The Certification Committee will be made up of at least one person and / or group of people who have not been involved in the evaluation process, to make the decision on certification. The required decisions will be unanimous when they apply. In the event of a tie, the decision will be made by the General Manager and / or Certification Analyst who has not been involved in the evaluation process. The CERTIFICATION COMMITTEE explains the decision made, and will record it in a WRITTEN RECORD.

Cafecert Manager is the person responsible of signing the Certificate of Conformity and the Notification Letter.

Cafecert has a copy of the original issued the Certificate of Conformity and will be under their control. The Certificate of Conformity issue will be rest digitally under the control of the CAFECERT.


The certification granted by Cafecert is valid to indefinite term. The Client will maintain it as long as the certified coffees demonstrate continue complying with the certification requirements in the evaluation of the supervision and the date correspond of the evaluation of supervision, of samples conducted every-12 months (with a tolerance period of two months). In it, the Client shall demonstrate compliance with the certification criteria defined by Cafecert, and with the inherently obligations to the production of certified coffees.

As the international standard governing Cafecert, the certification scheme applied, the technical and normative documents and the criteria applied by Cafecert in their certifications can change over time, it is necessary that Clients with coffees certified by Cafecert are willing to adapt to the new requirements and criteria that might arise during the certification term. Cafecert shall inform in advance them.

Clients of any changes, and establish the conditions and the transition period, depending on the nature of the changes.

## **7 PRESERVATION OF THE CERTIFICATION**

Preserving the Certification is based upon the Evaluation of the supervision of samples, which is conducted every twelve (12) months over samples of certified coffees that Cafecert will take from

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the market, from the Client’s stock or from a combination of both. Supervision of samples has a two-month period of tolerance, so the evaluation might be conducted (every ten to fourteen) (10-14) months.

The purposes of the Evaluation of the supervision of samples are:

- To corroborate that the certified coffees continue to meet certification requirements;
- To confirm if the Client has received complaints or claims during the certification period, and if so, to know the actions taken to eliminate the causes of these complaints.
- To verify that the Certificate of Conformity has been used properly;

#### 7.1 EVALUATION OF THE SUPERVISION OF SAMPLES:

Cafecert will inform the Client in advance about the evaluation of the supervision of samples, sent the invoice to the client, upon CAFECERT, confirm the payment, and then by sending an Evaluation Plan as described in numeral 6.2. By the analyst of the Certification In this Plan, it will be indicated whether it has been decided to obtain samples from the stock of the Client, in which case Cafecert shall request Client’s assistance to perform the activity. The client must know the document “OPSU-D-027 Conditions for the use of the certificate of conformity of product”.

The Evaluation Plan must be signed and sent to Cafecert electronic mail. If Cafecert does not receive any confirmation of the Plan, or any amendment request within maximum ten (10) working days after the notification is made, it is assumed that the Client agrees, and it is started the evaluation of the supervision of samples.

In case that the certified coffee is no longer produced and therefore a sample cannot be obtained from the market or the Client’s stock, Cafecert may extend the supervision of sample period up to three (3) months provided the Client justifies the situation: **(Non applicable in cases of closure of non-conformities)**

**Note 12:** The certification will be withdrawn to the certification if the client does not have the coffee in the time by terms of the supervision sample on the chapter (7) of this document.

When in an Evaluation of the Supervision of samples it is found nonconformity with the technical requirements of the product, Cafecert shall perform new and/or the same tests Applicable.

If the results of the tests substantiate that the non-compliances have not been overcome, the process will continue, no new tests will be conducted and the stages of evaluation, review and decision over the Certification will proceed up to the end.

#### 7.2 EXTRAORDINARY EVALUATION OF THE SUPERVISION OF SAMPLES

Cafecert may establish and conduct an extraordinary supervision of sample when one or more of the following situations come out:





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- Facilities of the organization changes,
- Changing of facilities
- Misuse of the Certificate of Conformity the client must taking account the "Conditions for the use of the certificate of conformity of product"
- When the presence of nonconformity of the product in the market is corroborated or when there are complaints about the product from Clients.

Cafecert shall notify the Client of a surveillance evaluation prior to its conduction. The Client shall be informed about the purpose of the extraordinary surveillance evaluation and the results thereof.

#### 8 EXTENSION OF THE SCOPE OF CERTIFICATION

When a Client with at least one certified coffee expresses interest in extending the scope of the certification, they must formally request the extension. For this, they must fill out the corresponding "Application for Certification of Coffee". The process shall continue according to that described in paragraph 6.1.

In case of granting the extension of the certification, and in order to facilitate the surveillance evaluation, Cafecert will define as date of surveillance to evaluate the coffees subjected to extension, the one established previously for the coffees initially certified. In any case, the maximum period to conduct the surveillance is fourteen (14) months, included the tolerance period.

In general,


- The Client may request the extension of the scope of the certification at any time after having a valid certification.
- Cafecert shall grant the extension of the scope of the certification for new products based on the evaluation of samples of these products.

#### 9 NOTIFICATION OF CHANGES

The Client of the certification must inform immediately Cafecert about any changes they intend to implement that may affect their capability to meet the requirements of the certification, in aspects such as:

- Legal status: organizational, of property, commercial
- Facilities of the organization
- Contact addresses and production sites

In any case, Cafecert will be able to require the Client the information mentioned above for each evaluation of the supervision of samples without undermining the Client's responsibility of informing Cafecert of changes.

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In the event that the customer requires a new printing of certificates already generated for some of the reasons mentioned above, they will have an additional cost based on the current rate established by CAFECERT.

## 10 TERMINATION, REDUCTION, SUSPENSION, WITHDRAWAL-OF THE CERTIFICATION

The Certification Committee shall make a decision regarding the reduction, suspension, withdrawal of the certification when the Client do not comply with the requirements of the certification and/or when the certified products cease complying with the applicable technical requirements. Accordingly, to make a decision, the Certification Committee will be able to use relevant information coming from the market, the consumers and/or any other pertinent source.

In cases of termination, reduction, suspension, withdrawal of the certification, Cafecert will officially inform the decision made by the Certification Committee to the National Federation of Coffee Growers of Colombia.

According to the seriousness of the Client's product(s) noncompliance(s) of the definition of the Origin Denominations, Cafecert shall conduct the inspection following this classification:

When noncompliance is reiteratively found -in two or more Evaluation of the supervision of the samples- this will be recorded as nonconformity.

The Client will have the obligation to take corrective measures.


**Nonconformity:** the non-compliances roasted coffee and soluble Coffee, or Extract Coffee to the Technical Requirements of the Coffees are recorded as nonconformity when in the analyses of their sensorial characteristics such as Cup Defects –ferment, vinegar, chemical, stinker, phenol, earthy among others- the existent values exceed those allowed by the technical requirements.

### 10.1 GENERAL CRITERIA

When a non-conformity with the requirements of the certification is corroborated, because of either a supervision of sample, or any other case, Cafecert shall consider and decide on the appropriate action to take, based on the certification scheme applied and the requirements of the certification.

Among others, Cafecert will take one of the following actions depending on the confirmed non conformity:

- To reduce the scope of the certification retrieving the products associated to the nonconformity;
- To termination or withdrawal the certification.

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To suspend the certification for a specified time, no longer than 12 months, and to reestablish it as soon as the noncompliance causing the suspension is eliminated;

## 10.2 TERMINATION OF THE CERTIFICATION

- The Client will be able to request the termination and/ or Voluntary withdrawal of their certification by means of submitting a written request addressed to Cafecert. The termination of the certification shall be processed with an *ex officio*.

When the certification is terminated at Client's request, Cafecert shall modify all the certification documents of the Client in order to ensure that no information continues being provided as the product is still certified. Among others, Cafecert will take the following actions:

- The termination of the certification shall be published on the website of Cafecert or any other established publishing source;
- The Client will be removed from the list or directory of certified Clients and products;
- The National Federation of Coffee Growers shall be informed in order to withdraw the Authorization of Use of the corresponding P.G.I.
- The Certificate of Conformity and use authorization of the Certificate will be disposed;
- The Client shall be informed of all actions taken.


## 10.3 REDUCTION OF THE SCOPE OF CERTIFICATION

The scope of the certification may be reduced at request of the Client; or when Cafecert decides it due to the occurrence of nonconformity or non-compliances with the requirements of the certification or requirements derivative of the Certification Scheme. In the first case, at Client's written request, Cafecert shall process an *ex officio* to reduce the scope of the certification.

Cafecert will decide on the reduction of the scope of the certification when one or more products may not be subjected to the evaluation of the supervision of the samples, because their production has been stopped.

When the scope of certification is reduced, Cafecert will modify all the certification Client's documents, in order to ensure that no information continues being provided as the products eliminated of the scope are still certified. Among others, Cafecert shall take the following actions:

- To update established publishing medium, the certificate of conformity reflecting the reduction in the scope of the certification;
- The products under reduction will be removed from the list or directory of certified products;
- The certificate will be amended by removing the products under reduction and the Client shall be required to dispose the previous certificate;
- The Client shall be informed of all actions taken.

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#### 10.4 Suspension of certification

The Suspension of all or part of the scope of the certification implies the prohibition, during the suspension, of the use of the Certificate of Conformity issued by Cafecert, and to the reference of the status of being certified.

The suspension of a certification will be adopted by the Certification Committee and notified to the Client. The Client shall have a term of five (5) working days from the notification to state their decision. If within the prescribed period the Client does not show any disagreement with the suspension of the certification, this will become public.

Not have eliminated the causes that correspond to the origin of the suspension within. If at the end of the period, the reasons for the suspension had not been treated, the Certification Committee shall decide on the cancellation of the certification.

**Note 13:** Partial suspension consists of suspending part of the scope. Of the certification the client will not be able to use the status of certificate in the coffees that are suspended as of the notification date. The certificate of conformity, the specifications with the product that we have complied with the requirements of the applied certification scheme and with the internal requirements of CAFECERT will be issued.


**Note 14:** Once the suspension of certification is notified, the client can no longer use the suspension and must suspend all advertising related to certification.

Cafecert shall decide on the suspension of the certification due to the occurrence of one or more of the following causes:

- Do not allow or extraordinary evaluations.
- Failure to notify CAFECERT of the modifications and changes in the technical conditions that it intends to carry out and that may affect its ability to comply with the requirements of the certification initially granted.
- Due to the non-response on the part of the client in the notification of the changes in the normative documents, resolutions and / or regulations to fulfil the new technical requirements of the product.

The suspension has a period of up to three (3) months to resolve or correct the causes that determined the place of the suspension. At any time within this term, by means of a communication addressed to the General Manager of CAFECERT, he may request the Certification Committee to lift the suspension, after showing that he has resolved or remedied the causes that originated it.

CAFECERT may conduct the evaluations or extraordinary visits that will be necessary to verify that the causes have been resolved or remedied.

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Once the term of three (3) months has expired, if the causes that motivated the suspension have not been remedied, the Certification Committee will decide to withdraw the certification.

When a client requests the suspension of their certification on their own initiative, CAFECERT will inform the client of the acceptance of the request and, according to the corresponding risk analysis, will program the evaluation, to confirm that the conditions of competition and impartiality will be maintained from the last evaluation to the certification suspension request made.

- The Client shall be informed about all the actions taken.

If the certification is partially restored by reducing the scope of the certification, Cafecert shall adopt the following measures:

- ✓ To update established publishing medium, the certificate of conformity reflecting the reduction in the scope of the certification;
- ✓ The products under reduction shall be removed from the list or directory of certified products;
- ✓ The certificate shall be amended by removing the products under reduction and the Client shall be required to dispose the previous certificate;
- ✓ The Client shall be informed of all actions taken.

#### **10.4 WITHDRAWAL-OF THE CERTIFICATION**

The Certification Committee shall make the decisions about the withdrawal of the certification and they will be executed immediately, without prejudice that the Client files any appeal against these decisions.

The withdrawal of a certification shall proceed because of:

- By express request of the client in writing to CAFECERT
- Actions of the Client that compromise the credibility and prestige of Cafecert or the certification program.
- Not having remedied the causes that correspond to the origin of the suspension within three months.
- When fraudulent behavior is proven, or intentionally providing false, fake, information, or deliberate violation of the Certification rules.
- Non-performance of the time stipulated in this document about the supervision of sample process.



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- Do not allow the supervision of sample how as taking the sample at the time periods according with Certification Service Rules;
- When the client does not answer the notification of supervision of sample in the time stipulated for their follow-up, it shall be understood that it does not continue with the certification and proceeds to the withdrawal
- Failure to resolve the causes related to a non-conformity, within the conditions and the term established for that purpose.
- Failure to pay within the times established by any of the obligations generated in the certification process.

**Note 15:** The withdrawal of the certification will be made on the scope of the product certificate that has that has failed to comply with the previous information when applicable.

**Note 16:** Once the withdrawal of the certification is notified, the client must immediately suspend the use of it and all advertising related to the certification.

When withdrawing a certification, Cafecert will take the following actions:

- Cafecert shall notify the Client the decision of withdrawing their Certification.
- The Information about the withdrawing of the certification shall be made public through the established mean;
- The list or directory of certified products will be updated- removing the products covered by the withdrawn certification.


It is duty of the client, to get rid of the obsolete certificate of conformity, and use the only one there are receiving in that moment.

Cafecert shall proceed according to the Complaints an appeals and claims procedure OPSU-P-016, if the Client interested in the withdrawal does not file any appeal within the prescribed period next five (5) business days, the withdrawal decision will be considered accepted.

#### 10.5 APPEALS

The Client shall be able to bring an action to appeal the decisions made by the CAFECERT throughout certification process before the *Appeals Committee* of Cafecert by means of a letter addressed to the Cafecert maximum within the next five 5 calendar days after being.

Notified the decision of the Certification Committee. After this period, the Client is deemed to accept the decision issued by the Certification Committee.

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CAFECERT shall confirm the appeals are related to the certification process which is responsible and if it positive shall treat them and make respective acknowledgment of receipt Appeals will be considered and resolved by the *Appeals Committee* of Cafecert following the procedures established for this purpose. The lodging or filing of appeals will not have the effect of suspension on the decision under appeal.


## 11 RIGHTS AND OBLIGATIONS OF THE CLIENT WITH CERTIFIED COFFEES

The rights and obligations are a legally applicable agreement for the provision of the certification service. Cafecert takes into account within the agreement not only Client’s responsibilities, but their own.

### 11.1 LIABILITIES

The Client of the certification is responsible of:

- Complying always with the relevant provisions of the certification program, including the implementation of appropriate changes when Cafecert states them.
- Complying with the requirements specified by Cafecert or by the certification scheme when referring to its status as a company with certified coffees in mass media, such as publishing material, brochures and advertising.
- Using the certification only to expose the coffees that are certified.
- Declaring that the certification it holds is only for the scope for which it was granted.
- Ensuring that any document or Certificate of Compliance, or part thereof, is used in a misleading manner.
- Using the product certification so as it does not affect the reputation and good name Cafecert. Facilitating the conduction of the initial and supervision of sample including provisions to authorize the Cafecert personnel to access to equipment, facilities, areas, and Client’s personnel when it is applicable in the certification process.
- Client for solicitude to allow the entry of external observers during the auditory visits. (if applicable).
- Keeping records of all complaints from their Clients regarding compliance of the requirements of the certification for the certified product, as well as the actions taken in order to prevent future occurrence; keeping these records available to Cafecert in evaluation of the supervision of the samples and / or when it requests them.
- Informing Cafecert about changes that may affect significantly the certified product, or its specifications, or may affect its ability to meet the quality requirements. Examples of changes are legal status, commercial, organizational or ownership, the rules under which the product is certified, the Client management system, changes to the product or to the Production method, or any other information indicating that the product cannot longer meet the requirements of the certification system.
- Stopping using, immediately after the withdrawal, suspension, or termination of the contract, all the advertising material that contains reference to certification; and taking the actions required by the certification scheme as destroy of the Certificate of Conformity and other documents, and any other measures that Cafecert considers necessary to take.

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- The CAFECERT client cannot make usage of the accreditation ONAC symbol, with or in reference to the condition of being accredited in publications such as: publicity, commercial or transactional documents.
- Know the document “OPSU-D-027 Conditions for the use of the certificate of conformity of product”.
- All the obligations and duties stipulated in the CERTIFICATION GRANTING AGREEMENT AND USE OF THE PRODUCT CERTIFICATE OF CONFORMITY OPRE-D-035.

## 11.2 RIGHTS

The Client of the certification has the right to:

- Receive fair treatment.
- Not be discriminated under any circumstances; if they happen, the Client may file the respective complaints before Cafecert.
- Access with no restrictions to the certification of its coffee(s) if the product(s) is within the range declared by Cafecert.
- Request information to Cafecert when the Client deems necessary.
- Plea the information related to the certification process remains confidential.
- Lodge and file justified appeals regarding the decisions made by the Certification Committee as long as these are strictly within the scope of the certification.
- Request the withdrawal, termination, reduction or extension of certification.

## 12 FINANCIAL STABILITY OF CAFECERT

Cafecert has the necessary financial support to manage a certification system in conformance with ISO / IEC 17065:2012.

The main part of Cafecert revenues comes from the certification service profits, Cafecert has a duly signed contract with the National Federation of Coffee Growers of Colombia (NFC), in which it is ruled that NFC pays Cafecert for the Certification Service, prior submitting invoices indicating the number of coffees or coffee samples evaluated during the period covered by the invoice.

In the contract, it is clearly stated the values to pay. In this way, Cafecert assures the coverage of all the legal liabilities resulting of their operation.

## 13 RATE TO CERTIFICATION

CAFECERT will inform about the cost of the certification according to the request or notification of supervision of samples.

The Client will pay the fees for product certification services to CAFECERT related to the Initial Certification and / or the Supervisory Evaluation in advance to execute the required activities of the certification service.





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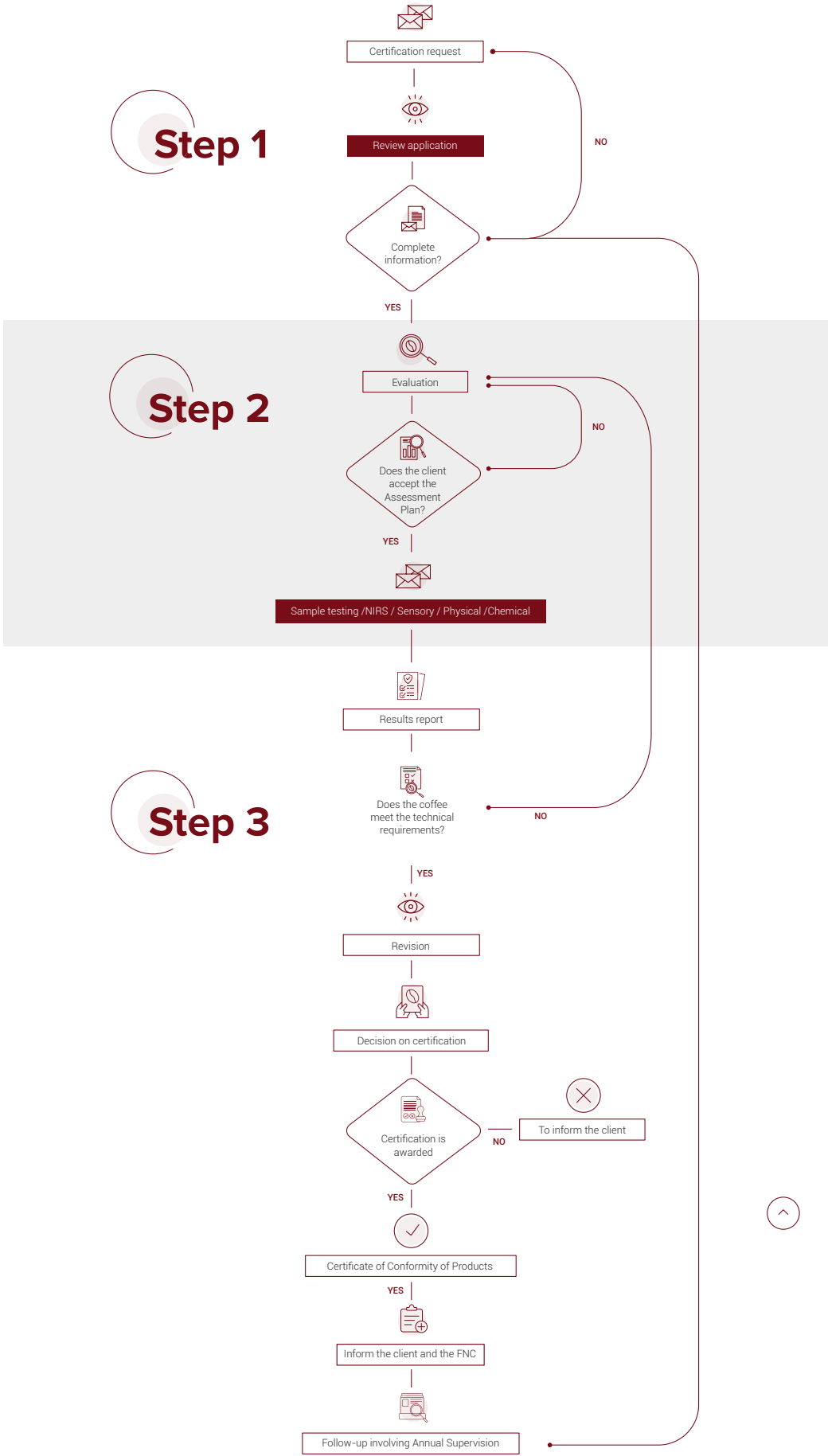
The costs and expenses or any other economic expenditure that the certification process cause outside of CAFECERT and are needed to advance or complete the certification process, such as those indicated for nationalization, transportation, fees or contributions, taxes, financial charges, expenses or similar bank transfers, expenses and others will be assumed by the client through reimbursement, prior to the granting of the certificate.

Regarding bank transfers, Cafecert's Clients must ensure that any cost is assumed by them, however, if by mistake or other circumstance in the transfer it is omitted to indicate that all costs are assumed by the transferor, CAFECERT may request a refund of the charge that it has assumed, and will not grant the certification until it is cancelled by the client and this is free and clear with CAFECERT.

#### **14 MODIFICATIONS TO CERTIFICATION SERVICES RULES PROTECTED GEOGRAPHICAL INDICATION (IGP)**

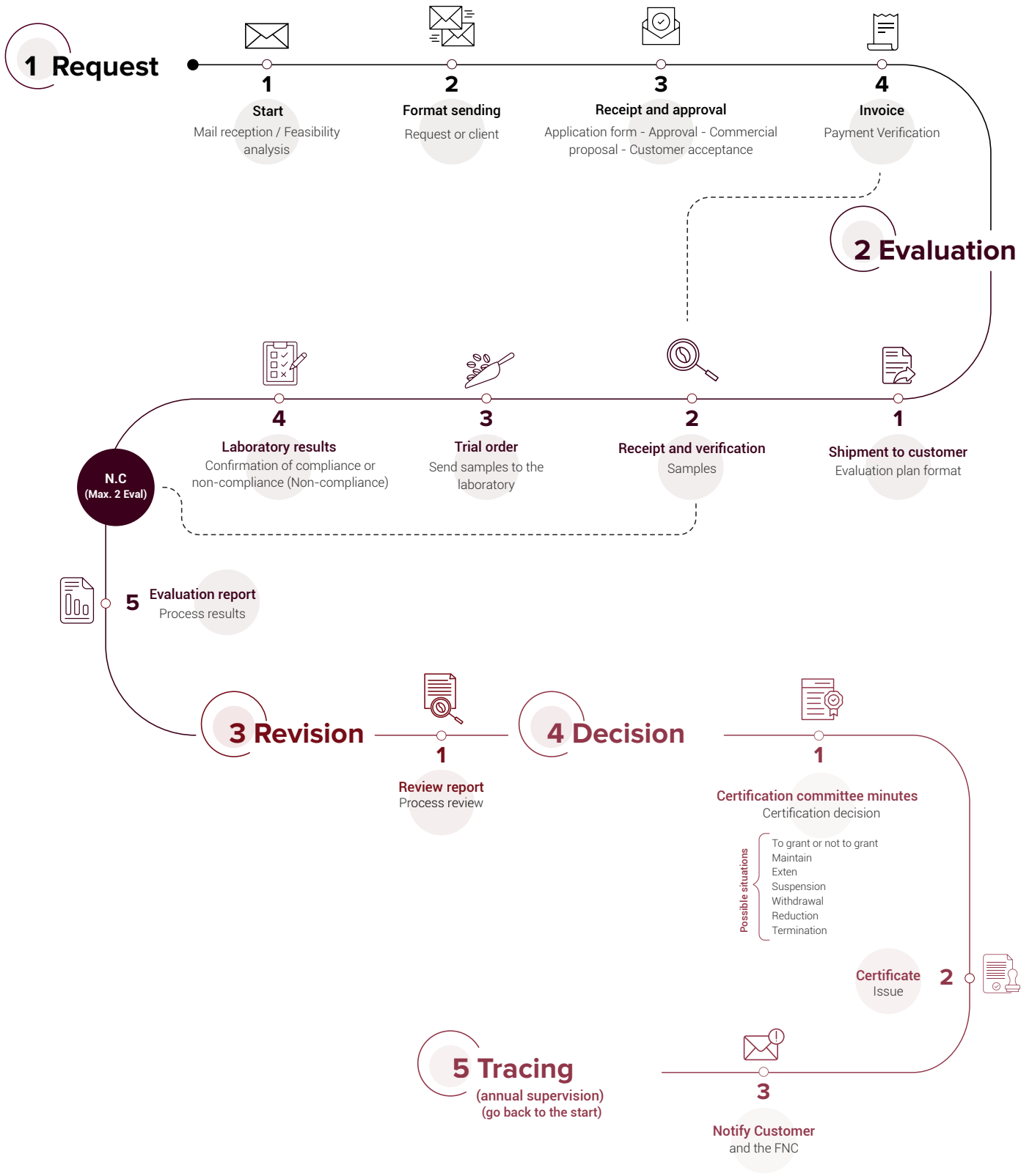
When the client or substitute signed the document "OPRE-D-035 Certification Granting Agreement and Use of the Product Conformity Certificate" are agreed to with the guidelines and modification to which this document is subject.

# Process of certification



**Note:** The monitoring processes are according to CAFECERT's own scheme (1 a+), they must be carried out every **12 months (± 2 months) to comply with each annuity**

# Process map



**Note:** The monitoring processes are according to CAFECERT's own scheme (1 a+), they must be carried out every 12 months (± 2 months) to comply with each annuity

