

DUTIES OF A CLIENT.

- a) Ensure due diligence with the requirements of the standard-----; the contract shall be commenced from----- to----- . The contract is valid until not cancelled by either of the parties by a letter sent by registered mail one month in advance.
- b) Undertake organic activity -----(farming/processing/handling/input manufacturing/ICS) and any other activities maintaining integrity of organic value chain as per the organic standards outlined in the NPOP.
- c) Fulfil the conditions enforced by VCERT in accordance with the NPOP requirements from time to time; and if the certification applies to ongoing production, the certified product continues to fulfil the product requirements.
- d) Shall allow to conduct regular /unannounced/additional/investigation inspections by inspectors/persons authorised by VCERT and the auditors of the Accreditation Body and give access to the fields, stores/warehouse, processing units, sub contracted units,equipment, documents, vehicle, packaging material, archives any other area including non-organic area/records as deemed appropriate under the NPOP requirements.
- e) Client shall give accurate information regarding every step doing in the farm/processing unit/trading/packing/warehouse/transport/etc not only during the audit but whenever required by the certification body.
- f) Client shall make claims regarding certification consistent with the scope of certification.
- g) Client shall not use its product certification in such a way that to bring the VCERT into disrepute and does not make any statement regarding its product certification that the VCERT may consider misleading or unauthorized.
- h) Client shall surrender the certificate in case of suspension, withdrawal or decertification from VCERT and shall discontinue the use of logo/label in all advertising matter.
- i) The entirety of the documents shall be maintained whenever the documents are provided to others.
- j) Client shall comply with the requirements of the VCERT if they make any reference to its product certification in communication media such as documents, brochures or advertising or use of marks of conformity. If any deviation from the requirements observed, action will be taken by VCERT.
- k) The license will be granted only to the products or process which is inspected and certified by the VCERT. Logo shall be used only to the certified products. Where a licence for use of logo has been suspended or cancelled on the expiry of the period of its validity, client shall discontinue the use of logo and new application shall be submitted for further use of logo.
- l) Client shall keep a record of all complaint's received, action taken and shall check whether any deficiencies found in the products that affect the compliance with the requirements for the certification and submit the documents to the Certification Body whenever asked.
- m) Client shall be responsible to inform the certification body of any changes that may affect the its ability to conform with the certification requirements such as the legal, commercial, organizational status, management, contact address, production sites, production methods, supplier, ingredients and changes in quality management system etc.
- n) Not use pesticides, herbicides, synthetic fertilisers on any crop within the certified organic fields/Not use any prohibited/unapproved food additives, processing aids, preservatives, any other compounds or articles while processing the organic products/Not use any prohibited fumigants or aids during

storage/Not use any contaminated primary, secondary or final packaging material and transportation system which can interfere with the organic integrity;

- o) Regularly train its personnel on Control System;
- p) Maintain the farm/ processing unit/packing/warehouse/transport/etc. records in the required format;
- q) Endeavour to maintain and improve the ecosystem by not cutting trees and burning organic material and littering plastic wastes unnecessarily;
- r) In case of any violation of the organic standards, the same shall be reported to VCERT immediately; and accept the sanctions prescribed by VCERT in case of violations of organic standards by the operator;
- s) Client misusing the Certification Mark while their application is being processed for grant if certificate, will not be processed any further, and rejected after a due notice of 15 days. The organization required to furnish fresh applications for the certification.
- t) Withdraw all products labelled with certification claim from the market with immediate effect, in case of decertification or withdrawal of certification.
- u) Objections to certification decisions can be made within thirty (30) days after the client receives the Certification decision letter. However, if the certification decision is negative and the client wanted to continue with the certification, then additional inspection shall be required to proceed further. Furthermore, an additional inspection will be possible only if VCERT has a sufficient evidence/ documents/corrective actions received from the client. The Client will be required to pay all costs from the initial application submission.