



<b>Rights and Duties of the Operator</b>		<b>Doc No.: POL 3.1.1.1P</b>
<b>Rev. No.: 01</b>	<b>Rev. Date: 13/03/2025</b>	<b>Page 1 of 4</b>

<b>1</b>	<b>Aim</b>
	This policy defines the conditions what are the rights and duties of our operator with regards to the certification process
<b>2</b>	<b>Background</b>
	Third-party accredited certification is a professional relationship between a operator being certified, the certification body (CB), the CB's auditors. These parties all contribute to the integrity of accredited certification and continual improvement based on processes that assure capability, competence, and impartiality. From time to time, a certified operator may be dissatisfied with the services of a CB or CB auditor. Options include leaving one CB for another. However, continual improvement also applies to CBs and CB auditors. Therefore, certified operators are encouraged to provide feedback to Aditi whenever they sense inadequacy with their CB.
<b>3</b>	<b>Normative framework</b>
	<p><b>3.1 IndGAP</b></p> <p>As per Clause 4.1.5, Section IV Certification Process PADD: IndG.A.P.: Section IV: PR: 03: Certification Process</p> <p>A.4.6 Publicly available information</p> <p>A description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the certification body's name and certification mark and on the ways of referring to the certification granted.</p> <p>A.4.6.6 Information exchange between a certification body and its clients</p> <p>A.4.6.6.1 Information on the certification activity and requirements- The certification body shall provide and update clients on the following:</p> <ul style="list-style-type: none"><li>a) a detailed description of the initial and continuing certification activity, including the application, initial evaluation, surveillance evaluation, and the process for granting, maintaining, reducing, extending, suspending, withdrawing certification and recertification;</li><li>b) the certification criteria for IndG.A.P. certification scheme;</li><li>c) information about the fees for application, initial certification and continuing certification;</li><li>d) the certification body's requirements for prospective clients;</li><li>e) documents describing the rights and duties of certified clients as well as obligations on part of the certification body including the changes within certified IndG.A.P. producer that need to be informed to the certification body [see clause 4.1.2.1.1h) of this document];</li><li>f) information on procedures for handling complaints (both by the certification body as well by the IndG.A.P. producer, in respect of complaints against certified products) and appeals.</li><li>h) Certification bodies shall actively cooperate with IndG.A.P. during management of complaints related to the CB or to the producers contracted by the CB.</li></ul> <p><b>3.2 ISO/IEC 17021</b> The International Standard that applies to management systems CBs, includes a principle on Responsibility (clause 4.4), which states:</p> <p>The client organization, not the certification body, has the responsibility for conformity with the requirements for certification.</p>



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	<p>The certification body has the responsibility to assess sufficient objective evidence upon which to base a certification decision.</p> <p><b>3.3 VCSMPP</b></p> <p>2.18.1 Information on the certification activity and requirements- The certification body shall provide and update clients on the following:</p> <ul style="list-style-type: none"><li>a) a detailed description of the initial and continuing certification activity, including the application, initial evaluation, surveillance evaluation, and the process for granting, maintaining, reducing, extending, suspending, withdrawing certification and recertification;</li><li>b) the certification criteria defined by the standard for certification to clients whose produce has been certified;</li><li>c) information about the fees for application, initial certification and continuing certification;</li><li>d) the certification body's requirements for prospective clients<ul style="list-style-type: none"><li>i) to comply with certification requirements,</li><li>ii) to make all necessary arrangements for the conduct of the on site evaluations, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of initial certification, surveillance, recertification and resolution of complaints, and</li><li>iii) to make provisions, where applicable, to accommodate the presence of observers (e.g. accreditation auditors or trainee evaluators);</li></ul></li><li>e) documents describing the rights and duties of certified clients, including requirements, when making reference to its certification in communication of any kind;</li><li>f) information on procedures for handling complaints and appeals.</li></ul>
<b>4</b>	<p><b>Policy</b></p>
	<p><b>4.1 The operator has a Right to expect:</b></p> <p>That the audit team assigned to the audit has the collective competence with regard to the processes or services that the operator lists in its scope of certification.</p> <p>The audit team to perform a thorough audit of the processes that support the management system, and to collect through interviews of personnel, observation, and review of documents the objective evidence necessary to determine conformance or nonconformance to the requirements of the relevant standard(s).</p> <p>That no auditor will consult with or provide solutions to the operator.</p> <p>To be made aware that disagreements with an auditor's "interpretation" in documented findings related to the applicable standard(s) may be disputed and/or appealed to the CB through a formal process. If this process is not resolved to the satisfaction of the operator, the appeal may be elevated to ADITI Appeal committee as a complaint for further consideration.</p>



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	<p>The auditor or CB to recommend more frequent surveillance visits when routine scheduled surveillance identifies numerous findings indicating the operator is not self-managing its management system processes adequately.</p> <p>The auditor or CB to add additional audit time to the next surveillance or recertification audit if findings require verification of implementation and effectiveness to ensure there is no reduction to the required audit duration times.</p> <p>To receive its certificate in a timely manner after successful audit finding resolution, review, acceptance, and closure.</p> <p><b>4.2 Furthermore, the operator has a Responsibility:</b></p> <p>To respond to audit findings in a timely manner and sincerely seek to implement immediate correction, discover the root cause that leads to effective corrective action and can also result in preventive action, and thus encourage true continual improvement.</p> <p>To notify Aditi when they replace their CB with another because of dissatisfaction.</p> <p>Based on audit conclusions, it makes a decision to grant certification if there is sufficient evidence of conformity, or not to grant certification if there is not sufficient evidence of conformity.</p> <p>When all the parties involved understand and execute their responsibilities, accredited certification achieves its purpose of providing confidence that a management system fulfills specified requirements.</p> <p><b>4.3 Use of ADITI logo and Certification mark:</b></p> <p>Upon successful completion of the Aditi registration process, the Operator shall be issued a Certificate as per the template. Use of Aditi Logo and the relevant scheme logo are subject to the conditions below:</p> <ol style="list-style-type: none"><li>1. The Operator is entitled to publish and display the Certificate or logo(s) on promotional materials, correspondence and advertising as permitted</li><li>2. Aditi ensures that the certification mark is affixed only on transaction documents that are covered under the scope of certificate. Certification marks are not allowed to be used in any way that likely to confuse or mislead the market.</li><li>3. The certification agreement provides appropriate use of certification mark and providing information about the certification status by operators Aditi shall not allow the operator for use of accreditation mark on certified produce .</li><li>4. Aditi ensures that the operator is not applying the certification mark on documents prior to grant of certification and ensure a traceable link from its mark to the relevant certification requirements.</li></ol>						
<b>5</b>	<b>Revision history</b>						
	<table border="1"><thead><tr><th style="text-align: center;">Revision Date</th><th style="text-align: center;">Version</th><th style="text-align: center;">Description of changes</th></tr></thead><tbody><tr><td style="text-align: center;">03/11/2023</td><td style="text-align: center;">00</td><td style="text-align: center;">Creation of document</td></tr></tbody></table>	Revision Date	Version	Description of changes	03/11/2023	00	Creation of document
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	13/03/2025	01	Inclusion of VCSMPP requirements and use of ADITI logo & Certification mark
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