TABLE OF CONTENTS

Executive Summary 03
Approved Certification Bodies – Ensuring a High Standard of Quality and Integrity 04
Training and Harmonization – Maintaining a High-level Knowledge Base 06
Certification Integrity – Monitoring Certification Body Performance 09
Key Performance Indicators (KPIs) – 5-Star Certification Body Rating System 13
Brand Integrity – Protecting the GLOBALG.A.P. Brand 14
Complaints Management – Fast and Thorough Response System 15
Residues Monitoring System – Investigating Maximum Residue Level Complaints 16
Customer Support – Providing Complete, Reliable and Accurate Information 19
The Future 21
Meet the Team 22

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 200,000+ producers, spread across 130+ countries in 5 continents.
THE INTEGRITY PROGRAM
A Pioneering System to Ensure Transparency and Build Trust

Executive Summary

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.

Integrity Program Activities

- **Training and Harmonization**: Maintaining a high-level knowledge base
- **Certification Integrity**: Monitoring certification body performance
- **Residues Monitoring System**: A dedicated team of experts to investigate Maximum Residue Level (MRL) complaints
- **Brand Integrity**: Protecting the GLOBALG.A.P. brand
- **Complaints Management**: Fast and thorough response system
- **Customer Support**: Providing complete, reliable and accurate information
- **Certification Body Approval**: Ensuring a high standard of quality and integrity

Andras Fekete
Vice President / Chief Integrity Officer
GLOBALG.A.P. APPROVED CERTIFICATION BODIES
Ensuring a High-Level of Quality and Integrity

Certification Body Approval

Certification bodies that want to become GLOBALG.A.P. approved must be accredited for ISO/IEC 17065 for the relevant standard, such as the Integrated Farm Assurance (IFA), 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.

159 GLOBALG.A.P. approved CBs by the end of 2018

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

<table>
<thead>
<tr>
<th>STANDARDS SCOPES</th>
<th>NO. OF APPROVED CBS</th>
<th>GROWTH</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2017</td>
<td>2018</td>
</tr>
<tr>
<td>IFA – Integrated Farm Assurance</td>
<td>132</td>
<td>140</td>
</tr>
<tr>
<td>Crops</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>Aquaculture</td>
<td>11</td>
<td>16</td>
</tr>
<tr>
<td>Livestock</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CFM – Compound Feed</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>Manufacturing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CoC – Chain of Custody</td>
<td>49</td>
<td>56</td>
</tr>
<tr>
<td>GRASP</td>
<td>106</td>
<td>111</td>
</tr>
<tr>
<td>Albert Heijn Add-on</td>
<td>53</td>
<td>56</td>
</tr>
<tr>
<td>CFP – Crops for Processing</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>FSMA PSR Add-on</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>NURTURE Add-on</td>
<td>44</td>
<td></td>
</tr>
</tbody>
</table>
GLOBALG.A.P. Approved Certification Bodies Around the World

**NORTH AMERICA**
- United States | 11

**SOUTH AMERICA**
- Argentina | 5
- Brazil | 2
- Chile | 3
- Colombia | 2
- Mexico | 5
- Peru | 2
- Uruguay | 1

**EUROPE**
- Austria | 4
- Belgium | 6
- Czech Republic | 2
- Denmark | 1
- France | 5
- Germany | 18
- Greece | 8
- Ireland | 1
- Italy | 14
- Netherlands | 8
- Poland | 5
- Portugal | 4
- Spain | 19
- Switzerland | 1
- United Kingdom | 2

**AFRICA**
- Côte d’Ivoire | 2
- Egypt | 1
- Kenya | 3
- South Africa | 1

**ASIA & OCEANIA**
- Australia | 3
- China | 4
- India | 2
- Israel | 1
- Japan | 1
- Jordan | 1
- New Zealand | 1
- South Korea | 1
- Taiwan | 2
- Turkey | 4
- Vietnam | 3

GLOBALG.A.P. APPROVED CERTIFICATION BODIES
Ensuring a High-Level of Quality and Integrity
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 online 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.

<table>
<thead>
<tr>
<th>ONLINE EXAM</th>
<th>NO. OF AUDITORS AND INSPECTORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLOBALG.A.P. Integrated Farm Assurance Standard V5</td>
<td>1,991</td>
</tr>
<tr>
<td>GRASP (GLOBALG.A.P. Risk Assessment on Social Practice)</td>
<td>1,192</td>
</tr>
<tr>
<td>Chain of Custody Standard V5</td>
<td>428</td>
</tr>
<tr>
<td>GLOBALG.A.P. Compound Feed Manufacturing V2</td>
<td>70</td>
</tr>
<tr>
<td>Food Safety Modernization Act Produce Safety Rule Add-on</td>
<td>126</td>
</tr>
<tr>
<td>GLOBALG.A.P. PLUS</td>
<td>20</td>
</tr>
<tr>
<td>GLOBALG.A.P. NON-GM/Ohne Gentechnik Add-on</td>
<td>15</td>
</tr>
</tbody>
</table>
GLOBALG.A.P. conducts workshops for GLOBALG.A.P. approved certification bodies, designed for auditors, inspectors, in-house trainers, and scheme managers who have to fulfill certain qualification requirements.

**CB In-house Trainer Training in 2018**
Available for IFA (Crops, Livestock, Aquaculture), CoC, Compound Feed Manufacturing, NURTURE and GRASP. Qualifies inspectors and auditors working for GLOBALG.A.P. approved certification bodies to become In-house trainers.

<table>
<thead>
<tr>
<th>DATE</th>
<th>PLACE</th>
<th>SCOPE</th>
<th>LANG.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan.</td>
<td>Bologna/Italy</td>
<td>NURTURE</td>
<td>EN</td>
</tr>
<tr>
<td>Jan.</td>
<td>Montevideo/Uruguay</td>
<td>NURTURE</td>
<td>ES</td>
</tr>
<tr>
<td>Mar.</td>
<td>Cologne/Germany</td>
<td>LB</td>
<td>EN</td>
</tr>
<tr>
<td>Mar.</td>
<td>Cologne/Germany</td>
<td>CB</td>
<td>EN</td>
</tr>
<tr>
<td>Mar.</td>
<td>Cologne/Germany</td>
<td>CoC</td>
<td>EN</td>
</tr>
<tr>
<td>Apr.</td>
<td>Ho Chi Minh City/Vietnam</td>
<td>CFM</td>
<td>EN</td>
</tr>
<tr>
<td>Apr.</td>
<td>Ho Chi Minh City/Vietnam</td>
<td>LB</td>
<td>EN</td>
</tr>
<tr>
<td>Apr.</td>
<td>Portland/USA</td>
<td>CB</td>
<td>EN</td>
</tr>
<tr>
<td>Apr.</td>
<td>Portland/USA</td>
<td>NURTURE</td>
<td>EN</td>
</tr>
<tr>
<td>May</td>
<td>Mexico City</td>
<td>CoC</td>
<td>EN</td>
</tr>
<tr>
<td>May</td>
<td>Mexico City</td>
<td>AQ</td>
<td>EN</td>
</tr>
<tr>
<td>Sep.</td>
<td>Cologne/Germany</td>
<td>CB</td>
<td>EN</td>
</tr>
<tr>
<td>Sep.</td>
<td>Cologne/Germany</td>
<td>NURTURE</td>
<td>EN</td>
</tr>
<tr>
<td>Sep.</td>
<td>Cologne/Germany</td>
<td>GRASP</td>
<td>EN</td>
</tr>
<tr>
<td>Sep.</td>
<td>Bologna/Italy</td>
<td>SPRING</td>
<td>IT</td>
</tr>
<tr>
<td>Sep.</td>
<td>Tokyo/Japan</td>
<td>CB</td>
<td>EN/JAP</td>
</tr>
<tr>
<td>Oct.</td>
<td>Krefeld/Germany</td>
<td>CoC</td>
<td>DE</td>
</tr>
<tr>
<td>Dec.</td>
<td>Cologne/Germany</td>
<td>CB</td>
<td>EN</td>
</tr>
<tr>
<td>Dec.</td>
<td>Cologne/Germany</td>
<td>NURTURE</td>
<td>EN</td>
</tr>
</tbody>
</table>

**Webinars in 2018**

<table>
<thead>
<tr>
<th>DATE</th>
<th>CB TRAINING</th>
<th>LANGUAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr.</td>
<td>FSMA PSR Add-on</td>
<td>English</td>
</tr>
<tr>
<td>Aug.</td>
<td>Inspector/Auditor Training for NON-GM/Ohne Gentechnik Add-on (CMF)</td>
<td>English</td>
</tr>
<tr>
<td>Aug.</td>
<td>Inspector/Auditor Training for NON-GM/Ohne Gentechnik Add-on (AB/LB)</td>
<td>English</td>
</tr>
<tr>
<td>Aug.</td>
<td>Inspector/Auditor Training for NON-GM/Ohne Gentechnik Add-on (CoC)</td>
<td>English</td>
</tr>
<tr>
<td>Sep.</td>
<td>Inspector/Auditor Training for NON-GM/Ohne Gentechnik Add-on (CMF, LB/AB, CoC)</td>
<td>English</td>
</tr>
<tr>
<td>Nov.</td>
<td>FSMA PSR Add-on</td>
<td>Spanish</td>
</tr>
</tbody>
</table>

**CB Scheme Manager Update Training in 2018**
Focuses on CB operational issues and updates and gives the opportunity to clarify technical questions. Neither scope (Crops, Livestock, Aquaculture) nor standard specific (IFA, CoC, PSS, etc.).

<table>
<thead>
<tr>
<th>DATE</th>
<th>PLACE</th>
<th>LANGUAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr.</td>
<td>Brisbane/Australia</td>
<td>English</td>
</tr>
<tr>
<td>Apr.</td>
<td>Portland/USA</td>
<td>English</td>
</tr>
<tr>
<td>Sep.</td>
<td>Cologne/Germany</td>
<td>English</td>
</tr>
<tr>
<td>Sep.</td>
<td>Bologna/Italy</td>
<td>Italian</td>
</tr>
<tr>
<td>Sep.</td>
<td>Cologne/Germany</td>
<td>German</td>
</tr>
<tr>
<td>Oct.</td>
<td>Madrid/Spain</td>
<td>Spanish</td>
</tr>
<tr>
<td>Nov.</td>
<td>Lima/Peru</td>
<td>Spanish</td>
</tr>
<tr>
<td>Dec.</td>
<td>Cologne/Germany</td>
<td>English</td>
</tr>
</tbody>
</table>

**CB QMS Auditor Training for Group Certification in 2018**
Qualifies auditors of GLOBALG.A.P. approved certification bodies to perform audits of the Quality Management System of producer groups.

<table>
<thead>
<tr>
<th>DATE</th>
<th>PLACE</th>
<th>LANGUAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar.</td>
<td>Cologne/Germany</td>
<td>English</td>
</tr>
<tr>
<td>Apr.</td>
<td>Portland/USA</td>
<td>English</td>
</tr>
<tr>
<td>Sep.</td>
<td>Cologne/Germany</td>
<td>English</td>
</tr>
<tr>
<td>Sep.</td>
<td>Bologna/Italy</td>
<td>Italian</td>
</tr>
<tr>
<td>Sep.</td>
<td>Tokyo/Japan</td>
<td>English/ Japanese</td>
</tr>
<tr>
<td>Oct.</td>
<td>Madrid/Spain</td>
<td>Spanish</td>
</tr>
<tr>
<td>Nov.</td>
<td>Lima/Peru</td>
<td>Spanish</td>
</tr>
<tr>
<td>Dec.</td>
<td>Cologne/Germany</td>
<td>English</td>
</tr>
</tbody>
</table>
INTEGRITY REPORT 2018

IHT Aquaculture, IHT CoC, IHT Crops, IHT GRASP, IHT Livestock, IHT NURTURE, QMS, SMU in Cologne/Germany

IHT CoC in Krefeld/Germany

QMS, SMU in Portland/US

QMS, SMU in Lima/Peru

IHT NURTURE in Montevideo/Uruguay

IHT CoC, IHT Crops QMS, SMU in Tokyo/Japan

IHT CFM, IHT Livestock in Ho Chi Minh City/Vietnam

IHT NURTURE, IHT SPRING, QMS, SMU in Bologna/Italy

SMU in Brisbane/Australia

GLOBALG.A.P. Certification Worldwide

GLOBALG.A.P. CB Training Worldwide in 2018

TRAINING AND HARMONIZATION
Maintaining a High-Level Knowledge Base
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 in general, CB offices are assessed approximately every 3 years and there is always a percentage of producer 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 of assessment outcome, see page 10.

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.
Certification Integrity Team Activities in 2018 (excl. Training) *

In 2018 GLOBALG.A.P. carried out a total of 296 days of assessments, involving 21 countries for certification body assessments, and 36 countries for producer assessments.

209.5 Days Producer Assessments
74 Days CB Office Assessments
12.5 Days Add-on Checklist Review

Wider Scope of Annual Assessment Program Activities

The Integrity program has expanded its coverage in 2018 to include GRASP and the Nurture Add-on. An integrity system for the Nurture Add-on was implemented in close coordination with Tesco. A systematic review of add-on checklists that are currently uploaded on the GLOBALG.A.P. Database for both the Nurture and GRASP add-ons (add-on CL review) was also implemented.

Integration of the Certification Integrity Team and Complaints Management

To improve assessment processes, the Complaints Management (both for general and MRL complaints) has been integrated into the Certification Integrity Team activities. The Complaints Manager is now included in all the Certification Integrity Team activities and complaints information is used as input for the Certification Integrity Team assessments programming.

Producer & CB Assessment Outcome in 2018

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

In 2018 there were no Classification 1 outcomes in Producer and CB Assessments.

---

*For an overview of CB training that took place around the world in 2018, please go to page 6.
In 2018, assessments were performed in **36** countries.

GLOBALG.A.P. Certification Worldwide
### Balance of the CB Office & Producer Integrity Assessments

#### CB Office Assessment Outcome

<table>
<thead>
<tr>
<th>Year</th>
<th>Random</th>
<th>ISC</th>
<th>Targeted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 5</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Class 4</td>
<td>15%</td>
<td>60%</td>
<td>45%</td>
</tr>
<tr>
<td>Class 3</td>
<td>53%</td>
<td>60%</td>
<td>50%</td>
</tr>
<tr>
<td>Class 2</td>
<td>28%</td>
<td>41%</td>
<td>31%</td>
</tr>
<tr>
<td>Class 1</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Random</th>
<th>ISC</th>
<th>Targeted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 5</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Class 4</td>
<td>57%</td>
<td>60%</td>
<td>50%</td>
</tr>
<tr>
<td>Class 3</td>
<td>53%</td>
<td>35%</td>
<td>31%</td>
</tr>
<tr>
<td>Class 2</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Class 1</td>
<td>7%</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Balance of the Producer Integrity Assessments

#### Producer Assessment Outcome

<table>
<thead>
<tr>
<th>Year</th>
<th>Random</th>
<th>ISC</th>
<th>Targeted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 5</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Class 4</td>
<td>15%</td>
<td>60%</td>
<td>45%</td>
</tr>
<tr>
<td>Class 3</td>
<td>53%</td>
<td>60%</td>
<td>50%</td>
</tr>
<tr>
<td>Class 2</td>
<td>28%</td>
<td>41%</td>
<td>31%</td>
</tr>
<tr>
<td>Class 1</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Random</th>
<th>ISC</th>
<th>Targeted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 5</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Class 4</td>
<td>57%</td>
<td>60%</td>
<td>50%</td>
</tr>
<tr>
<td>Class 3</td>
<td>53%</td>
<td>35%</td>
<td>31%</td>
</tr>
<tr>
<td>Class 2</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Class 1</td>
<td>7%</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Evolution of Certification Body (CB) Performance During Integrity Assessments (2008-2018)

- **Random**: 48%
- **ISC**: 20%
- **Targeted**: 32%
- **Random**: 42%
- **ISC**: 23%
- **Targeted**: 35%
Key Performance Indicators (KPIs) of Certification Bodies

In 2017, a system of Key Performance Indicators (KPIs) was developed 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 stars 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.

In 2018 the KPI system was implemented and the first KPIs were issued and made public on the GLOBALG.A.P. website. One year since introducing this KPI evaluation system, 73% of all GLOBALG.A.P. CBs have been evaluated. This important step to transparency has received a lot of positive feedback, and CBs are now more eager than ever to improve their performance. As a result, the overall KPIs in 2018 increased, proving that the introduction of the KPI evaluation has further strengthened the integrity of the GLOBALG.A.P. system.
BRAND INTEGRITY
Protecting the GLOBALG.A.P. Brand

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 2018

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

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.

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.
Complaint Investigation

Complaints regarding breach of standard requirements by certified system users, including those related to Maximum Residue Level (MRL), 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. Once received, the Complaints Manager records, analyses, and investigates these complaints.

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 addition, the Certification Integrity Team & Traceability runs announced and un-announced inspections on CBs and certified producers to gather documented evidences of CB performance. Inspections are carried out at the CB headoffice and at certified producers located in the countries where the CB is operating. All this information is consolidated in a report that, if required, is presented anonymously to the Integrity Surveillance Committee, which can then issue sanctions to the CBs. The Certification Integrity Program operates according to clearly defined and documented procedures, which also stipulate how sanctioning decisions are taken in order to ensure the protected rights of the producer, the CB and GLOBALG.A.P.

A total of 147 complaints from 42 different countries and 48 different crops were processed in 2018.

Breakdown of Complaints in 2018 by Type

<table>
<thead>
<tr>
<th>Category</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTHER</td>
<td>28</td>
</tr>
<tr>
<td>Database Issues</td>
<td>8</td>
</tr>
<tr>
<td>Forged Certificates</td>
<td>7</td>
</tr>
<tr>
<td>Fraudulent Use of GGN</td>
<td>6</td>
</tr>
<tr>
<td>CB Integrity Issue</td>
<td>4</td>
</tr>
<tr>
<td>Against the Standard</td>
<td>2</td>
</tr>
<tr>
<td>Integrity Program Issues</td>
<td>1</td>
</tr>
</tbody>
</table>

(No. of complaints per type)
The Complaint Investigation Process

GLOBALG.A.P. has a dedicated team of experts to investigate MRL complaints. The process followed by the MRL complaint management team is the following:

1. Complaint is received by GLOBALG.A.P.
2. Complaint information is checked (producer status, analysis report, traceability info, etc.), registered in the complaint management system and sent to the relevant CB.
3. The CB investigates the complaint and sends the conclusions to the GLOBALG.A.P. technical team:
   a. Phase one: The CB performs a document-based check and sends GLOBALG.A.P. information on the last assessment carried out on the producer.
   b. Phase two: In most cases an un-announced on-site audit is carried out at the producer premises to investigate the situation.
4. Additional GLOBALG.A.P. investigation:
   a. Sampling by Food Experts: In some cases, GLOBALG.A.P. commissions an independent expert to check traceability and take a sample at origin. The sample is tested in an accredited laboratory.
   b. Chain of Custody: In some cases, a GLOBALG.A.P. expert contacts several agents in the supply chain to verify or complement the investigation carried out by the CB with the producer.
5. GLOBALG.A.P. experts cross-check and challenge information received. Clarifications are requested in most cases from the CB. Sometimes additional investigations need to be carried out.
6. The GLOBALG.A.P. complaint management team summarizes the investigation in a 1-2-page report, which is sent to the plaintiff.
7. If the GLOBALG.A.P. technical review identifies a potential risk, the information is passed-on to the Certification Integrity Team. In 2018, 10 complaints were sent to the Certification Integrity Team.

In 2018 the highest number of cases reported were Germany (14 cases), Italy (13 cases), Spain (12 cases) and Brazil (9 cases).

Situation of the Complaints Received

Investigations lasting up to 2 months are quite common, however, several cases may take longer to resolve. The main reasons for extended investigation periods are:

- Chain of Custody problems: The information provided with the complaint does not relate to the producer. In most cases, the product has been packed by another operator or re-packed at destination. The supply chain has to be investigated to find out the relevant information.
- The CB has no auditors in the country where the producer is located, and long-distance travel arrangements are needed.
- CB auditors’ agenda are booked or there are logistical problems and un-announced inspection take several weeks to be organized.
- The CB detects non-compliances in the un-announced investigation and, in accordance with General Regulations, the producer has 28 days to submit corrective actions and the CB another 28 days to take a certification decision.
- GLOBALG.A.P. challenges investigation outcome and the CB needs to re-orient the investigation and continue with the new investigation.

By the end of 2018, 15 investigations remained open, and will be resolved in 2019.
The highest number of complaints were received for leaf crops from Germany (6 cases), leaf crops from Italy and citrus from Brazil (5 cases each), citrus from Mexico, berries from Germany, and salads from Spain (4 cases each).
Root Causes Found for MRL Incidences

Most of the MRL exceedance cases detected in 2018 are not due to agricultural practices related to certified producers, proving the system is improving year by year, but to adjacent producers, traders and re-packers. Producers and CBs are now aware of the consequences of drift contamination from adjacent producers, and they are more committed to minimizing its effects. Concerning traders and re-packers, there is nothing producers can do. The key is to motivate retailers to demand Chain of Custody certification along the supply chain.

- **Cross/Drift Contamination:** Normally drift from an adjacent field. In most cases adjacent field is not under GLOBALG.A.P. certification. Raising awareness amongst certified producers about this problem and the need to implement preventive measures (barriers, separations, exchange of information with neighbor, etc.) continues being a priority task.
- **Incidence in the Supply Chain:** Includes issues such as GGN misuse by a re-packer or operator in the chain not under CoC certification.
- **QS Investigation:** The producer is QS-GAP certified. QS undertakes the investigation by taking a second sample, and if the result is acceptable, the investigation is closed. No information about root cause of the problem is provided.
- **No Reason Found:** The CB investigation could not identify the cause of the reported exceedance. Also includes cases in which a plausible reason was found but could not be demonstrated 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. Some cases in which no reason was found are thoroughly reviewed by the MRL technical team in order to decide if the case should be forwarded to the Certification Integrity Team.
- **Unexpected Behavior of the Active Ingredients:** The most frequent cause is the low degradation-rate of pesticides.
- **Pesticide Misuse:** The most common issue 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. Also includes the application of non-authorized active ingredients and other similar causes.
- **Not Investigated:** The 2 cases in this category in 2018 couldn’t be investigated because there wasn’t enough evidence to prove the product came from the producer.

- **Incidence in Parallel Ownership and/or Parallel Production:** Only cases affecting PP/PO registered producers. Common examples are mixing non-certified products with products from GLOBALG.A.P. certified production process, or a poor segregation system that could have led to a mixing of the products.
- **Non-Certified Product:** The product was sold as non-certified by the producer. Only verifying that the producer is under certification is not enough. The product must be clearly indicated as from a GLOBALG.A.P. certified production process on the invoicing/trading documents.
- **Metabolite Comes from a Different Application:** Includes all the cases involving phosphonic acid residues not coming from a fosetyl-Al application but from another product containing phosphonates.
- **GGN Misuse by a Certificate Holder:** Common cases include labeling with the wrong GGNs, producers labeling non-certified products with a GGN, and non-authorized use of the GGN.

### Result of Investigations

<table>
<thead>
<tr>
<th>Type of Investigation</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross/Drift Contamination</td>
<td></td>
</tr>
<tr>
<td>Incidence at the Supply Chain</td>
<td></td>
</tr>
<tr>
<td>QS Investigation</td>
<td></td>
</tr>
<tr>
<td>No Reason Found</td>
<td></td>
</tr>
<tr>
<td>Unexpected Behaviour of the a.i.</td>
<td></td>
</tr>
<tr>
<td>Pesticide Misuse</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Not Investigated</td>
<td></td>
</tr>
<tr>
<td>PP/PO - Segregation</td>
<td></td>
</tr>
<tr>
<td>Non-Certified Product</td>
<td></td>
</tr>
<tr>
<td>Metabolite Comes from a Different Application</td>
<td></td>
</tr>
<tr>
<td>GGN Misuse by Certificate Holder</td>
<td></td>
</tr>
<tr>
<td>Lack of Traceability</td>
<td></td>
</tr>
</tbody>
</table>

0 5 10 15 20 25
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 Certification Integrity program.
YOUR BEST SOURCE FOR ACCURATE AND RELIABLE INFORMATION ON ALL GLOBALG.A.P. PRODUCTS AND SERVICES

Providing Complete, Reliable and Accurate Information

2018: 24,036 REQUESTS
2017: 20,691 REQUESTS
2016: 12,770 REQUESTS

150-200 CALLS/MONTH
SUPPORT FOR 400+ RETAILERS AND SUPPLIER COMPANIES

3 MAIN PRODUCTS WITH 40+ STANDARDS AND PROGRAMS
30 HOURS DATABASE TRAINING/MONTH
SUPPORT FOR 155+ CERTIFICATION BODIES
8 DIFFERENT LANGUAGES

Your Customer Support Team

**LINA WUTSCHERK**
Expert, Team Leader
Customer Support
wutscherk@globalgap.org

**FARAH HERZ**
Junior Expert
Customer Support
herz@globalgap.org

**OLHA HRABOVSKA**
Customer Support
hrabovska@globalgap.org

**JANA WATERKÄMPER**
Junior Expert
Customer Support
waterkaemper@globalgap.org

**CHRISTIAN VETTER**
Junior Expert
Customer Support
vetter@globalgap.org

Languages:
- Arabic
- German
- Dutch
- Russian
- English
- Spanish
- French
- Ukrainian
The Integrity Program

The current Integrity System is mature and has accumulated vast experience. The portfolio of GLOBALG.A.P. products has been significantly expanded in the recent years with localg.a.p. Programs, add-on modules, and stand-alone standards. In addition, GRASP has gained more importance and the number of CBs has increased with more geographically diversified operations. Keeping up with the changes and monitoring the implementation of the new products continuously demands additional activities from the integrity program in order to guarantee and maintain the already established good reputation.

With the increased importance of social compliance in agriculture, the integrity program will focus more on the GLOBALG.A.P. Risk Assessment for Social Practice (GRASP) implementation and will participate in the improvement of the system resulting in a new version of GRASP. Recent food safety outbreaks in the produce industry highlight the importance of good traceability, notification mechanisms, detailed certification body audit reports, and Good Agricultural Practices certification in general. GLOBALG.A.P. is also introducing a new Chain of Custody standard, which will also be increasingly monitored by the Integrity Program.

All these developments require additional actions in order to maintain alignment and calibration among CIPRO assessors and the GLOBALG.A.P. Standards development team. This also drives the ongoing adjustment and improvement of the integrity process as well as the development of tools to efficiently and consistently manage and process the increasing amount of information.

Customer Support

• Combining a growing number of GLOBALG.A.P. products with our agile developing IT infrastructure (e.g. GLOBALG.A.P. Audit Online, API or Business Intelligence Tools) has been a valuable and exciting challenge for us. To support such a diversity, the Customer Support Team is now working more closely with the GLOBALG.A.P. IT department. This helps us to provide our clients with an excellent technical service, and to coordinate complex, multilevel processes to achieve the best possible results for our customers as well as facilitate the customer onboarding process to our new IT solutions.

• Together with our IT department, we are currently in the process of evaluating our clients’ current IT structures, in order to better understand and capture the key challenges specific to our clients. This will better prepare us to provide a more tailored support for the steadily growing GLOBALG.A.P. customer community.

• We are always happy to receive your feedback to improve our services and your experience with us! Get in touch at customer_support@globalgap.org.
MEET THE TEAM

Vice President

**ANDRAS FEKETE**
Vice President
Chief Integrity Officer
fekete@globalgap.org

**VALENTIN PAZACHEV**
Integrity Support
pazachev@globalgap.org

CB Administration & Benchmarking

**UTE TERHEGGEN**
Senior Expert, Team Leader
CB Administration & Benchmarking
terheggen@globalgap.org

**LISA HAUSEN**
Manager
Certification Body Workshops
hausen@globalgap.org

**VALENTIN RADOVLAVOV**
Junior Manager
Certification Body Compliance & Integrity
radoslavov@globalgap.org

**LARS BUNSE**
CB Administration Support
bunse@globalgap.org

**ANNE KAFZYK**
Manager
CB Compliance and Quality Assurance
kafzyk@globalgap.org

**TANJA SCHMIDT**
Senior Expert
Benchmarking
schmidt@globalgap.org

Certification Integrity Team & Traceability

**HEIDI GREMMINGER**
Senior Expert, Team Leader Integrity
gremminger@globalgap.org

**GEORGIOS KIMOURTZAKIS**
Complaints Management Officer
georgios@globalgap.org

**DANIEL OBLITAS**
Integrity Assessments
oblitas@globalgap.org

**DANIEL CATRÓN**
Senior Expert
Integrity Program Coordinator
catron@globalgap.org

**MARGARIDA MONTEVERDE**
Integrity Assessments
monteverde@globalgap.org

**KLIMENT PETROV**
Expert
Integrity Assessments & Training
petrov@globalgap.org

**KARINA ECKSCHLAGER**
Expert
Integrity Assessments
eckschlag@globalgap.org

**NAZARIO MUÑOZ**
Senior Expert
Integrity Assessments & Training
muno@globalgap.org

**VASSILIS STAMATIS**
Expert
Integrity Assessments & Training
stamatis@globalgap.org
GLOBALG.A.P. AT A GLANCE
THE MOST WIDELY ACCEPTED GOOD AGRICULTURAL PRACTICES CERTIFICATION WORLDWIDE

430+ voluntary members
form the GLOBALG.A.P.
Community

207,000+ certified producers
in 130+ countries

Capacity building for thousands
of people on 5 continents and
in 10 languages

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

A consumer label for seafood
based on the GLOBALG.A.P.
Aquaculture Standard

50% ☐ ☐ 50%
GLOBALG.A.P. governed by an elected Board

3 main products with 40+ standards and programs

An extensive worldwide network
of consultants to help producers
with their certification process

2,000+ inspectors and auditors
working for 155+ approved
certification bodies

A secure online certification
database to check producers
and validate certificates

A harmonization program to benchmark
schemes and checklists around the world

600+ products
available for certification

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

GLOBALG.A.P. Database
GGN

GR

cpcc

GR

cpcc

A consumer label for plants
based on the GLOBALG.A.P.
Flowers & Ornamentals Standard

An online consumer portal
for transparent farm verification
and information

Find out how GLOBALG.A.P. can add value to your business at www.globalgap.org

Updated May 2019