

# **MANAGEMENT SYSTEM MANUAL**

**ISO/IEC 17065: 2012**

**Conformity assessment — Requirements for bodies  
certifying products, processes and services**

# **CERTIFICATION OF NON GMO PRODUCTS & PROCESSES**

**EGS 1001: 2019**

**EKO-GURANTEE Standard for Non-GMO Products**

**Country of Operation - INDIA**

## **EKO-GUARANTEE PRIVATE LIMITED**

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## 1 SCOPE

**1.1** This Management System Manual has been established by EKO-Guarantee Private Limited for certification of Non-GMO Products and Processes as per ISO/IEC 17065: 2012 for EKO-Guarantee Standard, EGS 1001: 2019 and EKO-Guarantee Certification Scheme (Clause 7 of the manual).

## 2 Normative references

- a) ISO/IEC 17065: 2013
- b) ISO/IEC 17067: 2012

## 3 TERMS AND DEFINITIONS

For the purposes of this manual, the terms and definitions given in ISO/IEC 17000 and the following will apply.

### 3.1

#### **client**

organization or person responsible to a certification body for ensuring that **certification requirements** (3.7), including **product requirements** (3.8), are fulfilled

NOTE Whenever the term “client” is used in this International Standard, it applies to both the “applicant” and the “client”, unless otherwise specified.

### 3.2

#### **consultancy**

participation in

- a) the designing, manufacturing, installing, maintaining or distributing of a certified product or a product to be certified, or

- b) the designing, implementing, operating or maintaining of a certified process or a process to be certified, or
- c) the designing, implementing, providing or maintaining of a certified service or a service to be certified

NOTE In this International Standard, the term “consultancy” is used in relation to activities of certification bodies, personnel of certification bodies and organizations related or linked to certification bodies.

### **3.3**

Evaluation - combination of the selection and determination functions of conformity assessment activities

NOTE The selection and determination functions are specified in ISO/IEC 17000:2004, Clauses A.2 and A.3.

### **3.4**

#### **product**

result of a process

NOTE1 Four generic product categories are noted in ISO 9000:2005:

- services (e.g. transport) (see definition in 3.6);
- software (e.g. computer program, dictionary);
- hardware (e.g. engine, mechanical part);
- processed materials (e.g. lubricant).

Many products comprise elements belonging to different generic product categories. Whether the product is then called service, software, hardware or processed material depends on the dominant element.

NOTE 2 Products include results of natural processes, such as growth of plants and formation of other natural resources.

NOTE3 Adapted from ISO/IEC 17000:2004, definition 3.3.

### **3.5**

#### **process**

set of interrelated or interacting activities which transforms inputs into outputs

EXAMPLES Welding engineering processes; heat treatment processes; manufacturing processes requiring confirmation of process capability (e.g. operating or producing product within specified tolerances); food production processes; plant growth processes.

NOTE Adapted from ISO 9000:2005, definition 3.4.1.

### 3.6 service

result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible

NOTE1 Provision of a service can involve, for example, the following:

- an activity performed on a customer-supplied tangible product (e.g. automobile to be repaired);
- an activity performed on a customer-supplied intangible product (e.g. the income statement needed to prepare a tax return);
- the delivery of an intangible product (e.g. the delivery of information in the context of knowledge transmission);
- the creation of ambience for the customer (e.g. in hotels and restaurants).

NOTE2 Adapted from ISO 9000:2005, definition 3.4.2.

### 3.7 certification requirement

specified requirement, including **product requirements** (3.8), that is fulfilled by the **client** (3.1) as a condition of establishing or maintaining certification

NOTE Certification requirements include requirements imposed on the client by the certification body [usually via the certification agreement (see 4.1.2)] to meet this International Standard, and can also include requirements imposed on the client by the certification scheme. “Certification requirements”, as used in this International Standard, do not include requirements imposed on the certification body by the certification scheme.

**EXAMPLE** The following are certification requirements that are not product requirements:

- completing the certification agreement;
- paying fees;
- providing information about changes to the certified product;
- providing access to certified products for surveillance activities.

### **3.8**

#### **product requirement**

requirement that relates directly to a product, specified in standards or in other normative documents identified by the certification scheme

**NOTE** Product requirements can be specified in normative documents such as regulations, standards and technical specifications.

### **3.9**

#### **certification scheme**

certification system related to specified products, to which the same specified requirements, specific rules and procedures apply

**NOTE 1** Adapted from ISO/IEC 17000:2004, definition 2.8.

**NOTE 2** A “certification system” is a “conformity assessment system”, which is defined in ISO/IEC 17000:2004, definition 2.7.

**NOTE 3** The rules, procedures and management for implementing product, process and service certification are stipulated by the certification scheme.

**NOTE 4** General guidance for the development of schemes is given in ISO/IEC 17067, in combination with ISO/IEC Guide 28 and ISO/IEC Guide 53.

### **3.10**

#### **scope of certification**

identification of

- the product(s), process(es) or service(s) for which the certification is granted,
- the applicable certification scheme, and
- the standard(s) and other normative document(s), including their date of publication, to which it is judged that the product(s), process(es) or service(s) comply

### **3.11**

#### **scheme owner**

person or organization responsible for developing and maintaining a specific **certification scheme** (3.9)

NOTE The scheme owner can be the certification body itself, a governmental authority, a trade association, a group of certification bodies or others.

### **3.12**

#### **certification body**

third-party conformity assessment body operating certification schemes

NOTE A certification body can be non-governmental or governmental (with or without regulatory authority).

### **3.13**

#### **Impartiality**

presence of objectivity

NOTE 1 Objectivity is understood to mean that conflicts of interest do not exist, or are resolved so as not to adversely influence the activities of the body.

NOTE 2 Other terms that are useful in conveying the element of impartiality are independence, freedom from conflicts of interest, freedom from bias, freedom from prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment and balance.

NOTE 3 EKO-Guarantee POLICY ON IMPARTIALITY

EKO-Guarantee top management is committed to impartiality in its activities for certification and inspection of NON-GMO production and shall not allow commercial, financial, or other pressures to compromise impartiality.

EKO-GUARANTEE understands the importance of impartiality in carrying out its certification and inspection activities, manages conflict of interest and ensures the objectivity of its certification and inspection activities.

EKO-Guarantee, under NO circumstances:

- a) Shall provide consultancy which includes: preparation or production of manuals or procedures, or give specific advice, instructions or solutions towards the development, structure and implementation of a certification and inspection system for organic production.
- b) Shall offer certification when relationships that threaten impartiality cannot be eliminated or minimized.
- c) Shall certify an operator when a relationship with a consultancy organization poses an unacceptable threat to impartiality.
- d) Shall provide an internal audit service to any certified operator.
- e) Shall outsource any inspection to a management consultancy company involved in management systems as described within the scope of these scheme rules.
- f) Shall have within any marketing materials any linkage to consultancy.
- g) Shall allocate any inspector(s) to inspect any operator scheme where the inspector(s) have also provided training for operator requesting the inspection.
- h) Shall be directly involved in the design, manufacture or construction, the marketing, installation, use or maintenance of products, nor represent the parties engaged in those activities.
- i) Shall engage in any activity that may conflict with independence of judgement or integrity in relation to its certification and inspection.
- j) Shall pay auditors on the basis of the number of inspections done.



For any threats to impartiality that are discovered or reported, consultation shall be held with appropriate interested parties to advice on matters affecting impartiality, including openness and public perception. The consultation shall be balanced with no single interest predominating. .

## **4 GENERALREQUIREMENTS**

### **4.1 Legal and contractualmatters**

#### **4.1.1 Legalresponsibility**

EKOGUARANTEE PRIVATE LIMITED is an independent legal entity. It can be held legally responsible for all its certification activities.

Company has been incorporated on 14 October 2019 under the Companies Act, 2013 (8 of 2013), and is limited by shares.

CIN U93000DL2019PTC356144

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#### **4.1.2 Certificationagreement**

4.1.2.1 EKO-Guaranteesigns a legally enforceable agreement with its clients for the provision of certification activities to them. Certification agreement takes into account the responsibilities of EKO-Guarantee and itsclients.

4.1.2.1 EKO-Guarantee ensures that its certification agreement requires that the client comply at least, with thefollowing:

- a) the client always fulfills the certification requirements (see 3.7), including implementing appropriate changes when they are communicated by EKO-Guarantee (see7.10);
- b) if the certification applies to ongoing production, the certified product continues to fulfill the product requirements (see3.8);

- c) the client makes all necessary arrangements for
  - 1) the conduct of the evaluation (see 3.3) and surveillance (if required), including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and client's subcontractors;
  - 2) investigation of complaints;
  - 3) the participation of observers, if applicable;
- d) the client makes claims regarding certification consistent with the scope of certification (see 3.10);
- e) the client does not use its product certification in such a manner as to bring the certification body into disrepute and does not make any statement regarding its product certification that EKO-Guarantee may consider misleading or unauthorized;
- f) upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and takes action as required by the certification scheme (e.g. the return of certification documents) and takes any other required measure;
- g) if the client provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;
- h) in making reference to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of EKO-Guarantee or as specified by the certification scheme;
- i) the client complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and on information related to the product;
- j) the client keeps a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to EKO-Guarantee when

requested, and

- 1) takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification;
- 2) documents the actions taken;

*NOTE Verification of item j) by EKO-Guarantee can be specified in the certification scheme.*

- k) the client informs EKO-Guarantee, without delay, of changes that may affect its ability to conform with the certification requirements.

**NOTE** Examples of changes can include the following:

- the legal, commercial, organizational status or ownership,
- organization and management (e.g. key managerial, decision-making or technical staff),
- modifications to the product or the production method,
- contact address and production sites,
- major changes to the quality management system.

#### **4.1.3 Use of license, certificates and marks of conformity**

**4.1.3.1** EKO-Guarantee shall exercise the control as specified by the certification scheme over ownership, use and display of licenses, certificates, marks of conformity, and any other mechanisms for indicating a product is certified.

**NOTE1** Guidance on the use of certificates and marks permitted by the certification body can be obtained from ISO/IEC Guide 23.

**NOTE2** ISO/IEC 17030 provides requirements for the use of third-party marks.

**4.1.3.2** Incorrect references to the certification scheme, or misleading use of licenses, certificates, marks, or any other mechanism for indicating a product is certified, found in

documentation or other publicity, shall be dealt with by suitable action.

**NOTE** Such actions are addressed in ISO Guide 27 and can include corrective actions, withdrawal of certificate, publication of the transgression and, if necessary, legal action.

## **4.2 Management of impartiality**

4.2.1 At EKO-Guarantee certification activities are undertaken impartially.

4.2.2 Top management of EKO-Guarantee is committed to impartiality.

4.2.3 EKO-Guarantee is responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.

4.2.4 EKO-Guarantee has established a procedure, EGP-4.2 covering all aspects related to impartiality management including risk analysis.

## **4.3 Liability and financing**

4.3.1 EKO-Guarantee has adequate arrangements (e.g. insurance or reserves) to cover liabilities arising from its operations.

4.3.2 EKO-Guarantee has financial stability and resources required for its operations.

## **4.4 Non-discriminatory conditions**

4.4.1 The policies and procedures under which EKO-Guarantee operates, and the administration of them, is non-discriminatory. Procedures are not used to impede or inhibit access by applicants, other than as provided for in ISO/IEC 17065: 2012.

4.4.2 EKO-Guarantee shall make its services accessible to all applicants whose activities fall within the scope of

its operations.

**4.4.3** Access to the certification process shall not be conditional upon the size of the client or membership of any association or group, nor shall certification be conditional upon the number of certifications already issued. There shall not be undue financial or other conditions.

*NOTE EKO-Guarantee can decline to accept an application or maintain a contract for certification from a client when fundamental or demonstrated reasons exist, such as the client participating in illegal activities, having a history of repeated non-compliances with certification/product requirements, or similar client-related issues.*

**4.4.4** EKO-Guarantee shall confine its requirements, evaluation, review, decision and surveillance (if any) to those matters specifically related to the scope of certification.

## **4.5 Confidentiality**

**4.5.1** *EKO-Guarantee* shall be responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of certification activities. Except for information that the client makes publicly available, or when agreed between it and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential. EKO-Guarantee shall inform the client, in advance, of the information it intends to place in the public domain.

**4.5.2** When EKO-Guarantee is required by law or authorized by contractual arrangements to release confidential information, the client or person concerned shall, unless prohibited by law, be notified of the information provided.

**4.5.3** Information about the client obtained from sources other than the client (e.g. from the complainant or from regulators) shall be treated as confidential.

## **4.6 Publicly available information**

4.6.1 EKO-Guarantee shall maintain (through publications, electronic media or other means), and make available upon request, the following:

- a) information about (or reference to) the certification scheme(s), including evaluation procedures, rules and procedures for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification;
- b) a description of the means by which the certification body obtains financial support and general information on the fees charged to applicants and to clients;
- c) 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;
- d) information about procedures for handling complaints and appeals.

## **5 Structural requirements**

### **5.1 Organizational structure and top management**

5.1.1 Certification activities of EKO-Guarantee have been structured and managed so as to safeguard impartiality.

5.1.2 EKO-Guarantee has documented its organizational structure, showing duties, responsibilities and authorities of management and other certification personnel and any committees through an organization chart and competence matrix.

5.1.3 Top management of EKO-Guarantee has identified the board, group of persons, or person having overall authority and responsibility for each of the following:

- a) development of policies relating to the operation of EKO-Guarantee;
- b) supervision of the implementation of the policies

and procedures;

- c) supervision of the finances of the certification body;
- d) development of certification activities;
- e) development of certification requirements;
- f) evaluation (see 7.4);
- g) review (see 7.5);
- h) decisions on certification (see 7.6);
- i) delegation of authority to committees or personnel, as required,
- j) to undertake defined activities on its behalf;
- k) contractual arrangements;
- l) provision of adequate resources for certification activities;
- m) responsiveness to complaints and appeals;
- n) personnel competence requirements;
- o) management system of the certification body (see Clause 8).

**5.1.4** EKO-Guarantee has formal rules for the appointment, terms of reference and operation of any committees that are involved in the certification process (see Clause 7). Such committees shall be free from any commercial, financial and other pressures that might influence decisions. The certification body shall retain authority to appoint and withdraw members of such committees.

## **5.2 Mechanism for safeguarding impartiality**

**5.2.1** EKO-Guarantee has a mechanism for safeguarding its impartiality as detailed in the procedure, EGP-4.2.

## **6 Resource requirements**

### **6.1 Certification body personnel**

EKO-Guarantee has employed, or has access to, a sufficient number of personnel to cover its operations related to the certification scheme and to the applicable standard and other normative documents.

*NOTE: The personnel include those normally working for EKO-Guarantee, as well as persons working under an individual contract or a formal agreement that places them within the management control and systems/procedures of EKO-*

*Guarantee(see 6.1.3).*

6.1.1.1 It is ensured that the personnel are competent for the functions they perform, including making required technical judgments, defining policies and implementing them.

6.1.1.2 Personnel, including any committee members, personnel of external bodies, or personnel acting on behalf of EKO-Guarantee, keep confidential all information obtained or created during the performance of the certification activities, except as required by law or by EKO-Guarantee.

6.1.1.3 EKO-Guarantee has established a procedure, EGP-6.1, for meeting above requirements.

## **6.2 Resources forevaluation**

### **6.2.1 Internalresources**

When EKO-Guarantee performs evaluation activities, either with its internal resources or with other resources under its direct control, it meets the applicable requirements of the relevant Standards and, as specified by the certification scheme, of other documents. For testing, it meets the applicable requirements of ISO/IEC 17025; for inspection, it meets the applicable requirements of ISO/IEC 17020; and for management system auditing, it meets the applicable requirements of ISO/IEC 17021 (Part 1). The impartiality requirements of the evaluation personnel stipulated in the relevant standard are specified in the procedure EGP-5.2.

*NOTE Examples of reasons as to why some requirements are not applicable include the following:*

- *expertise is available within EKO-Guarantee when using the results of the evaluation activity;*
- *the extent of control EKO-Guarantee has over testing (including witnessing the testing), inspection (e.g. specifying inspection methods or parameters) or management system assessment (e.g. requiring specific details of a management system);*
- *a particular requirement is covered in an equivalent way by ISO/IEC 17065, or is not needed to give confidence in the certification decision.*



## **6.2.2 External resources(outsourcing)**

**6.2.2.1** EKO-Guarantee has outsourced evaluation activities only to bodies that meet the applicable requirements of the relevant International Standards and, as specified by the certification scheme, of other documents (see 6.2.1 and Note).

**6.2.2.2** Where evaluation activities are outsourced to non-independent bodies (e.g. client laboratories), EKO-Guarantee shall ensure that the evaluation activities are managed in a manner which provides confidence in the results, and that records are available to justify the confidence.

**6.2.2.3** EKO-Guarantee shall have a legally binding contract with the body that provides the outsourced service, including provisions for confidentiality and conflict of interest as specified in 6.1.3, item c).

**6.2.2.4** EKO-Guarantee shall:

- a) take responsibility for all activities outsourced to another body;
- b) ensure that the body that provides outsourced services, and the personnel that it uses, are not involved, either directly or through any other employer, in such a way that the credibility of the results could be compromised;
- c) have documented policies, procedures and records for the qualification, assessing and monitoring of all bodies that provide outsourced services used for certification activities;
- d) maintain a list of approved providers of outsourced services;
- e) implement corrective actions for any breaches of the contract in 6.2.2.3 or other requirements in 6.2.2 of which it becomes aware;
- f) inform the client in advance of outsourcing activities, in order to provide the client with an opportunity to object.

*NOTE If the qualification, assessing and monitoring of the bodies that provide outsourced services are performed by other organizations (e.g. by accreditation bodies, peer assessment bodies or governmental authorities), EKO-Guarantee can take this qualification and monitoring into account provided that:*

- it is provided for within the scheme requirements;*
- the scope is applicable to the work being undertaken;*
- the validity of the qualification, assessing and monitoring arrangements*
- is verified at a periodicity determined by EKO-Guarantee.*

## **7 Certification Assessment Scheme**

**7.1.1** EKO-Guarantee operates a certification scheme (EG.CAS-01) covering certification of following products and associated processes:

- a) All food products
- b) Livestock and feed
- c) Cosmetics
- d) Textiles

FOR crops/grower groups, traders and processors.

**7.1.2** The requirements against which the products of a client are evaluated shall be those contained in EGS 1001: 2019 EKO-Guarantee Standard for Non-GMO Products and any other normative documents. EGS 1001 standard has been formulated by a technical committee, possessing the necessary technical competence. This standard is made available by EKO-Guarantee upon request.

## **8 Management system requirements**

**8.1** EKO-Guarantee has established and is maintaining a management system that is capable of achieving the consistent fulfillment of the requirements of ISO/IEC 17065: 2012 and Certification Assessment Scheme, EG.CAS-01.

For its management system, EKO-Guarantee has addressed the following:

- a)** General management system documentation (e.g. manual, policies, definition of responsibilities,

- b)** Control of documents (EGP-8.3);
- c)** Control of records (EG-8.4);
- d)** Management review (EGO-8.5);
- e)** internal audit (EGP-8.6);
- f)** Corrective actions (EGP-8.7);
- g)** Preventive actions (EGP-8.8).

## **8.2 Management system documentation**

**8.2.1** EKO-Guarantee has established, documented, and maintains policies and objectives for fulfillment of ISO/IEC 17065: 2012, EGS 1001: 2019 - EKO-GURANTEE Standard for Non-GMO Products and the certification assessment scheme, EG.CAS-01, and ensures the policies and objectives are acknowledged and implemented at all levels of its organization.

**8.2.2** Top management of EKO-Guarantee will provide evidence, whenever needed, of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfillment of ISO/IEC 17065: 2012 and the Certification Assessment Scheme, EG.CAS-01.

**8.2.3** EKO-Guarantee has appointed Ms. Nitika Gupta and Ms. Anu Gupta (Assisted by Mr. S.C Gupta), a member of its management who, irrespective of other responsibilities, has responsibility and authority that include the following:

- a)** ensuring that processes and procedures needed for the management system are established, implemented and maintained;
- b)** reporting to top management on the performance of the management system and any need for improvement.

All documentation, processes, systems, records, etc. related to the fulfillment of the requirements of ISO/IEC 17065: 2012 are included, referenced, or linked to documentation of the management system.

**8.2.4** All personnel involved in certification activities has access to the parts of the management system documentation and related information that are applicable to their responsibilities. The Records are maintained in the google drive of Eko Guarantee with latest documents versions of documents and List of client

documents and external documents Like ISO 17065, 67, 25,20 will also be maintained. Access control rights are defined as below:

#### **Document Storage Policy and Procedure assuring Confidentiality and Secure Access**

Documents are stored on a file Server meant for documentation storage which is shared and administered by Active Directory Administrator. Without authentication/permission no user can access data on the server. We have created pre-defined folders for each department. Departments can have one or more folders on the server according to identified subcategories in the department. No one can create folders without access/permission rights. This achieves document control. The user has the right to submit the documents according to his role and access rights.

Departments can have one or more folders on the server according to identified sub categories in the department.

According to the below departments, we have created group and data/folders related to departments categories. Users or Group members are classified according to departments. We have assigned role-based permissions and access rights to group or group members. On the server every user having a user name and password. Without this users don't have permission to access Data or shared folders on the server.

With the policy, and server's feature of DFS configuration, we have managed that members/users can view and browse folders related to them only. Other department folders will not be visible to the user and she/he can have permission to the related folder only.

Once a document submitted to the server, the user can not alter, change or modify the document without the approval of a senior member. Some documents and formats are authorized and under control by us so some parts of it, only accessible to enter the data by user.

As documents are stored on the Server and without authentication/permission no user can access data directly or indirectly ensuring Confidentiality, security, and avoiding misuse of the documents.

### **8.3 Control of documents**

**8.3.1** EG-Guarantee has established a procedure (EGP-8.3) to control the documents (internal and external) that relate to the fulfillment of ISO/IEC 17065: 2012.

### **8.4 Control of records**

**8.4.1** EKO-Guarantee has established a procedure (EGP-8.4) to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfilment of ISO/IEC 17065: 2012.

### **8.5 Management review**

**8.5.1** EKO-Guarantee has established a procedure (EGP-8.6) to review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness,

including the stated policies and objectives related to the fulfillment of ISO/IEC 17065: 2012.

## **8.6 Internal audits**

**8.6.1** EKO-Guarantee has established a procedure (EGP-8.7) for internal audits to verify that it fulfils the requirements of ISO/IEC 17065: 2012 and that the management system is effectively implemented and maintained.

## **8.7 Corrective actions**

**8.7.1** EKO-Guarantee has established a procedure (EGP-8.7) for identification and management of nonconformities in its operations.

## **8.8 Preventive actions**

**8.8.1** EKO-Guarantee has established a procedure (EGP-8.8) for taking preventive actions to eliminate the causes of potential nonconformities.

**8.9** EKO-Guarantee has established a documented procedure to receive, evaluate and make decisions on complaints and appeals (EGP-8.9A and EGP-8.93B). It shall record and track complaints and appeals, as well as actions undertaken to resolve them.

## ANNEXURE 1

### **Policy and Objectives of EKO guarantee**

- The EKO Guarantee vision encompasses nothing less than assuring the safety, transparency and integrity of the food chain. As a fully committed customer-centric organization, we are committed to preserving and building sources of NON-GM products, educating consumers, and providing certify NON-GM choices to contribute to the growth of our clients.

We are committed towards protecting our environment and providing most trusted seal of NON-GM certified product.

Objective of Eko guarantee is defined as below:

1. Eko Guarantee shall process the client file and issue the certification decision within a maximum period of 45 days from the receipt of client application
2. Eko Guarantee shall train its Inspection and Certification department by mean of Class room training atleast once a year and additional trainings shall be given as per the need of the changing requirements
3. Eko guarantee shall focus on development and generation of business with an objective to acquire at least 10 % of additional business annually.
4. Eko guarantee shall close the non conformity issued during the internal audits within 30 days of its issue.