

INTRODUCTION

GLOBALG.A.P. standards are spread across more than 120 countries in the 5 continents, certifying over 530 primary production products produced by more than 170.000 producers. More than 150 accredited certification bodies, working with more than 1800 trained inspectors and auditors issue certificates of GLOBALG.A.P. compliance.

The aim of the GLOBALG.A.P. Integrity Program is to ensure consistent delivery and implementation of the GLOBALG.A.P. standards worldwide, in order to keep the value of the GLOBALG.A.P. certificates and the confidence of the stakeholders in them.

ACTIVITIES

Approval of Certification Bodies

GLOBALG.A.P. is based on independent third party certification. This implies that certificates are not issued by GLOBALG.A.P. itself, but by licensed, approved and accredited Certification Bodies (CBs). These are third party auditing firms that audit producers against the GLOBALG.A.P. standards.

To work with GLOBALG.A.P, CBs have to sign a License Agreement and get accreditation against the international standard for product certification (ISO/IEC 17065). They have also to designate their key staff and prove their compliance with GLOBALG.A.P.'s qualification requirements.

CBs' key staff is a Scheme Manager, an In House Trainer per approved scope and so many auditors and inspectors as needed. Inspectors are personnel qualified to do inspections at producer level. Auditors are personnel qualified to audit GLOBALG.A.P. Quality Management Systems of producer groups and multisite companies, and inspections at producer level.

All documentation provided by the CBs when applying for approval is reviewed. Based on the result of this assessment, CBs get approval for specific standards and scopes, which is published in the GLOBALG.A.P. website (http://www.globalgap.org/uk_en/what-we-do/the-gg-system/certification/Approved-CBs/).

Training of Certification Bodies' critical staff

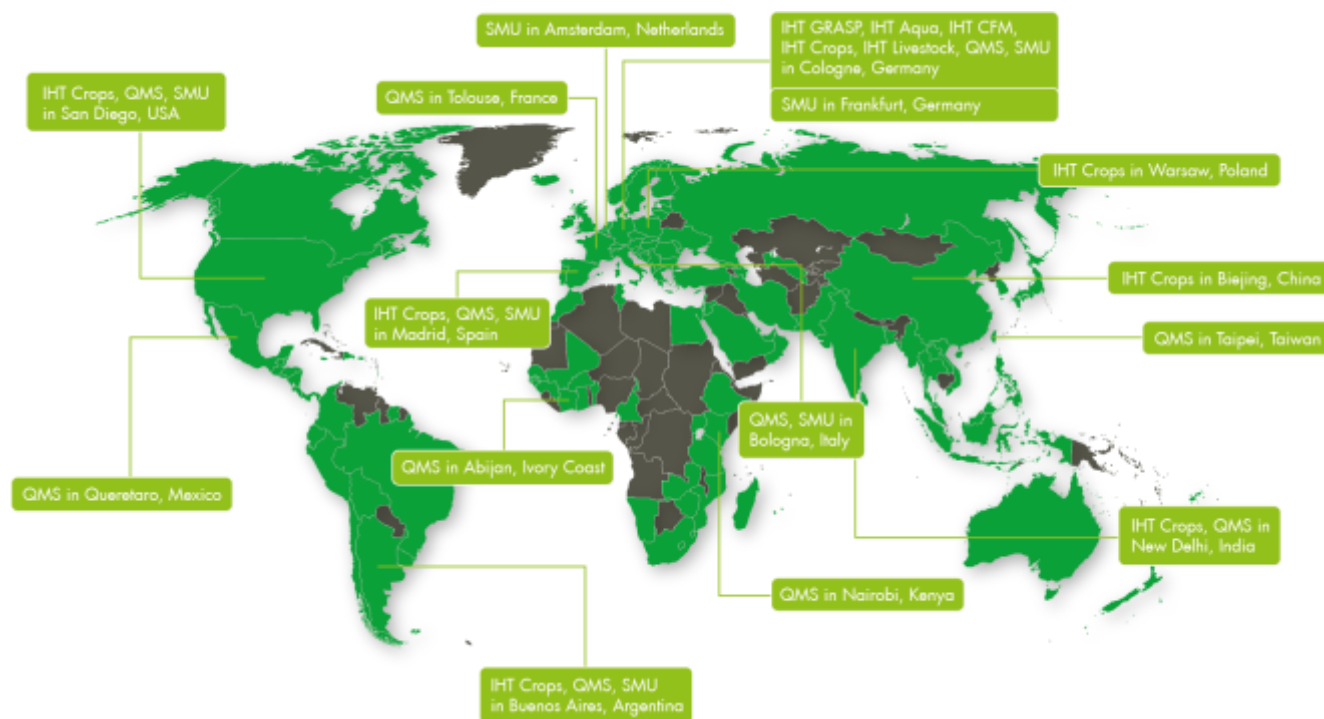
The GLOBALG.A.P. Secretariat provides following trainings to Certification Bodies:

- An annual update workshop to the Scheme Managers of all approved Certification Bodies (SMU). These are mandatory annually for all Scheme Managers.
- Scope (crops, livestock, aquaculture) specific In House Trainer trainings and exams (IHT). In House trainers are responsible for the training of all auditors and inspectors contracted by their CBs. Therefore, they have to attend a face-to-face training and pass an exam on the content of the whole standard they are responsible for, for every standard's version.
- Quality Management System (QMS) trainings and exams. All GLOBALG.A.P. approved auditors, who are the ones auditing the Quality Management Systems (QMS) of producer groups and multisite producers, have to attend a face-to-face training and pass an exam on how to audit the GLOBALG.A.P. QMS.
- On line exams for all approved auditors and inspectors on the content of the standards, scopes and sub-scopes they are approved to audit, per standard version. During 2016, 1341 auditors and inspectors have passed the on-line exam for GLOBALG.A.P. Integrated Farm Assurance standard version 5, 571 auditors and inspectors have passed the on-line exam for GRASP (the GLOBALG.A.P. add-on on Social Practice) and 157 auditors and inspectors have passed the on-line exam for Chain of Custody standard version 5. Exams are available in following languages: Arabic, Dutch, English, French, German, Greek, Hungarian, Italian, Polish, Portuguese, Spanish, Turkish and Vietnamese.



**WE PERFORMED 46 TRAININGS WITH
551 PARTICIPANTS WORLDWIDE IN 2016.**

Location of trainings performed in 2016



If a Certification Body's Scheme Manager or In House Trainer does not comply with any of the GLOBALG.A.P. qualification requirements, including the trainings described above, the Certification Body gets blocked in the GLOBALG.A.P. Database and cannot issue any certificate.

If an auditor or inspector does not pass the on line exams needed for the scopes and sub-scope he/she is registered, or the QMS training in case of auditors, he/she is blocked in the GLOBALG.A.P. Database and cannot perform any audit/inspection.

Monitoring of Certification Bodies' performance

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). This includes General requirements (e.g. liability, confidentiality, impartiality), Structural requirements, Resource requirements (e.g. personnel), Process requirements (e.g. certification decisions, surveillance) and Management system requirements (e.g. control of documents and records, internal audits).

Besides that, GLOBALG.A.P. has its own team of experts, who assess the CB offices and samples of their GLOBALG.A.P. certified clients (producer assessments), to evaluate their compliance with the scheme's normative documents and the signed License Agreement.

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

After the assessments, reports are reviewed centrally and CB assessments are classified according to their performance:

1. (Unacceptable performance: GLOBALGAP to take action immediately);
2. (Very poor performance: CB needs major improvement);
3. (Inadequate performance: CB needs some improvement);
4. (Acceptable performance);
5. (Performance well above average).

Based on the results of one or more assessment reports and in case of failure to demonstrate improvement from previous assessments, GLOBALG.A.P. Secretariat forwards the information in an anonymous way to the Integrity Surveillance Committee (ISC), for it to decide on CB sanctions. Made up of industry experts with a local legal background, ISC members are appointed by the Board, but work independently and meet at least 3 times a year.

Certification Body sanctions:

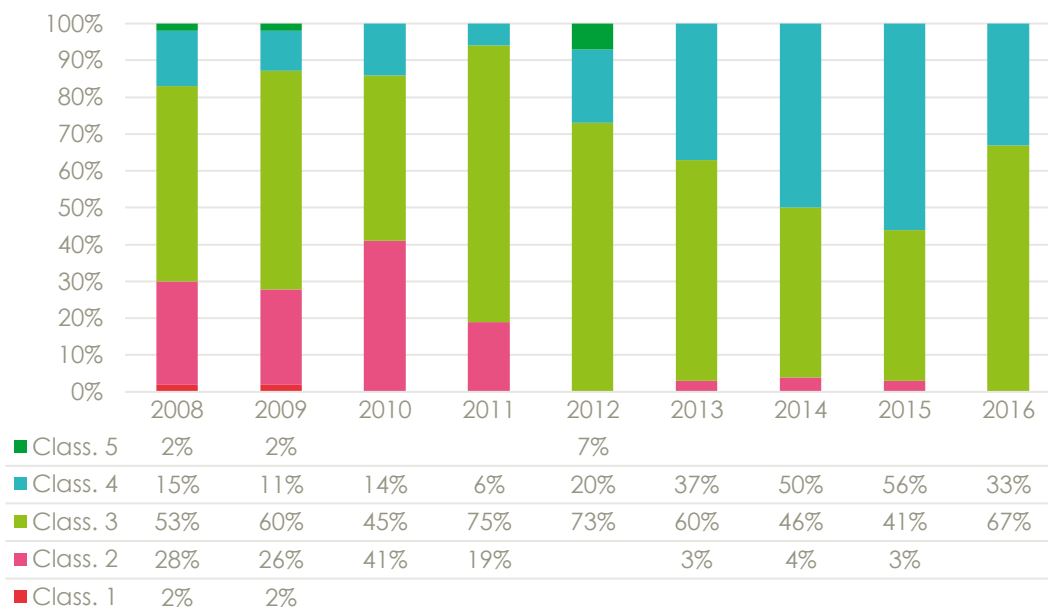
1st Warning:	The Certification Body and its Accreditation Body are informed.
2nd Warning:	The Certification Body and its Accreditation Body are informed.
Yellow Card:	The Certification Body and its Accreditation Body are informed. The sanction is published on the GLOBALG.A.P. website.
Red Card:	The Certification 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.

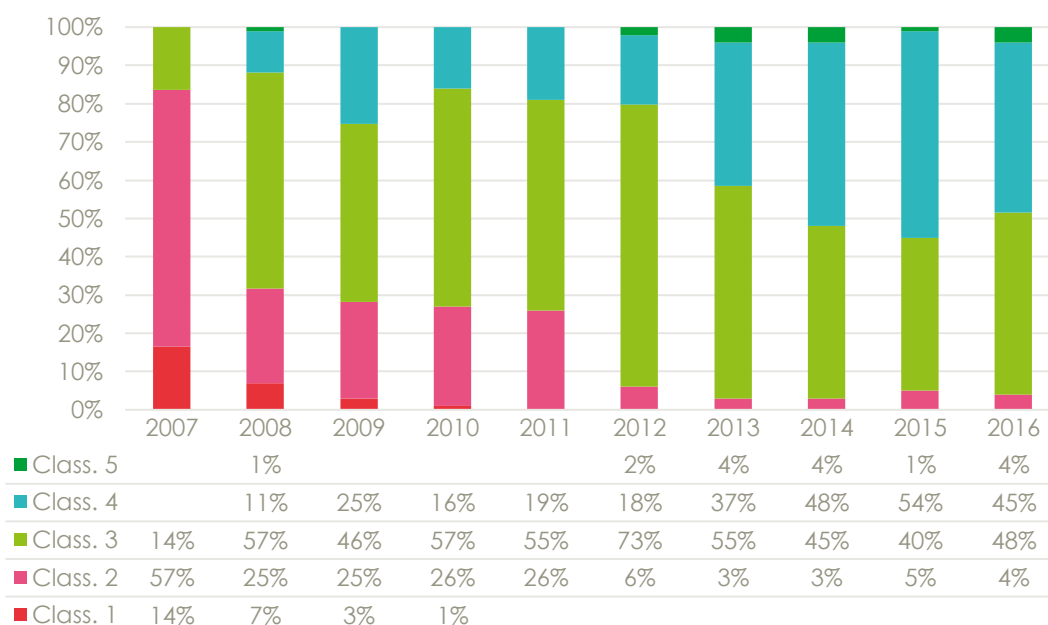
During 2016, 118 integrity assessments have been performed to CB offices, individual certified producer and certified producer groups in China, Chile, Czech Rep, Denmark, Ecuador, France, Germany Ghana Greece, Hungary, India, Italy, Ivory Coast, Kenya, Morocco, Peru, Poland, Serbia, South Africa, Taiwan and USA. With this number of assessments, the Integrity Program has covered one third of the approved certification bodies during 2016, as it does usually every year.

Since the start of the Integrity Program, there is a clear diminution of CBs having unacceptable or very poor performances during Integrity assessments. Acceptable performance is growing in %, but there are still CBs that show the need of improvement. Continuous monitoring based on risk assessment is a key factor to keep these values improving.

CB Office Assessment outcome



Producer Assessment outcome



Control of Certificates' information in the GLOBALG.A.P. Database

The Customer Service, as part of the Integrity Program, supports stakeholders to use the GLOBALG.A.P. Database as certificate validation tool. The team answers approximately 100-150 calls per month, mainly from retailers and supplier companies, but also from certification bodies; and also provides on-line trainings to clients located Worldwide. The Customer Service monitors periodically the completeness and accuracy of information uploaded into the GLOBALG.A.P. Database with regard to certified companies, their products, quantities, etc.

Investigation of complaints

A complaint form is made available on the GLOBALG.A.P. website (http://www.globalgap.org/uk_en/who-we-are/about-us/incident-complaint-form/index.html).

Complaints are also received through direct communications from different stakeholders or from the media. The Integrity Team records, analyzes and investigates complaints received regarding breach of standards' requirements by certified system users. In case needed, target integrity assessments are performed for on site investigation and follow up.

Maximum Residue Level (MRL) related complaints are also recorded, analyzed and information sent to the relevant Certification Body. The CB investigates the complaint through documentary review and unannounced inspection, if needed, and sends the conclusions to GLOBALG.A.P.

In some cases GLOBALG.A.P commissions an independent expert to check traceability and take a sample at origin or to verify and complement the investigation in the supply chain. The information received from the CBs is cross-checked and challenged. In all cases the conclusions are summarized in a report that is sent to the plaintiff.

Protection of the GLOBALG.A.P. Brand

The protection of the GLOBALG.A.P. Brand includes answering requests from producers, packers and suppliers regarding the proper use of the logo and trademark. The use of certification claims is monitored in labels present in the market, press releases, information in the media, test shopping retail outlets, etc., and incidences are followed up.

In the case of fake certificates and serious fraud a black list of legal entities has been generated. It is frequently updated, and the information forwarded to the Certification Bodies, to avoid the inclusion of these legal entities in the GLOBALG.A.P. System.

Current developments

Current developments for the near future include closer engagement in the development of a GLOBALG.A.P. MRL monitoring system and the development of public KPIs to evaluate Certification Bodies performance.