**PART I – CERTIFICATION MANUAL**

1. **OBLIGATIONS OF THE OPERATOR:**
   1. Know and declare that it is certification only in accordance with the scope for which his certification has been granted
   2. Fulfill of the technical normative documents (Standards) that corresponding,
   3. Provide in a timely manner any necessary information and documentation for the evaluation of the production to be certified,
   4. In case of suspension, cancellation or transference of the certification, interrupt the use of the commercial material that has any reference to it, any advertising or labels that identifies LETIS on the product they are marketed, and undertake all the actions required through the certification schedule (for example returning the certification documents) and any other required measure
   5. Accept the regime of visits of inspection to assure the consistent follow up of the Unit Production, included additional inspection or unannounced inspection and samples,
   6. Allow the access to all the areas, included the units that are not under certification, to the members of LETIS during the inspections and to the personnel of the applicable official authorities,
   7. Take records that guarantee the follow-up of the certification and maintain for a minimum of 5 years,
   8. Accept the regime of sanctions that imposed in accordance with the policies of LETIS and the accreditation bodies. And take note that the sanction will be notified to the accreditation bodies when the standard required,
   9. Do not use the certification of the products so that it becomes into detrimental of LETIS and do not do any declaration in relation with the certification of the products that is considered deceitful or non authorized,
   10. To have the legal responsibilities of Non conformities detected in subcontracted parts when this part is not certified in their own right, when the standard allow this requirement. (Excluded for NOP Standard),
   11. Pay the fixed fees and accept the regime of sanctions being imposed for non compliance to the agreement, including the interest u others expenses incurred for the late payment, as well as any additional cost detailed in the schedule of fees,
   12. Be responsible at the point of transport, and keep records, for maintaining the organic integrity in the transport process, unless transport operations are certified in their own capacity.
   13. To notify immediately to LETIS on:
       1. Any application of a prohibited substance, including the drift from other farm to any field, unit of production, place, installation, livestock or product that is under certification,
       2. Inform to LETIS in event of infringement or irregularities, the enforcement of the measures of the organic production or the organics products that are received form others operators.
       3. Any change that may significantly affect the design of the product, its specifications, changes of standards, changes in the ownership, administrative or direction of the company, or any other information that may indicate that the product does not comply with requirements or the certification system.
   14. To maintain records of Complaints and disputes received and the corrective actions implemented,
   15. To make all analyses requested by LETIS, if necessary.
   16. To maintain records and relevant supporting documents concerning the inputs, production, preparation and handling of crops, livestock and organic product that are or are intended to be sold, labeled or otherwise represented as organic.
   17. Provides copies of certification documents to others, the documents must be reproduced in its entirety or as specified by the certification Program.
   18. Reproduce the certification documents in their entirety, or as specified in the certification scheme, when providing copies of certification documents to third parties.
   19. Familiarize with the content of all modifications and updated versions of the standards communicated by LETIS, since these could affect the whole regulation and procedure
   20. To allow LETIS to exchange information with other certification body, accreditation bodies and administrative authorities to verify information:
       1. Regarding the certification status of products, as part of its on-going evaluation,
       2. Relating to previous certification application made to all other certification bodies, if applicable, and to obtain from each body any additional information regarding evaluation made previously.
   21. The operator has to declare, as mínimum:
       1. The name of the Company (or individual), name of responsible person, legal address (including postal code, city, department, province, country) and number of telephone, fax and e-mail,
       2. Date of the Production Unit to certify: name of the production unit, official register number if applicable, geographical location (including city, postal code, department, province, country) and indicate the geo- satellite information,
       3. Standard or Program to certify: the certification program and the reference standard against which every product is certified,
       4. Definition of the activities of the production unit to be certified (primary production, Handler or processor and/or trader),
       5. The name of any certification body to whom any previous application had been presented; the period of the previous certification, the scope of the certification, technical standard and state of situation of the certification, attaching a copy of the last decision of the other certification body, the state of situation of the Operation Certified, and, if applicable, a description of the corrective measures taken, including evidences of them.
       6. Production description; production and/or preparations specifications for products to which the applications applies;
       7. Maps and plans;
       8. List of inputs (ingredients and agricultural substances);
       9. A copy of organic production and/or preparations plans.
       10. Land tenure documentation. Should the operator not be the owner of the farm at the moment of signing the agreement with the control body, the corresponding contract supporting the use of the land / aquatic environment / manufacturing plant shall be submitted. In such contracts/agreements the following information shall be stated: the appropriate identification of the batch / farm / manufacturing plant, the activities to be performed, the validity period, and the signature of the people / companies involved.
2. **OPERATOR RIGHTS:**
   1. Receive the formal documents of certification, when LETIS take the decision,
   2. Receive to LETIS mandatory in character, communication with the changes of the certification requirements,
   3. Use the mark of conformity of LETIS and/or the mark of conformity of the certification scheme, in accordance to the scope of certification,
   4. Make the claims or complaints to LETIS by disagreement with administration of proceedings, the proceedings of LETIS Inspectors or other personnel,
   5. Appeal the decision of the Decision Committee within the 30 days after you have received the act the decision of the certification,
   6. Appeal the decision of the Decision Committee of LETIS to the pertinent control authority and accreditation body, if were applicable, within the 30 days after the Operator has received the act of decision of refusal of the appellation of LETIS.
3. **LETIS OBLIGATIONS ARE**
   1. Send the informative documentation, according to the applicable certification program,
   2. Send the initial documents to the applicant, according to the applicable certification program,
   3. To review the documentation sent by the applicant with the intention of entering to the Program of Certification (agreement, original survey of the unit production, and production plan),
   4. Plan and make the necessary inspections with the intention of obtaining a consistent follow-up that allows confirming that the operation complies reasonably with the requirements of the program of certification,
   5. Decide the granting, denying, maintaining, extending, reducing, suspension or cancelation (and withdrawing) the certification,
   6. Issue and send signed formal documents of certification to the operators, whenever LETIS takes a decision,
   7. Not issue a certificate for any product unless all previously certified products or ingredients have been certified under this Standard.
   8. Grant to the operator the right of using of the mark of conformity of LETIS and/or the mark of conformities or stamp of the accreditation body for the scope granted,
   9. Call for the Committee of Appeals if the operator was requesting an appeal of a decision of certification,
   10. Receive and treat any complaints and claims received by operator,
   11. Maintain confidentiality of all the information inherent to the certification process received and sent to the operator, except a request of information by the Control Authority and/or accredited body or any exception which will be analyzed and registered,
   12. Communicate mandatorily the changes of the certification requirement,
   13. Keep updating in the web the documents standard and/or protocol, and amended.
4. **INSPECTION/EVALUATION**
   1. The inspectors evaluate on site that:
      1. The product/process or service comply or could comply with the normative relevant document, covered by the scope defined in the agreement.
      2. The information, including the plan for the system of organic production or processing, reflects accurately the used practices or that they will be used by the applicant of the certification;
      3. That they have not and are not applying prohibited substances to the operation. The inspector might include the compilation or analysis of the soil, water, wastes, seeds, fabric and samples of plants, of animals and processed products.
      4. Verification of operation allows for the traceability of each product at all stages of production, preparation and/or distribution, based on internal records and documentary evidence provided to the operator by suppliers.
      5. If one or more non conformities were detected during the evaluation, and if the operator states his will to continue with the certification process, the inspector should provide the information as regards the additional evaluation labors in order to verify if the non conformities have been solved.
      6. The inspector should provide to the operator a notification by written for each non conformity, which must include:
         1. Any deviation from the regulation is a Non conformities and requires the initiation of an appropriate enforcement action to address the non-compliance.
         2. The Non Compliances may have various degrees of severity and incur different consequences, and they are treated differently.
5. Intentional Non Compliance refers to an intentional violation of the Standard o indifferences to its requirements
6. Minor Non compliance: is defined as a violation that does not affect the integrity of the organic system or the organic product, and does not exclude the certification or maintenance of the certification,
7. Major Non Compliance: is defined as a violation of standards that affects the integrity of the system or the products and excludes the certification or maintenance of the certification.
   1. Luego de realizada la inspección, LETIS revisará toda la información y los resultados relacionados., para poder tomar una decisión.
8. **PROCEDURES TO GRANT, MAINTAIN, EXTEND AND REDUCE OR SUSPEND, WITHDRAW OR DENY THE CERTIFICAITON**
   1. The Decision Committee takes the technical/administrative/legal decision of granting, denying, maintaining, extending, reducing, suspending, cancelation or withdrawing the certifications,
      1. All certification decisions shall be communicated to the operator.
      2. The decision is taken with the participation of The General Direction, Technical Responsible and/or Technical Assistant,
      3. All certification decisions are taken by different persons those which made the evaluation (inspection).
   2. **GRANTING OF CERTIFICATION**
      1. If Decision Committee decides that the Operation complies with the procedures and with the standard of reference, and that the applicant is capable to carry out the operation in relation with its plan, the Decision Committee issues the decision of: Granting the certification.
      2. When the certification is granted, the Technical Department must issue the Certificate of Conformity including the following information:
         1. Scope of the certification granted, including as appropriate:
            1. The products, process or services certified, which shall be identified by type or range of products including their specific name and if applicable, the one or more trademarks under which they are being marketed,

The product standards or the normative documents concerning, under which each product or product type is certified.

* + - * 1. The applicable certification system with the type (s) of operations by LETIS, among the following:

Crop, Livestock, Wild Crop, Handling or Processor and Traders.

* + - 1. Name and address of LETIS,
      2. Name and address of the operator,
      3. Name and locationof all operations covered by this certification (town, province/state, country),
      4. The status of the certification,
      5. The reference standards with which the products is being certified,
      6. The applicable certification Program,
      7. The date of issuance,
      8. The date on which the certification was granted,
      9. The period of validity or expiration date of certification, if certification expires after a set period,

1. This decision of granting is valid until the results of the next annual evaluation are known and a new decision is made.
   * + 1. The LETIS authorized signature.
       2. Since the decision granting certification and issuance the Certificate of Conformity, the operator may request and LETIS must issue the transactional certificate, according to the requirements of the reference standard.
   1. **DENIAL OF CERTIFICATION**
      1. When the corrective action is not enough in order for the operator to qualify for the certification, LETIS issue a written notice of denial of the certification.
      2. The written notice for the denial of the certification should contain:
         1. The reason(s) for denial,
         2. Identify the facts,
         3. Cites to specific regulations,
         4. States the impact for future certification,
         5. In a denial, the applicant has the right to:
         6. Reapply for certification,
         7. File to LETIS an appeal of the denial of certification,
         8. File an appeal to the Accreditation Body (if applicable).
   2. **MAINTENANCE OF CERTIFICATION**
      1. To continue certification, a certified operation must:
         1. Annually pay LETIS´s fees and submit the following information, as applicable, to LETIS.
         2. The operator shall submit to LETIS an updated organic plan of the production handling system. This plan shall be mandatory according to the reference standard and shall include:
2. A summary statement, supported by documentation, detailing any deviation from, changes to, modifications to, or other amendments made to previous year’s organic system plan during the previous year; and,
3. Any additions or deletions to the previous year's organic system plan, intended to be undertaken in the coming year,
4. Other information as deemed necessary by LETIS to determine compliance with the reference standard.
   * + 1. Based on the information received on the Production Plan Updated, the Technical Department makes a new “Risk Evaluation” and carries out an inspection in order to verify the comply with the applicable requirements.
       2. If LETIS has reason to believe, based on a review of the Updated Plan production, on the on-site inspection, results of analysis if required and any other information given by the operator, that a certified operation is complying with the requirements of the reference standard, LETIS shall provide a written notification of maintaining to the operation.
       3. Since the decision of continuation the certification, LETIS issue the Conformity of Certificate, and the operator may request and LETIS must issue Transactional Certificate, according to the requirements of the reference standard.
   1. **EXTENSION OF THE CERTICICATION SCOPE**
      1. The decision committee decides to extend or not the scope of the certification.
      2. If The Decision Committee decides that the new scope complies with the requirements, LETIS issue an updated certificate of the certification operation.
      3. The Operator shall receive the certificates for the product with its new scope as the results of the extension, when the Decision Committee makes the decision and communicates it.
   2. **SCOPE OF CERTIFICATION REDUCTION**
      1. The Decision Committee decides to reduce the scope of certification.
      2. If LETIS determines the scope of certification reduction of the certified operation, LETIS must issue and updated certificate for the organic operation.
   3. **CERTIFICATION TRANSFER**
      1. From another certification body:
         1. An operator that certifies with another certification body, and wants to enter to the system of LETIS certification, must fill in the Initial Documents, Agreement, Original Survey of the Production Unit and Production Plan.
         2. In the Annex Agreement, the point of previous certification must be filled in.
         3. In this case, the last certification decision taken by the previous certification body must be attached to the Annex Agreement.
         4. If the last decision includes non conformities, the Operator must send:
5. Documentation from the other certification body that guarantees that the non-conformities have been addressed.
6. Documentation that shows that the corrective actions have been taken.
   * + 1. The Technical Department will carry out a review of the documentation (application review) and will decide whether if the documentation is enough or not, and if an inspection is or not needed.
     1. From LETIS to other Certification Body:
        1. If an operator of LETIS decides to change the certification, LETIS will deliver him the following information:
7. Final decision taken about its certification, with non-conformities list, at the moment of the request of operator transfer.
   * + 1. LETIS is committed to send all information related to certification of the operator to the other certification body.
       2. In The case of operators certified under the SUE program, LETIS shall notify to SENASA such changes within 24 hours.
   1. **SUSPENSION OF CERTIFICATION**
      1. When a major Non conformity is detected in accordance with the applicable standard, LETIS decides on the action to be taken, which could be:
         1. Maintain the certification under specifics conditions specified by LETIS, (for example increase the number of inspections),
         2. Reduce the scope of certification to eliminate the non conformed product,
         3. Suspend the certification pending on an corrective action by the operator,
         4. Cancel the certification.
      2. If the certification finish (for require of the operator), it’s suspended or cancel, LETIS will make the following actions, in order to ensure that them do not provide any indication that the product is still certified.
         1. Necessary changes in the Certificate of Conformity issued, and another documentation,
         2. Changes in the public information.
      3. LETIS will forbid to the Operators the use the mark of conformity or any other certification mark immediately.
      4. If the certification is reinstated after a suspension, LETIS must do all the necessaries modifications on the formal documentation of certification and in the public information.

##### PRESENTATION OF CLAIMS AND COMPLAINTS

* 1. From the operator to LETIS:
     1. Claims and complaints due to nonconformity with the politics and procedures or the performance of Inspectors or any other LETIS personnel, must be put in writing and signed.
     2. If the claim and/or the complaint is made by telephone, General Direction and/or Program Responsibles and/or Departments Responsibles will decide if it is considered as a complaint.
     3. Immediately after received a complaint, General Direction and/or Program Responsibles and/or Department Responsibles must evaluate if the complaint is relationated with the certification activities, to which they are responsible and they must treat it.
     4. General Direction and/or Program Responsibles and/or Departments Responsibles or a person who was delegated must notified of receipt a complaint.

1. **APPEALS CONSIDERATIONS**
   1. LETIS operators may appeal the decision of LETIS.
      1. The Appeals must be put in writing and signed for sending to the General Director.
   2. LETIS operators may appeal about the decisions in the Accreditation Body.
2. **USE OF CONFORMITY MARK**
   1. APPROVAL
      1. The operator should request in writing to the Technical Department, the approval of the use and exhibition of the mark of conformity (of LETIS and other scheme certification) in the label and/or in advertising of the product before starting to use.
      2. The request of the approval should accompanied with the design of the advertising and/or label to utilize, included the mark of conformity of LETIS and/or the scheme certification, to utilize.
      3. LETIS evaluates the conformity in an advertising and / or label and emits an opinion of approval, correction or non-approval, to which is attached the image of the advertising and / or label evaluated, and details the date of the request for revision, date of approval, market, reference standard, product and company name for which it was evaluated.
      4. Technical Department evaluates the compliance of the use and exhibition of the conformity mark in publicity and/or label and approves or not its use and issue a decision which will be communicated to the operator.
   2. In the case of suspension and/or cancellation of the certification, the user should cease immediately the use of the mark (of LETIS and other scheme certification) in advertising and labelling that contain any reference to her and to return every document of certification required by LETIS.
   3. In the case of badly use of the conformity mark whether for incorrect references to the system of certification found in advertising and/or labels, the operator should cease in the use of the conformity mark immediately in advertising material that contain any reference to it and to return every document of certification required by LETIS.
      1. These actions can include the suspension or cancellation of the certificate, the publication of the infringement and if was necessary, other legal actions.
3. **SUBCONTRATACIONES**
   1. In case an operator requires to contract services for products processing, these services must to be under LETIS following. The operation has to carry out a contractual agreement with the contracted party in which the contracted party agrees to fulfill the Reference Standard for certifying and LETIS procedures, the obligations to provide information and access to LETIS for inspection and control regime applicable, maintain the records of the processes and make available any type of documentation in order to demonstrate the compliance with the standard and traceability of the organic product.