



Requirements of the Certification and Audit System

April 2024



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1. About OIA. Introduction.

ORGANIZACIÓN INTERNACIONAL AGROPECUARIA (OIA) is an Argentine company pioneer in certification, highly acknowledged by its professional background at national and international level. It's international accreditations and endorsements allows the access of its certified products to the most demanding markets.

OIA's mission is to be the quality bridge between the producer and the consumer: to provide a qualified, reliable and transparent certification service to the consumer, based on the latest scientific principles and clear, precise methodologies, and with independence from commercial interests.

Since 1991, it has been operating as an organic certifier of vegetable, animal and processed products, accompanying the Argentine organic market since it's initiation. Following the global tendency in the consumer's demand for food security and quality, OIA has spread its experience as a quality certifier for conventional products of agricultural, fishing and industrial origin.

The implementation of inspection and audit mechanisms are necessary to endorse the compliance with the production systems at each stage of the process, until the product meets the consumer's hands.

The OIA's logotype that accompanies the certified product certifies not only guarantees that the standards and/or production systems have been followed, but also supports the producer, processor and distributor in view of the consumer, bringing confidence and trust to their products. OIA's certified products have access to the following markets: European Union, USA, MERCOSUR, Japan, Korea, among others.

1.1. Accreditations and authorizations.

 <p>Organismo Argentino de Acreditación</p> <p>Organismo de Certificación de Productos OCP 020</p> 	<p>Organismo Argentino de Acreditación (OAA)</p> <p>Accredited by OAA as Body for Product Certification (Nº OCP 020) in compliance with the requirements established by the International Standard ISO/IEC 17065. See accredited scope at www.oaa.org.ar</p> <p>GLOBALG.A.P. - The Global Partnership for Good Agricultural Practice</p> <p>- Accredited by OAA for the certification GLOBALG.A.P. Standards, which to set a UNIFIED standard for Good Agricultural Practices (G.A.P.), applicable to different products reaching global productions, such as fruits and vegetables, bulk grains, cow and sheep, dairy cattle, and poultry. OIA is monitored by GLOBALG.A.P. Certification Integrity Program (CIPRO).</p> <p>GLOBALG.A.P. Add-On:</p> <ul style="list-style-type: none"> - GRASP: Risk Assessment on Social Practice - FSMA: Food Safety Modernization Act - GGFS: Farm Sustainability Assessment
	<p>Agriculture Department of the Republic of Chile - Servicio Agrícola y Ganadero (SAG).</p> <p>OIA is registered as a certifier of organic products in Chile according to Law No. 20.089.</p> <p>OIA has an authorization for the certification of cuts of bovine meat for Republic of Chile according to Law N°19.162.</p>
 	<p>Ministerio de Agricultura, Ganadería y Pesca de la República Argentina (MinAgri)</p> <p>Servicio Nacional de Sanidad y Calidad Agroalimentaria de la República Argentina (Senasa)</p> <p>- Conformed by SENASA in compliance with the requirements established by the International Standard ISO/IEC 17065, on general</p>



criteria related to the organizations that certify products under SENASA-controlled standards.

- Authorized by SENASA for the certification of *Organic Products of animal origin in Argentina*, of the National Registry of Organic Products of Animal Origin, Registry N°001, according the note 15/94-GAPAF.

- Authorized by SENASA for the certification of *Organic Products of Vegetable Origin in Argentina*, of the National Registry of Certifying Companies of Organic Products of Vegetable Origin, Registry N° 098, according to SENASA's resolution 274/93.





- Authorized by SENASA and recognized by the European Union in compliance of the Regulations N° 834/2007 of the European Commission for the organic agriculture; which recognizes Argentina as the third country for the certification of organic products destined for the European Union as of the approval of both organic regulations.

- Authorized by MinAgri for certification of organic products destined to Japan, according to the organic standards established equivalences between SENASA and MAFF (Ministry of Agriculture, Forestry and Fisheries of Japan) in relation to the *Japanese Agricultural Standard (JAS)*.

- Authorized by MinAgri and endorsed by SENASA, as a certifier of Quality Attributes in Food to audit the Seal "*Alimentos Argentinos, una Elección Natural (Argentine Food, a natural choice)*".

- Authorized by SENASA for the certification of Preserved Identity (Non-GMO), in the National Registry of Preserved Identity Certifiers, Registry No. 001, according to the SENASA Resolution 61/2000.

- Authorized by SENASA for the certification of Quality Attributes in Food under SENASA Resolution No. 280/01) in the National Registry of Food Quality Certifiers, according to SENASA's Resolution 148/02.

 	<ul style="list-style-type: none"> - Authorized by SENASA as a certifier of the Process of Elaboration or Recycling of Honey Drums under SENASA Resolution N°5E/2018. - Authorized by SENASA as a certifier of Argentine Angus Beef (AAB) as quality attribute. - Authorized by SENASA as a certifier of food attribute “High Quality Beef for Switzerland” (HQBS). - Authorized as certifier for the Quality Seal “Producto de La Pampa (Product of La Pampa)” according to Law N°2.189 of La Pampa under SENASA Resolution N° 280/2001. - Authorized by Industry and Innovation Department of Tierra del Fuego as a certifier for the Quality Certified Seal Tierra del Fuego – Fin del Mundo.
	<p>United States Department of Agriculture (USDA) Accredited by USDA as certifier of organic products complying with the US National Organic Program (NOP).</p>
 	<p>International Organic Accreditation Service (IOAS) Accredited by IOAS in compliance with the requirements established by the International Standard ISO/IEC 17065, which establishes the general requirements for bodies operating product certification system for products, processes and services, with de following scope:</p> <ul style="list-style-type: none"> (1) International Accredited Certification Bodies Equivalent European Union Organic Production & Processing Standard for third countries (2) OIA Standards for Organic Production (OIA Standards for Organic Production) (3) Law N°20.089 (Chile) <p>International Federation of Organic Agriculture Movements (IFOAM) Accredited by IOAS for the program <i>IFOAM</i>, a common international verification system that allows accredited certifiers to offer a higher quality guarantee demanded by the organic markets. http://www.ioas.org/certification_body/organizacion-internacional-agropecuaria-s-a/</p>



EU Organic Program

Authorized by EU according to Res. EC N°1235/2008 for the certification of organic products destined for EU in third countries.



Canadian Food Inspection Agency (CFIA)

Accredited by CFIA (Canadian Food Inspection Agency) for the program *Canada Organic Regime (COR)* under the number *COR00906013*, to certify organic products destined to Canada in compliance with the requirements of Canadian Standard (CAN/CGSB 32.310 and CAN/CGSB 32.311).

http://www.ioas.org/certification_body/organizacion-internacional-agropecuaria-s-a/



Global Organic Textile Standards (GOTS)

Accredited by IOAS for the certification of *GOTS Standard*, with the following scopes: mechanical textile (combing, carding, spinning, others) and by-products; wet processing (washing, dyeing, others), garment finishing, and by-products; commercial operations and related products.





Responsible Animal Fibre (RAF)

Accredited by IOAS and TEXTILE EXCHANGE for RWS, RAS and RMS Standards certification for the scopes of primary wool/fiber production (Animal Welfare, and Land Management) and Chain of Custody (traceable and correctly identified textile products in all commercial chain).



	<p>NATURTEXTIL IVN certified BEST (IVN BEST)</p> <p>Accredited by <i>International Association of Natural Textile Industry</i> to certify IVN BEST Standard. Together with the GOTS Standard, IVN BEST establishes requirements for the certification of textile products made with organic fibers.</p>
	<p>Naturland</p> <p>OIA has signed a cooperation agreement with NATURLAND for the certification of their Standard. NATURLAND promotes through its organic sustainable production, conservation of nature, the prevention of climate change, protection and conservation of land, water, air and consumers.</p>
	<p>Organic BRAZIL</p> <p>OIA Brasil is accredited by INMETRO (Instituto Nacional de Metrología, Calidad y Tecnología) and MAPA (Ministerio de Agricultura Pecuaria y Abastecimiento de Brasil) to offer organic certification according to Law N°10.83 of Brasil.</p>
	<p>Organic CHINA</p> <p>OIA has signed a cooperation agreement with the Chinese Certification Body OFDC (Organic Food Development and Certification Center of China), for the certification under the China Organic Standard.</p>
	<p>Organic Korea</p> <p>OIA has signed a cooperation agreement with the Korean Certification Body WECERT LLC for the certification under Korea Organic Standard.</p>
	<p>Soil Association</p> <p>Recognized by Soil Association in the Acceptance Agreement of meat and honey destined to the United Kingdom.</p>
	<p>Bio Suisse</p> <p>Recognized by ICB AG (International Certification Bio Suisse AG) as inspection body for the Bio Suisse certification of organic products destined to Switzerland.</p>

 	<p>Assurance Services International (ASI)</p> <p>Marine Stewardship Council (MSC)</p> <p>Accredited by ASI (Assurance Services International) in compliance with MSC Sustainable Fisheries certification Criteria and Principles, which certifies the sustainability of the entire fishing system and the traceability (chain of custody) of the product.</p>
	<p>Organic and Natural Cosmetics</p> <p>OIA has a private Standard for the Organic and Natural Cosmetic certification, providing safety, commitment with the environment and an added value to the cosmetic product.</p>
	<p>Quality Management Systems for Weighing Processes</p> <p>Authorized by Argentine Naval Prefecture (PNA) for certification of the Quality Management Systems for Weighing Processes to obtain de Verify Gross Mass (VGM) of containers. This is a requirement of navy companies according to Method N°2 and Resolution RPOL 008 N° 01/16 of Argentine Naval Prefecture (PNA).</p>
	<p>Social Responsibility Standard</p> <p>OIA has developed a Social Responsibility Standard, with the International Labor Organization (ILO) requirements and agreements. This Standard seek the equality and transparency in labor relations in order to guarantee that workers receive fair, dignified and respectful treatment.</p>
	<p>Organic Trade Association (OTA)</p> <p>OIA is an OTA member.</p>

	<p>Movimiento Argentino para la Producción Orgánica (MAPO) OIA is a founding partner and member of MAPO's board.</p>
	<p>Cámara de Certificadoras de Alimentos, Productos Orgánicos, y afines (CACER) OIA a founding partner and member ⁽²⁰⁾ of CACER's board.</p>

1.2. Authorities.

OIA operates under a Board of Directors, which defines the company's policies and appoints a Technical Director, who has the operative authority.

There is an Advisory Committee created to keep impartiality and a balance of interests, where no special interest predominates.

The Advisory Committee is independent and its members represent and defend the interests of all sectors involved, such as production, technical-scientific, educational, distribution and consumers.

The certification decision is taken by OIA's Technical Director. The daily certification tasks are performed by a qualified stable staff.

1.3. Certifier administration.

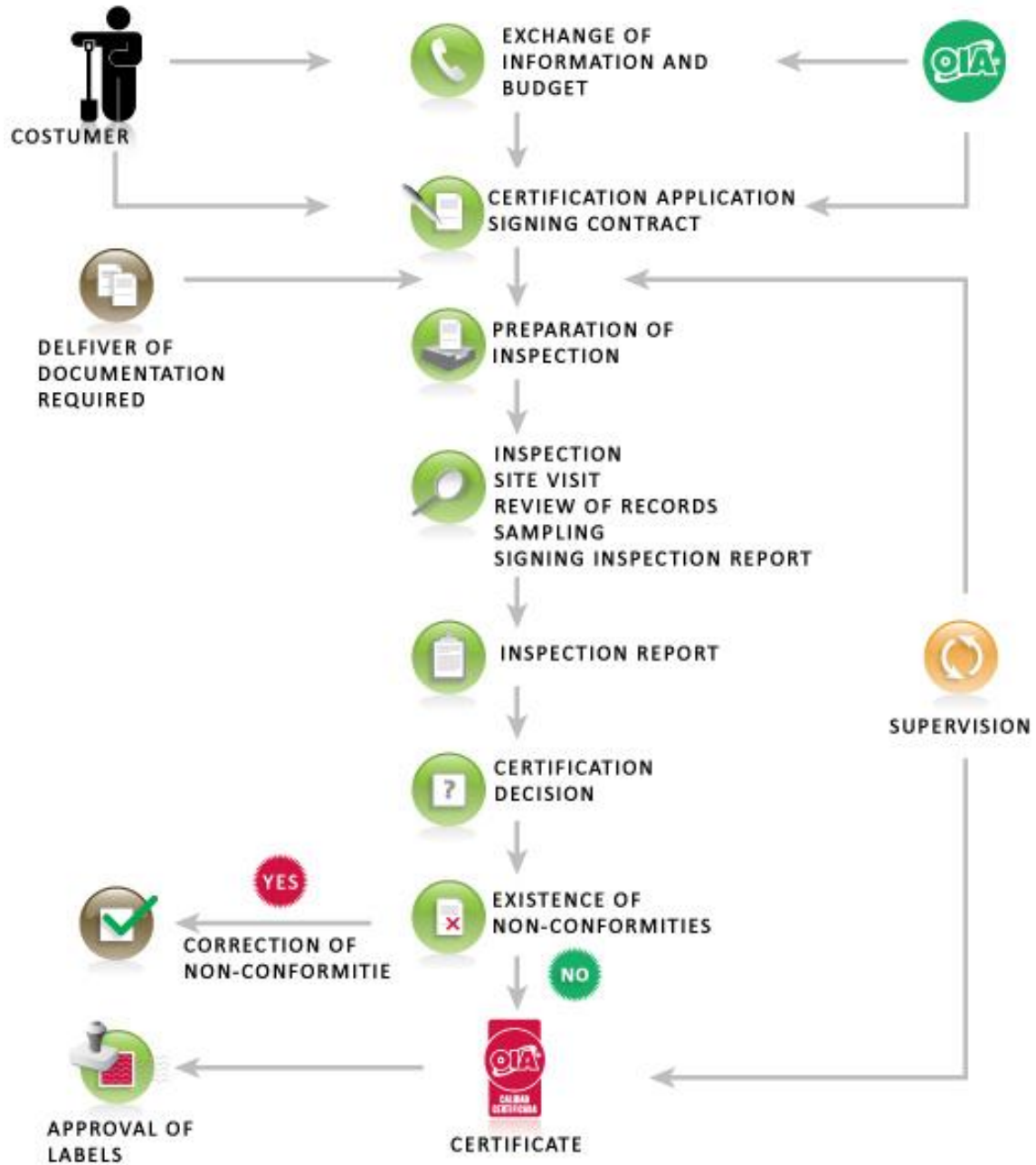
The normal working hours in OIA are from 9:00am to 18:00pm, Monday to Friday.

OIA Argentina	OIA Cuyo	OIA Brazil
Santa Fe 830; Acassuso (B1641ABN), Prov. de Buenos Aires, Argentina Phone: (+54 11) 4793 4340 ويا@ويا.كوم.ار www.ويا.كوم.ار	Rodríguez 810, PB Dpto. 1, 5ta. Sección; Ciudad de Mendoza (5500), Prov. de Mendoza, Argentina Phone: (+54) 0261 4381288 وياكويو@ويا.كوم.ار www.ويا.كوم.ار	Av. T-9, Nº 2310 - Qd. 523 - SALA B-304, Condomínio Comercial Inove Intelligent Place, Jardim América, Goiânia/GO, 74255-220, Brasil Phone: (+55 62) 3942-7541 ويابراسيل@ويابراسيل.كوم.بر www.ويابراسيل.كوم.بر
OIA Chile		
Phone: +56995091325 وياكيلي@وياكيري.كوم www.وياكيري.كوم		

1.4. Company's finances.

OIA is self-financed by the fees received by inspection, audit and certification of products, previously arranged with customers before the signature of certification agreements. The company does not receive support or subsidies of any kind.

2. Certification and audit scheme.



2.1. Request for entering the system.

The applicant has a number of informative meetings with OIA staff where he/she is informed about the certification scheme and requirements, the program of system audits, standards and protocols, the operator's rights and responsibilities, and any other inquiry.

Afterwards, the applicant must fill in a Certification Request Form and sign a contract with OIA, where the certification scope is defined. OIA reviews that the information is complete and fulfill the requirements of each certification scheme requested; these task is carried out by Customer Service area.

The Contract and the Request form must be signed by the operator or dully authorized representative.

The applicant must promptly notify OIA, about all the previous and current certification, and communicate OIA of all the irregularities or breach of the ecological/certificate products.

In the case of EU Program, OIA conducts its operations in both Spanish and English. For this reason, applicants are required to understand and communicate orally and in writing in at least one of these two languages for their certification request to be accepted, regardless of the country where they are located.

2.2. Preparation for inspection or audit.

Once the preliminary steps are fulfilled (contract signature, receipt of operator's data sheets, payment of fees and any other specific requirement according to the program), OIA appoints a trained inspector or auditor to visit the facility.

The operator may reject the inspector or auditor (except in the case of unexpected visits) with a written explanation of the reasons. If there are valid causes, the Technical Director will name a new inspector or auditor. This situation is not valid for an unannounced inspections.

Every operator or facility has an internal File number, where all records and history are included.

2.3. Inspection or audit (evaluation).

During the inspection or audit, the inspector will verify the operator's production or system according to the corresponding Standard or program, defined in the request form and contract. To facilitate the inspection process, the operator is requested the following, among others:

- The operator must be present, or the person responsible or representative informed and familiar with the certification system, during the inspection.
- To be ready to show, for instance:
 - The premises, facilities, equipment, storage areas, product handling areas.
 - Other facilities the operator may have in the area to verify that there is not parallel production, in the case of organic production.
 - Records on procedures, input and raw material income, harvests and product output, yields, accounting records and OIA logotype usage.
 - Complaints about products carrying OIA's logotype, etc.
- Must allow the inspector to take samples of soil, water, in-process and finished products, if necessary.

When the inspection is finished, the inspector or auditor completes an act or report. If a non-compliance is found, it is included in the report, and will be confirmed or rectified by the Technical Director. This document is signed by the inspector and the person responsible or representative approving the contents. At the end of the visit a copy of the exit interview form of the audit/inspection is given to the Operator.

All inspections, even the unexpected or out of program ones, are paid by the operators.

The inspectors or auditors may take samples of products, soil, water, etc.

OIA may contract people, organizations, or laboratories to perform tasks in its behalf.

2.4. Inspection or audit report.

The inspector/auditor delivers a report of the findings gathered during their visit to OIA.

OIA provides a copy of the report to the operator to notify them of the findings and non-conformities regarding compliance with standards or program/protocol, among others.

2.5. Revision and Decision on certification.

OIA assigns a person who has not been involved in the evaluation process, audit/inspection sent by the operator for reviewing all the information and the result of the evaluation and other relevant information.

After the technical review according the certification requirements and obligations assumed in the contract, the Technical Director decides on certification.

OIA will send the operator a letter with the final decision and, if necessary, the non-compliances that must be corrected.

OIA will issue and submit the Operator with a Certificate which contains the information required by each scheme of certification.

Depending on the scheme of certification, this certificate may be annual, quarterly, transactional, etc.

OIA does not delegate in any other organization the authority to concede, maintain, extend, suspend, cancel or reject certifications.

OIA keeps an updated public registry of operators and certified products.

2.6. Transactional Certificates.

2.6.1 Sale of certified product

In the case that the certification program requires the issuance of transactional certificates, these must be requested by the operator from OIA's Technical Department for each sale or change of ownership of certified products.

It is the operator's responsibility to request the transactional certificate prior to the sale or change of ownership of certified product, with a minimum advance notice of 7 (seven) business days so that OIA can carry out the corresponding verifications and inquiries.

The operator must be aware of the transaction details and enter them into the ***Transactional Certificate Request Form***, defined by OIA for this purpose.

Regarding exports of organic products destined for the European Union, it is required that the transactional certificate (referred to as COI - *Certificate of Inspection*) be issued by the certifier

before the product leaves the exporting country or origin. Therefore, in order to comply with this requirement, COI requests must be submitted to OIA with as much advance notice as possible prior to the product's departure. COIs requested from OIA after the product has already departed cannot be issued.

With regards to organic products certified under the NOP Regulation, OIA requires the request and issuance of transactional certificates for each sale or change of ownership of certified products.

To finish the transactional certificate request, the operator must submit the aforementioned form along with all supporting documentation required by OIA to the email address pedidodecertificado@oia.com.ar

2.6.2 Acquisition of certified product

In the case that the certification program requires it, upon acquiring a certified product, the operator must have the transactional certificate validating the certification status of said product.

In regard to products certified under organic standards, it is a requirement of OIA that the operator possesses the transactional certificate validating the organic status of each product acquired for the corresponding regulation.

In case of not having the transactional certificate of the purchased product, the product made and/or traded from it will not be considered by OIA as certified.

Additionally, it should be taken into account that each certification scheme may require additional documents that must be presented in each request. For more information regarding this matter, inquiries can be made to OIA's Customer Service Department.

2.7. Supervision.

Once certification is obtained, OIA conducts follow-up inspection/audit visits, with a minimum frequency of one or two times per year or according to the specific requirements of each Certification scheme.

These supervision visits, arranged in advance or conducted as surprise visits, verify whether the operator continues to comply with OIA's requirements, standards, and commitments made in the contract signed initially.

OIA's Technical Director, following the review conducted by the Technical Department (supervision visit and/or relevant documentation), makes a decision regarding certification: to maintain, cancel, extend, or suspend certification according to pre-established criteria for each certification scheme.

3. Use of logotype.

Once certification is confirmed, the logotype usage is authorized, depending on the scope of certification. There are rules and conditions regarding OIA's logotype use, which are available for consultation.

All labels and brochures including OIA's logotype, a certification body or the certification it must be sent previous printing to OIA for approval.

When continuing use of a certification mark is authorized for placement on a product (or its packaging, or information accompanying) of a type which has been certified, surveillance shall be established and shall include periodic surveillance of marked products to ensure ongoing validity of the demonstration of fulfillment of products requirements.

In OIA's webpage, you will find the different logotypes. You can require more information to the Customer Service Area about the different logotypes.

4. Conditions and procedures.

In every case, OIA assumes all responsibility for decisions regarding certification granting, maintenance, extension, suspension and cancellation.

Those decisions are made by the Technical Director, previous technical evaluation by OIA's Technical Area. OIA does not delegate authority regarding certification decisions in any group or individual.

4.1. Certification granting and refusal.

In case that the requirements detailed in the Standards and those agreed in the Contract are complied, OIA grants the certification.

If the certification is refused, the operator may appeal and the Appeals Committee revises the case and issues a new judgment.

4.2. Maintenance of certification.

If the subsequent inspection or audit visits and the information provided by the operator show that he/she keeps on with the compliance of the corresponding certification standard, OIA's requirements and commitments agreed in contract, the certification is continued.

4.3. Modification of certification scope.

The operator may modify the certification scope. In such case, a new contract must be signed or the current one must be amended, so that the new scope of certification is clearly defined.

The Technical Director evaluates the situation and feasibility of the new scope, and decides if a new inspection or additional information is required.

The operator must immediately inform OIA about any meaningful changes in the company's production system like: changes in product design, specifications or manufacturing process; changes in the company's ownership, board of directors, administrative structure or representation; changes in the quality system if they alter the certification requirements, etc.

If necessary, the Technical Director will decide or inform the possibility of continuing marketing products with OIA's logotype.

In the case of reduction of the scope of certification, this situation must be informed to the Operator and will be indicated on the documentation and the public information.

4.4. Sanctions.

In case the operator does not comply with the standards, OIA may apply a sanction, according to the following scale or degree, depending on the Certification scheme:

- Non-Conformity
- Suspension (temporal or definite)
- Cancellation

In the case of OIA / IFOAM / Chile Organic certification programs, the operator cannot enter and exit the system repeatedly. In such cases, the Technical Director will decide on the procedures and will notify the operator.

In the case of *USDA NOP program and COR Canada*, the restitution of certification is made by USDA Secretariat and CFIA (Canadian Food Inspection Agency) of Canada, respectively.

In the case of EU program, the operator undertakes to inform in writing the buyers of the product in order to ensure that the indications referring to the organic production method are removed from this production (Reg. EC 889/2008 Art. 63.2.c)

If certification is suspended, the operator must interrupt the use of all marketing material containing any reference to it. In case the certification has been cancelled, besides interrupting all logotype use, certificates and marketing material, the operator must return to OIA the labels with logotypes.

Once the situations that provoked the temporary suspension are solved, the operator may continue with the certification process. The Technical Director will notify the operator in

written about the lifting of the temporary suspension. In the case of definite suspension, the situation must be evaluated and if necessary, the certification process must be restarted.

4.5. Certification suspension or cancellation.

The operator may request the temporal or definite certification suspension. Such decision must be notified to OIA in written and signed by the operator's authorized representative.

During that situation, OIA's logotypes must not be used until the company is out of the system. In the case of definite suspension, besides interrupting the use of all marketing material, the operator must return the logotypes to OIA.

In the case that a scheme of certification/Accreditation body/Competent Authority required, OIA will inform about the suspension/withdrawal of the operators.

When the operator decides to reincorporate to the system, in the case of temporary suspension, the Technical Director will evaluate the necessary procedures, like new inspections, samples taken to be tested, etc.

5. Reciprocity with other certification programs.

The operator can use products certified by other certifying agents to re-package them or as ingredients or raw materials in products certified by OIA.

The acceptance of these products is pursuant the requisites established by each certification scheme.

The following aspects should be considered:

- Once OIA starts the certification process, assumes the responsibility for certification.
- For OIA to accept the product, it must be inspected and certified according to OIA's requirements for product certification.
- The recertification only applies to the specific product, and does not include any other product from the supplier.

It is important that the operator contacts OIA before purchasing products from other certifiers, so that the procedures to be taken are explained.

The recertification of products applies only to the specific product and volume.

In the case that the scheme of certification permits a dual certification (two certification bodies-same operator/product), OIA will keep (if it is a requisite) an interchange of information with the other certification body about the certification process.

And in the case a operator changes a certification body for another, all the information related to this Operator will be available for the new certification body in fulfillment of the of different schemes of certification.

6. Changes in certification standards and requirements.

In the event that OIA or the owner of the certification scheme introduces changes or new requirements that could affect the Operator, OIA ensures to notify the operators about them.

All the standards offered by OIA can be accessed from its website: www.oia.com.ar

The operator must comply with any new requirements in the prescribed time. Once that period is over, OIA will require a new inspection or audit or require any convenient evidence to verify the compliance of the new standards or requirements. The inspection or audit costs will be paid by the operator.

7. Appeals.

An appeal is a formal request for reconsideration of a certification decision taken by OIA within a certification process.

The OIA appeals procedure is available upon request to any interested party.

An operator may appeal a certification decision made by OIA by submitting a written discharge, within 10 (ten) calendar days of being notified of the certification decision. The appeal must include a copy of the certification decision and the operator's reasons for disagreeing with it. If the data required for the appeal is incomplete, OIA may reject it.

OIA convenes an Appeals Committee, responsible for coordinating the management and treatment of the appeal, which ratifies or rectifies the certification decision, once the existing documentation in OIA and the client's discharge has been analyzed. The Appeals Committee staff related to the handling of the appeal shall not be anyone who has been involved in the inspection or certification decision-making. The Appeals Committee issues its response within 90 days.

Depending on the Certification Program, the operator may appeal to the accreditation body and/or owner of the standard/certification scheme/competent authority in a second instance.

8. Complaints to operators

OIA requests operators to keep records of the complaints received regarding the product or system compliance with the certified or audited standard. The inspectors/auditors check those records during each inspections.

The complaints received by the operators must be documented, analyzed and the corrective actions must be applied to avoid the problem repetition. The corrective actions must also be documented, indicating responsibilities and deadline for solution. After the corrective actions are taken, the operators must verify the effectiveness of those procedures.

When necessary, the operator must inform the person who filed the complaint about the adopted solutions.

9. Complaints received by OIA.

A complaint is the manifestation of a dislike or dissatisfaction by any person or organization related to OIA certification activities, where a response is expected.

The OIA complaint procedure is available upon request to any interested party.

Operators and / or third parties can contact OIA to report a complaint using different communication channels: telephone, e-mail, personal visit, or by completing the contact form on the OIA website. In all cases, the person making the complaint is asked to provide at least the following information:

- Contact person
- Reason / description of the complaint
- Documentation (if applicable)

The complaint must be received within 6 (six) months after the event that gave rise to it. If the complaint is incomplete, OIA may consider it inadmissible or irrelevant and refuse to treat it.

OIA will confirm receipt of the complaint and this confirmation will indicate at least:

- Its admissibility, if the complaint is related to the activities for which OIA is responsible;
- First action proposal to follow up on the complaint.

In the event that the complaint is considered not pertinent, OIA will document the reasons why it has made that decision.

For the treatment of the complaint, OIA designates a person or group of persons responsible for coordinating its management and handling. The personnel involved in handling the complaint may not be anyone who was involved in the event that gave rise to the complaint.

OIA keeps records of the complaints received, collects and verifies all the information necessary to carry out their treatment.

Finally, the actions taken are reported to whoever made the complaint.

10. Confidentiality.

OIA protects and maintains the confidentiality of all information received during certification and audit procedures.

Any information about a product or operator obtained during certification activities is not shared to a third party unless the written permission of the customer or required by the law. In the case that the law requires to share information with a third party, the operator is notified of the information provided if allowed by the law.

Information like operator's name, placement of production unit, telephone, e-mail and certified products/standard are public and are not protected by this confidentiality.

11. Impartiality.

OIA provides access to its services to all applicants, then keeping a balanced service among all certified operators and does not have any commercial, financial interest of any kind with none of the operators.

OIA does not supply or design the type of products that certifies, as another measure to protect the impartiality and does not influence the marketing or promotion of certified products. In addition, OIA regulates that a denial in the granting of certification does not mean a refund of what was paid.

OIA does not offer or provide consultancy to the operators.

This does not preclude the following:

The possibility of exchange of information (explanations of findings or clarifying requirements) between OIA and its Operator

Each individual related to the certification process signs a declaration of interests, to avoid handling tasks that may affect impartiality. All persons with conflicts of interest are excluded from the task, discussions or decisions about the certification process.



Requirements of the Certification and Audit System OIA's notebook, was written in Spanish.

For any discrepancy with translations, the original version shall apply.

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April 2024

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