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# THE GLOBALG.A.P. INTEGRITY PROGRAM

Ensuring consistent delivery and implementation of the GLOBALG.A.P. standard by 2,000+ trained inspectors and auditors working for 155+ approved certification bodies certifying 600+ products and 185,000+ producers, spread across 125+ countries in 5 continents.
Active since 2008, the GLOBALG.A.P. Integrity Program (IP) is the first of its kind in food certification and sets into place an ongoing process of quality assurance, improvement, and transparency.

IP is designed to closely monitor GLOBALG.A.P. approved certification bodies, making sure that supplier audits are delivered with the highest level of integrity and that our certificates are trusted all over the world. It acts as a feedback mechanism that serves the ongoing improvement of all aspects of the GLOBALG.A.P. System. And it promotes transparency and integrity throughout the entire G.A.P. harmonization process.

The Integrity Program approach involves a range of activities that are all interconnected. These include the explanation of the system and harmonization of the standard criteria through different kinds of certification body (CB) training, the administration of CB approval, monitoring of CB performance through CB office and producer assessments, the protection of the GLOBALG.A.P. Brand, controlling the completeness and accuracy of database information, investigating complaints, including those related to residues in certified products, and customer support.

Andras Fekete
Vice President / Chief Integrity Officer
THE INTEGRITY PROGRAM
A Pioneering System to Ensure Transparency and Build Trust

HOW IT WORKS

42 ACCREDITATION BODIES
Accredited and monitored by the members of the International Accreditation Forum (IAF)

155 GLOBALG.A.P. APPROVED CERTIFICATION BODIES
assess, certify & monitor

188,000+ PRODUCERS UNDER CERTIFICATION IN 125 COUNTRIES

INTEGRITY PROGRAM ACTIVITIES

CERTIFICATION INTEGRITY
Monitoring certification body performance

BRAND INTEGRITY
Protecting the GLOBALG.A.P. brand

TRAINING AND HARMONIZATION
Maintaining a high-level knowledge base

CERTIFICATION BODY APPROVAL
Ensuring a high standard of quality and integrity

COMPLAINTS MANAGEMENT
Fast and thorough response system

RESIDUES MONITORING SYSTEM
A dedicated team of experts to investigate Maximum Residue Level (MRL) complaints

CUSTOMER SUPPORT
Providing complete, reliable and accurate information
Whilst all GLOBALG.A.P. approved certification bodies (CBs) are monitored annually by their own accreditation bodies according to the international rules for product certification (ISO 17065), GLOBALG.A.P. has its own dedicated team of expert assessors responsible for certification integrity.

The Certification Integrity Team monitors and assesses the performance of all GLOBALG.A.P. approved certification bodies. It ensures that CBs are conducting their audits in line with GLOBALG.A.P. guidelines, procedures, the scheme's normative documents, and the signed license agreement. It verifies that the same criteria and quality standards have been used on a consistent basis.

HOW IT WORKS

1. The selection of office and producers to be assessed is based mainly on risk assessment and follow-up of sanctions, but there is always at least one third of the assessments where the sample is selected randomly.

2. After the assessments, reports are reviewed centrally and CB assessments are classified according to their performance. For classification, see infographic.

3. Based on the results of one or more assessment reports and in case of failure to demonstrate improvement from previous assessments, the GLOBALG.A.P. Secretariat forwards the information to the Integrity Surveillance Committee (ISC), which decides on CB sanctions. Made up of industry experts, ISC members are appointed by the Board, but work independently and meet at least 3 times a year. To guarantee an impartial evaluation, the integrity assessment reports are anonymized before sending them to the ISC (i.e. they don’t include information regarding the producer name, GGN, country, certification body name, etc.).

4. The CBs are then informed about their proposed performance classification and are given the opportunity to respond in a written statement within 14 days after notification.

Certification Body Sanctions

1st Warning: The certification body and its accreditation body are informed.

2nd Warning: The certification body and its accreditation body are informed.

Yellow Card: The certification body and its accreditation body are informed. The sanction is published on the GLOBALG.A.P. website.

Red Card: The certification body and its accreditation body are informed. The sanction is published on the GLOBALG.A.P. website. The CB is not allowed to (re)issue new certificates.

Contract Cancellation: The certification body and its accreditation body are informed. The sanction is published on the GLOBALG.A.P. website. The license and certification agreement is cancelled.

Sanctioning steps 1 to 5 are not necessarily consecutive. In case of demonstrated fraud or severe breach of normative requirements, the highest sanctions can be applied immediately.
In 2017, assessments were performed in 26 countries.

In 2017 GLOBALG.A.P. carried out a total of 274.5 days of assessments (including 11 days to conduct on-site specific investigations) involving 83 certification bodies in 26 countries.

In 2017, we introduced Desktop Audits as a new assessment methodology, whereby we assess certification reports off-site. Two audits covered the GLOBALG.A.P. Crops FV sub-scope.

<table>
<thead>
<tr>
<th>Scheme/Standard</th>
<th>Scope</th>
<th>No. of Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLOBALG.A.P. IFA</td>
<td>Aquaculture AB</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Crops FO</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Crops FV</td>
<td>149.5</td>
</tr>
<tr>
<td></td>
<td>Crops PPM</td>
<td>2</td>
</tr>
<tr>
<td>GRASP Add-on</td>
<td>GRASP</td>
<td>6</td>
</tr>
<tr>
<td>IKB Varken</td>
<td>Livestock Pig</td>
<td>2</td>
</tr>
<tr>
<td>IKB NL Varken</td>
<td>Livestock Pig</td>
<td>2</td>
</tr>
<tr>
<td>Tesco Nurture Add-on</td>
<td>Add-on</td>
<td>1</td>
</tr>
<tr>
<td>Chain of Custody</td>
<td>Crops</td>
<td>1</td>
</tr>
</tbody>
</table>

Class 1: Unacceptable performance: GLOBALG.A.P. to take immediate action
Class 2: Very poor performance: CB needs major improvement
Class 3: CB needs some improvement
Class 4: Acceptable performance
Class 5: Performance well above average

In 2017 there were no Classification 1 outcomes in Producer and CB Assessments.
### Balance of the CB Office & Producer Integrity Assessments

**CB Office Assessment Outcome**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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<tbody>
<tr>
<td>Class 5</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>56%</td>
<td>33%</td>
<td>52%</td>
<td>6%</td>
</tr>
<tr>
<td>Class 4</td>
<td>15%</td>
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<td>20%</td>
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<tr>
<td>Class 3</td>
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<td>73%</td>
<td>60%</td>
<td>50%</td>
<td>41%</td>
<td>67%</td>
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</tr>
<tr>
<td>Class 2</td>
<td>28%</td>
<td>26%</td>
<td>41%</td>
<td>19%</td>
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<td>4%</td>
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</tr>
<tr>
<td>Class 1</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Producers Assessment Outcome**

<table>
<thead>
<tr>
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</thead>
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<td>2%</td>
<td>4%</td>
<td>4%</td>
<td>1%</td>
<td>4%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Class 4</td>
<td>11%</td>
<td>25%</td>
<td>16%</td>
<td>19%</td>
<td>18%</td>
<td>37%</td>
<td>48%</td>
<td>54%</td>
<td>45%</td>
<td>54%</td>
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<td>6%</td>
<td>3%</td>
<td>3%</td>
<td>5%</td>
<td>4%</td>
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<tr>
<td>Class 1</td>
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<td>7%</td>
<td>3%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Evolution of Certification Body (CB) Performance During Integrity Assessments (2008-2016)

- **Random**:
  - CB Office: 47%
  - Producers: 42%
- **Targeted**:
  - CB Office: 18%
  - Producers: 20%
- **ISC**:
  - CB Office: 35%
  - Producers: 38%
KEY PERFORMANCE INDICATORS (KPIs) OF CERTIFICATION BODIES

In 2017, a system of Key Performance Indicators (KPIs) was implemented in order to show the performance of certification bodies to the public. In addition to monitoring CB performance, the integrity team also evaluates how certification bodies handle complaints, the GLOBALG.A.P. Database and administrative issues.

These criteria are reflected in the new 5-star certification body rating system, with 1 star for poorest performance and 5 starts for best performance. The new ratings were published in December 2017 for the first time, with updates planned to follow on a 6-month basis.
BRAND INTEGRITY
Protecting the GLOBALG.A.P. Brand

The system set in place to protect the GLOBALG.A.P. brand is designed to detect any improper use of the GLOBALG.A.P. brand logo as well as any contractual issues, non-authorized certification bodies and fraudulent certification.

Activities include:
1. Internal (by GLOBALG.A.P.) validation of GGN use on the end product. The system relies on one of the key features of the GLOBALG.A.P. Database: the online certificate validation tool, which is now used daily by our retailers and traders. Any certificate not registered in the publicly available search site is considered immediately invalid. The tool secures instant and complete accessibility of registration and status data of every producer and product for all options to make the standard transparent.
2. Answering logo use requests or notifications from producers, packers, suppliers and certification bodies regarding the proper use of the logo and trademark.
3. Monitoring the correct use of certification claims in labels present in the market, press releases, information in the media, etc., and following up on incidences.

Issues Processed in 2017

<table>
<thead>
<tr>
<th>No of Issues</th>
<th>Fake Certificates</th>
<th>Brand/Logo Misuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>5</td>
<td>10</td>
</tr>
</tbody>
</table>

The GLOBALG.A.P. Database is a key tool of the Integrity Program. It contains all certified producers worldwide including all their relevant product and certification information and functions by assigning a unique 13-digit identity to each registered producer using a GLOBALG.A.P. Number (GGN). Checking the GGN using the online certificate validation tool confirms the status of the producers and the validity of their certificates.
GLOBALG.A.P. conducts workshops for GLOBALG.A.P. approved certification bodies (CB), designed for auditors, inspectors, in-house trainers, and scheme managers who have to fulfill certain qualification requirements.

Every GLOBALG.A.P. approved CB must appoint:
1. A Scheme Manager, who must attend an annual Scheme Managers Update Workshop - SMU
2. An In-House Trainer, who is responsible for training the CB’s auditors and inspectors. In-House Trainers are scope specific and must attend a face-to-face In-House Trainer Training - IHT, as well as pass an exam on the content of the entire standard. They are responsible for IFA - Integrated Farm Assurance, CoC – Chain of Custody, GRASP – Social Practice, etc., for every standard version.

If a CB’s Scheme Manager and/or In-House Trainer do not comply with any of the GLOBALG.A.P. qualification requirements, including the training described above, the CB gets blocked in the GLOBALG.A.P. Database and cannot issue any certificates.

All GLOBALG.A.P. approved auditors and inspectors, who are responsible for auditing the quality management systems (QMS) of producer groups and multisite producers, must attend a face-to-face QMS Training and pass an exam on how to audit the GLOBALG.A.P. QMS. At the same time, all GLOBALG.A.P. approved auditors and inspectors must pass an online exam on the content of the normative documents of the standards, scopes and sub-scopes they are approved to audit, per standard version. Auditors or inspectors who do not pass the on-line exams needed for the scopes and sub-scopes they are registered for, or the QMS training in the case of auditors, are blocked in the GLOBALG.A.P. Database and cannot perform any audits/inspections.

Online Exams
Available in following languages: Arabic, Dutch, English, French, German, Greek, Hungarian, Italian, Polish, Portuguese, Spanish, Turkish and Vietnamese.

### Summary of CB Training in 2017

<table>
<thead>
<tr>
<th>CB Training</th>
<th>No. of Workshops</th>
<th>Language</th>
<th>No. of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRASP Calibration Meeting Latin America (Webinar)</td>
<td>1</td>
<td>Eng/Spa</td>
<td>25</td>
</tr>
<tr>
<td>IHT Aquaculture</td>
<td>2</td>
<td>Eng</td>
<td>12</td>
</tr>
<tr>
<td>IHT CFM</td>
<td>1</td>
<td>Eng</td>
<td>3</td>
</tr>
<tr>
<td>IHT CoC</td>
<td>3</td>
<td>Eng/Ita</td>
<td>7</td>
</tr>
<tr>
<td>IHT GRASP</td>
<td>5</td>
<td>Eng/Spa</td>
<td>55</td>
</tr>
<tr>
<td>IHT Crops</td>
<td>5</td>
<td>Eng/Spa</td>
<td>41</td>
</tr>
<tr>
<td>IHT Livestock</td>
<td>2</td>
<td>Eng</td>
<td>10</td>
</tr>
<tr>
<td>IHT NURTURE</td>
<td>1</td>
<td>Eng/Spa</td>
<td>19</td>
</tr>
<tr>
<td>QMS Auditor Training</td>
<td>10</td>
<td>Eng/Spa/Ita</td>
<td>123</td>
</tr>
<tr>
<td>Scheme Manager</td>
<td>10</td>
<td>Eng/Spa/Ita</td>
<td>165</td>
</tr>
<tr>
<td>Update Training - SMU</td>
<td></td>
<td>Ger/Ita</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>40</strong></td>
<td></td>
<td><strong>460</strong></td>
</tr>
</tbody>
</table>
TRAINING AND HARMONIZATION
Maintaining a High-Level Knowledge Base

IHT CoC, IHT Crops, IHT GRASP, IHT Livestock, QMS, SMU in Cologne, Germany
SMU in Athens/Greece
IHT Crops, QMS in Istanbul/Turkey
IHT Aquaculture in Qingdao/China
IHT Livestock in Ho Chi Minh City/Vietnam
QMS, SMU in Sydney, Australia
QMS, SMU in Bologna, Italy
IHT CoC in Milano/Italy
IHT NURTURE, IHT GRASP, IHT Crops, QMS, SMU in Madrid, Spain
QMS, SMU in Nairobi, Kenya
IHT CFM, IHT Aquaculture in Alsancak, Cyprus

IHT GRASP, QMS, SMU in Montevideo, Uruguay

GLOBALG.A.P. Certification Worldwide
GLOBALG.A.P. CB Training Worldwide in 2017
Certification bodies that want to become GLOBALG.A.P. approved must be accredited for ISO/IEC 17065 for the relevant standard, scope (e.g. Crops, Aquaculture, Livestock) and sub-scope (e.g. Fruits and Vegetables, Pigs, etc.) by an accreditation body (AB) that shall be a member of the International Accreditation Forum (IAF) and signatory of the Multilateral Agreement (MLA) on Product Certification. This means that the accreditation body (AB) has been subject to a peer evaluation in the product certification field and has received a positive recommendation in its report.

GLOBALG.A.P. signs license and certification agreements (LCA) with the certification bodies that have successfully passed the GLOBALG.A.P. internal approval process. The agreements and the accreditation ensure a standardized high level of quality and integrity of certification bodies’ procedures.

155 GLOBALG.A.P. approved CBs by the end of 2017

Some certification bodies have been approved for more than one standard and scope.

<table>
<thead>
<tr>
<th>Standards</th>
<th>Scopes</th>
<th>No. of Approved CBs</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFA – Integrated</td>
<td>Crops</td>
<td>132</td>
</tr>
<tr>
<td>Farm Assurance</td>
<td>Aquaculture</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Livestock</td>
<td>11</td>
</tr>
<tr>
<td>CFM – Compound Feed Manufacturing</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>CoC – Chain of Custody</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>GRASP</td>
<td>106</td>
<td></td>
</tr>
<tr>
<td>Albert Heijn Add-on</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>CFP – Crops for Processing</td>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>
Complaints can be made via a complaints form on the GLOBALG.A.P. website. Some complaints have also been received directly from stakeholders or the media.

The integrity team records, analyses, and investigates complaints received regarding breach of standard requirements by certified system users.

In the case of a possible non-compliance of the standard requirements by a certified producer, producer group, or company, GLOBALG.A.P. requires the corresponding certification body and certificate holder to refute the claim by verifying and providing evidence of compliance with the GLOBALG.A.P. Standard.

Certification bodies investigate the complaints through document review and, if needed, unannounced assessments. CBs must then report all findings and actions taken by a defined deadline. If deemed necessary, the integrity team will perform target integrity assessments for onsite investigation and follow up.

In 2017, 8 days of onsite integrity assessments were performed by GLOBALG.A.P. directly to investigate 4 complaints.

58 complaints from 29 countries were processed in 2017.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fake Certificates</td>
<td>3</td>
</tr>
<tr>
<td>Fraudulent Use of GGN</td>
<td>2</td>
</tr>
<tr>
<td>Database Issues</td>
<td>2</td>
</tr>
<tr>
<td>Integrity Program Issues</td>
<td>1</td>
</tr>
<tr>
<td>GRASP Issue</td>
<td>1</td>
</tr>
<tr>
<td>CB Integrity Issue</td>
<td>1</td>
</tr>
<tr>
<td>NTWG Organization Issue</td>
<td>1</td>
</tr>
<tr>
<td>Fake Claim</td>
<td>1</td>
</tr>
<tr>
<td>Brand Misuse</td>
<td>13</td>
</tr>
<tr>
<td>General Regulations</td>
<td>22</td>
</tr>
<tr>
<td>Other</td>
<td>23</td>
</tr>
</tbody>
</table>

OTHER (no. of complaints per type)

- 13 Fake Certificates
- 2 Fraudulent Use of GGN
- 2 Database Issues
- 2 Integrity Program Issues
- 1 GRASP Issue
- 1 CB Integrity Issue
- 1 NTWG Organization Issue
- 1 Fake Claim

COMPLAINTS MANAGEMENT
Fast and Thorough Response System
GLOBALG.A.P. has a dedicated team of experts to investigate MRL (Maximum Residue Level) complaints. The process followed by the MRL complaint management team is as follows:

1. The complaint is received by GLOBALG.A.P.
2. Complaint information is checked, registered in the complaint management system, and sent to the relevant certification body (CB).
3. The CB investigates the complaint (always through documentary review and in most cases also through unannounced inspections) and sends the conclusions to the GLOBALG.A.P. technical team.
4. GLOBALG.A.P. experts cross-check and challenge the information received. In most cases clarifications are requested from the certification body. Sometimes additional investigations need to be carried out.
5. Additional GLOBALG.A.P. investigations:
   a. In some cases, GLOBALG.A.P. has commissioned an independent expert to check traceability and take a sample at origin. Samples are tested in accredited laboratories.
   b. Chain of custody. In some cases, GLOBALG.A.P. experts have contacted several agents in the supply chain to verify or complement the investigation carried out by the certification body with the producer.
6. The investigation is summarized in a report that is sent to the plaintiff.
7. If the technical review identifies that there could be a potential risk, the information is used as input for the onsite integrity assessments programming.

A total of 110 complaints from 23 different countries and 55 different crops were received in 2017. The highest number of complaints were received regarding leaf crops from Italy (8 cases), Spain (6 cases), and Germany (5 cases), pomegranates from Turkey, and exotics from Colombia (4 cases each).
ROOT CAUSES FOUND FOR MRL INCIDENCES:

- **Cross/Drift Contamination:** Normally drift from an adjacent field. In most cases, the adjacent field is not GLOBALG.A.P. certified. Raising awareness amongst certified producers about this problem and the need to implement preventive measures (barriers, separations, exchange of information with neighbor, etc.) continues to be a priority task.

- **No Reason Found:** The CB investigation could not identify the cause of the reported exceedance. In 2017, this was the most frequent result since in addition to the difficulties of identifying the origin of a certain incident, any plausible explanation must always be demonstrated. This category also includes cases in which a plausible reason was found but could not be proven to be the origin of the exceedance. In these cases, the producer is requested to take appropriate measures in order to sort out the detected weak points. The MRL technical team thoroughly reviews most cases in which no reason was found, in order to decide if these cases should be forwarded to the integrity team for onsite investigation.

- **Pesticide Miss-Use:** The most common issue included in this category is using pesticides with very low MRL in the EU and not increasing (or not increasing enough) the label PHI, or not complying with the PHI. This category also includes application of non-authorized actives and other similar causes.

- **QS Investigation:** The producer is QS-GAP certified. QS undertakes the investigation (basically taking a second sample and if result is ok investigation is closed). No information about root cause of the problem.

- **Unexpected Behaviour of the a.i.:** The most frequent cause in this category is the low degradation-rate of pesticides. The increased analytical capability of laboratories (e.g. determination of the metabolites of the Flonicamid) or a high residuality of the active ingredient which demonstrated the applicable GAPs not being appropriate to ensure compliance with the applicable regulations (e.g. dichlorprop)

- **Metabolite Comes from A Different Application:** Includes all case of phosphonic acid residues not coming from a fosetyl-Al application but from another product containing phosphonates.

- **Incidence at The Supply Chain:** This category includes issues such as GGN miss-use by a non CoC-certified re-packer or operator in the chain.

- **Not Investigated:** Cases where the affected certificate holders suspended their contracts before starting the investigation.

- **No Certified Product:** It was demonstrated the affected product not being certified and sold consequently (invoicing and labeling).

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**Result of Investigations**

- No Reason found
- Cross/Drift Contamination
- Pesticide Miss-Use
- QS Investigation
- Unexpected Behaviour of the a.i.
- Metabolite Comes from a Different Application
- Incidence at The Supply Chain
- Not Investigated
- GGN Miss-Use by Certificate Holder
- No Certified Product

---

0 5 10 15 20 25 30 35
CUSTOMER SUPPORT
Providing Complete, Reliable and Accurate Information

PROVIDING COMPLETE AND ACCURATE INFORMATION

GLOBALG.A.P. Customer Support is the first stop and best source for accurate and reliable information on all GLOBALG.A.P. products and services. The customer support team, as part of the GLOBALG.A.P. Integrity Program, also supports stakeholders worldwide to use the GLOBALG.A.P. Database as a certificate validation tool. At established time periods, the customer support team monitors the information uploaded by certification bodies in the GLOBALG.A.P. Database, in order to ensure completeness and accuracy of data. The result of these monitoring activities are also used as input for the onsite integrity assessment program.

Our Customer Service Team can serve you in:

- Arabic
- French
- Russian
- Ukrainian
- English
- German
- Spanish

CUSTOMER SUPPORT TEAM

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
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</tr>
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<td>+49 221 577 76 711</td>
</tr>
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</table>

91,600 REQUESTS IN 8 YEARS

2016 12,770 REQUESTS

2017 20,691 REQUESTS

150-200 CALLS/MONTH

7 DIFFERENT LANGUAGES

3 MAIN PRODUCTS WITH 40+ STANDARDS AND PROGRAMS

30 HOURS DATABASE TRAINING/MONTH

SUPPORT FOR 155 CERTIFICATION BODIES

SUPPORT FOR 400+ RETAILERS AND SUPPLIER COMPANIES
GLOBALGAP | CUSTOMER SUPPORT

OUR CUSTOMER SUPPORT TEAM:

- Serves as the central interface for all our clients
- Brings suppliers and retailers together
- Consults on the certification process
- Provides Database support and training

CUSTOMER SUPPORT

- Technical Support
- Monitoring Data Accuracy

Certification and Logo Use Support

- Certification Validation
- Using the Database Bookmarking Tool
- Customized Support

CB

CoC Certification Support

- Certification Validation
- Using the Database Bookmarking Tool
- Customized Support

PRODUCER

SUPPLIER

RETAILER

Bringing Suppliers and Retailers Together

+49 221 577 76 100
customer_support@globalgap.org

STANDARDS & ADD-ONS CERTIFICATION

- Standards & Add-ons Certification

GLOBALGAP | INTEGRITY REPORT 2017
The Integrity Program

The Integrity Program is a very dynamic tool that monitors reality. The information it generates is used to improve the program and the GLOBALG.A.P. System as a whole. Current developments for 2018 include:

- Key Performance Indicators (KPIs) to show certification bodies’ performance to the public have been implemented during 2017 and are being issued since the beginning of 2018. During 2018 the procedure will be adjusted and strengthened.
- Strengthening the residues monitoring system for certified products.
- Inclusion of newly developed standards into the integrity monitoring and assessments.
- Implementation of off-site assessment of certification body offices.
- Implementation of add-on checklists review, using the add-on checklists that are uploaded into the Database.
- Strengthening the Certification Integrity Program (CIPRO) team by increasing the number of CIPRO assessors.

Customer Support

To make the services of the Customer Support Team even more effective and flexible to cover all our clients’ needs, we are:

- Increasing the number of full-time employees to reduce customer support response time.
- Developing new learning materials, such as video tutorials, to better explain how to effectively use the GLOBALG.A.P. Database.
- Improving our internal structure to provide a more targeted processing of the different types of customer requests we receive. We now have a team to answer questions under standard_support@globalgap.org, and a dedicated complaint manager available at complaints@globalgap.org, who is working to improve the response time of complaint management, its recording and follow up.
- We developed a video for growers that summarizes all the steps needed to get a GLOBALG.A.P. certificate.
MEET THE TEAM

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INTEGRITY PROGRAM

Certification Integrity

COMPLAINTS MANAGEMENT

Chain of Custody
**GLOBALG.A.P. AT A GLANCE**
The Most Widely Accepted Good Agricultural Practices Certification Worldwide

Find out how GLOBALG.A.P. can add value to your business at [www.globalgap.org](http://www.globalgap.org)

<table>
<thead>
<tr>
<th><strong>430+ voluntary members</strong></th>
<th><strong>GLOBALG.A.P. governed by an elected Board</strong></th>
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<tr>
<td>form the GLOBALG.A.P. Community</td>
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<tr>
<th><strong>188,000+ certified producers</strong></th>
<th><strong>An extensive worldwide network of consultants</strong></th>
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<td><strong>125+ countries</strong></td>
<td>to help producers with their certification process</td>
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<th><strong>Capacity building</strong></th>
<th><strong>2,000+ inspectors</strong></th>
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<tr>
<td>for thousands of people on 5 continents and in 10 languages</td>
<td>and auditors working for 155 approved certification bodies</td>
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<tr>
<th><strong>A pioneering integrity system</strong></th>
<th><strong>A harmonization program to benchmark schemes and checklists around the world</strong></th>
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<td>with independent assessments to monitor the performance of our certification bodies</td>
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<th><strong>A consumer label</strong></th>
<th><strong>A secure online certification database to check producers and validate certificates</strong></th>
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<tr>
<td>for seafood based on the GLOBALG.A.P. Aquaculture Standard</td>
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<th><strong>3 main products with 40+ standards and programs</strong></th>
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Find out how GLOBALG.A.P. can add value to your business at [www.globalgap.org](http://www.globalgap.org)

GlobalGAP Database

A pioneering integrity system with independent assessments to monitor the performance of our certification bodies

1,000+ international experts active in Technical Committees, National Technical Working Groups and Focus Groups

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