



GENERAL **REGULATIONS**

FOR FLORVERDE SUSTAINABLE FLOWERS
CERTIFICATION

VERSION 7.1.2 • JULY 2021



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FLOWERS CERTIFICATION

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asocolflores

Association of Colombian Flower Exporters

FLORVERDE



SUSTAINABLE
FLOWERS

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INTRODUCTION

The Florverde Sustainable Flowers Certification Scheme provides the standards and framework for independent and third party certification of flowers and ornamental plants based on the ISO/IEC 17065 standard. This scheme ensures that only those products whose processes meet the all the quality, environmental and social requirements established in the Florverde regulatory documentation are granted certification.

Florverde Sustainable Flowers Certification ensures:

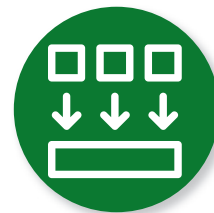
- Flower retailers and end-consumers that the flowers and ornamentals they acquire are quality products that meet socio-environmental standards.
- That certified flower growers bolster their internal processes with sustainable practices and earn recognition for their socio-environmental responsibility.

Florverde Sustainable Flowers Certification assesses flower and ornamental production, trade processes, associated product-quality, and environmental and human impact.

The set of regulatory documents that form part of the Florverde Sustainable Flowers Certification Scheme are:

- Florverde Standars for the Sustainable Production of Flowers and Ornamentals.
- The Florverde Sustainable Flowers Certification General Regulations.

1 GENERAL REGULATIONS



I. SCOPE

This document contains:

- Applicant requirements and processes necessary for obtaining and maintaining the Florverde Sustainable Flowers Certification.
- Certification Body approval requirements and Certification Body operations within the framework of the Florverde Sustainable Flowers Certification Scheme.
- The conditions for the use of the Florverde Sustainable Flowers mark of conformity.
- Rules for Mutual Acknowledgement with other seals or certifications.
- **Certification Body (CB):** third-party certification body that applies the Florverde product certification system in accordance with the ISO/IEC 17065.
- **Certifiable Product:** propagation, plant, flower, foliage and bouquet material. In regards to product certification as defined under ISO/IEC 17065, the concept of product includes the production process.
- **Florverde Producer:** a natural or legal person who produces certifiable products.

2. DEFINITION OF TERMS

- **Certificate of Conformity:** credentials issued under the auspices of a certification system that provides information on product conformity in accordance with the requirements of a particular standard.
- **Florverde Retailer:** a natural or legal person who retails Florverde certified products.
- **Conformity Trademark:** a duly protected registered trademark that conveys information to the buyer about product conformity in accordance with the requirements of a particular standard.
- **Florverde Sustainable Flowers Conformity Trademark:** a duly protected registered trademark that conveys information to the buyer about flower and ornamental product conformity in accordance with Florverde Standard requirements.
- **Accreditation Body (AB):** body that regulates an accreditation system in accordance with ISO/IEC 17011.
- **Internal Control System, ICS:** a set of requirements that must be implemented and maintained by a producer for group certification, or by a producer who voluntarily opts to implement an individual producer with Multiple units of production. The aim of the ICS is to ensure compliance with Florverde Standard requirements.
- **Applicant:** producer or retailer interested in obtaining the Florverde Certification.
- **Unit of Production (UP):** the location where an applicant carries out processes necessary for the production or retailing of certifiable products. For example: a farm can be owned or leased and ultimately is managed by a legal entity, where the same resources are used (sources of water, workers, equipment, warehouses, etc.). The production unit can contain several zones where more than one product can be produced.

3. REGULATORY DOCUMENTS

Below is the list of the Florverde Sustainable Flowers Certification regulatory documents:

- a) **Florverde Certification and Licensing Contract:** establishes terms of agreement between Florverde owner and the CB on Florverde Sustainable Flowers Certification.

- b) **Florverde Sustainable Flowers Certification Registration Form:** required information registered by the applicant for Florverde Sustainable Flowers Certification (see Appendix 1).
 - c) **Florverde Certification and Sub-licensing Contract:** contract entered into between the Applicant and the CB that outlines the legal structure for obtaining the Florverde Certification and Florverde Sustainable Flowers Mark of Conformity usage rights.
 - d) **Florverde Standard for Sustainable Flower and Ornamental Production:** document containing the requirements used to evaluate the production process implemented with flowers and ornamentals.
 - e) **General Regulations for Florverde Sustainable Flowers Certification:** document that map out the Florverde Sustainable Flowers Certification and Florverde Sustainable Flowers Mark of Conformity procedures, as well as outlining the roles and relationships among Applicants, the Florverde Certification system and Certification Bodies.
 - f) **Florverde Standard Requirement and Criteria Compliance Checklist:** document employed during every inspection carried out (internal and third party).
 - g) **Internal Control System, ICS Checklist:** document utilized in ICS audits.
 - h) **Final certification evaluation report:** document summarizing applicable information on the producer, the corresponding checklist and consolidated certification inspection and audit results to be used by the CB.
 - i) **Florverde Sustainable Flowers' mark of conformity visual identity manual:** illustrates the Florverde Sustainable Flowers Mark of Conformity image and stipulates rules for its usage.
 - j) **Alerts for CB:** Clarifications, technical developments and updates of the standards issued by the Florverde Sustainable Flowers' Technical and Administrative Secretary.
 - k) **Press releases for certified producers:** Clarifications, technical developments and updates of the standards issued by the Florverde Sustainable Flowers' Technical and Administrative Secretary and published on the Florverde website.
 - l) **Interpretation guides:** technical documents prepared by the Technical and Administrative Secretary of Florverde Sustainable Flowers in order to facilitate the interpretation and implementation of the requirements of the Florverde Standards. Compliment is not mandatory for the producers.
- ### 3.1 Document oversight
- a) The latest versions of all Florverde Sustainable Flowers regulatory documents can be downloaded free of charge from the Florverde website.
 - b) Language: all original documents are written in Spanish. Florverde Sustainable Flowers documents can be translated into other languages and uploaded onto the Florverde website. If any discrepancy is found in the translated version, the original Spanish text will at all times prevail over all other existing versions.
 - c) Once official Florverde documents are published, they shall serve as the exclusive Florverde Sustainable Flowers records from which the certification process is executed.
 - d) Changes in documentation:
 1. The regulatory documents are identified with a version number and publication date.
 2. Specific updates of the regulatory documents, which are not version changes, are identified with an edition number and publication date.
 3. An edition update record can be found at the end of each modified regulatory document.
 4. Regulatory documents may be revised independently at any time, which will affect both the number and the date of all regulatory documents in question.
- ## 4. MISCELLANEOUS MATTERS
- ### 4.1 Responsibility
- Florverde Sustainable Flowers and approved Certification Bodies are in no way legally liable for the conduct of companies certified within the confines of the Florverde Certification Scheme.
- ### 4.2 Abiding by national laws
- If national laws of any given country are more stringent than those requirements contained within the Florverde Standard, the national laws of the country in question shall prevail. If no relevant legislation is in place in a

country, or relevant legislation is less stringent than Florverde Standard requirements, then the level of compliance set by Florverde shall prevail.

It is important to clarify that certification is not in itself bound by compliance with all current applicable laws, and that any inspection by a Certification Body that has been approved by Florverde Sustainable Flowers is not intended to usurp the responsibilities of local law enforcement agencies to enforce their own laws.

4.3 Confidentiality, use and release of information

- a) Producers and retailers shall grant written permission to Florverde Sustainable Flowers and pertinent CBs, to make use of registration information in internal processes and sanction proceedings.
- b) The right of access to the data must be defined and signed by the producer or group of producers during the registration process with the CB. The owner of the data is responsible for granting and determining the level of access to the data. The owner of the data can transfer the responsibility to other users; for example, a CB.
- c) Producers and retailers must at the very least grant Florverde Sustainable Flowers and pertinent CBs the authority to publish the following information: their Florverde registration number, their Florverde certification number, the version of the Standard in which they have been or are seeking certification, the name of the CB, the products that have been certified or are being considered for certification, as well as the name and address of all title-holding companies that have been certified or are being considered for certification.
- d) Florverde Sustainable Flower sand pertinent CBs must have on file written consent of the producer or retailer to publish or release any additional information to third parties.
- e) If an applicant does not agree with the minimum data transfer, that applicant is considered to be in disagreement with the certification agreement and sub-license and cannot be certified.

4.4 Transition periods to new regulatory documents

The transition from Florverde Standard 7.0 and General Regulations version 6.0, edition 6.0-1 (of both documents) is subject to the following conditions:

- a) The producers and retailers may become certified under version 7.0 as of its publication date.
- b) The last certification for Florverde Standard version 6.0 and General Regulations version 6.0 shall be issued on January 31st, 2017 and be valid for one year thereafter.
- c) Florverde Certification version 6.0 shall be obligatory as of February 1st, 2017.
- d) Unannounced audits and inspections shall be carried out in accordance with the version the applicant was granted certification under.
- e) Miscellaneous regulatory documents shall go into effect as of the date of their publication.

4.5 Revision of regulatory documents

- a) Regulatory documents shall be revised every 3 years.
- b) The Florverde Sustainable Flowers Technical and Administrative Secretariat and Technical Committee shall update the normative documents.
- c) The Florverde Sustainable Flowers Technical and Administrative Secretariat shall offer the updated normative documents for public consultation, allowing the interested parties to contribute to their content.
- d) The Florverde Sustainable Flowers Technical and Administrative Secretariat shall disclose all regulatory document revisions, as well as their transition periods to endorsed Certification Bodies and to participating producers and retailers.

2

RULES FOR FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION



5. CERTIFICATION CATEGORIES

Certification falls into the category of either “individual” or “group” certification, and is granted based on the type of legal entity seeking certification.

5.1 Individual certification

This certification category includes applicants who are individual legal entities bearing a single business name and who will also serve as the certificate holder. This certification category applies to:

5.1.1 Individual Applicant with a Single Unit of Production

An individual applicant with a Single Unit of Production who opts for Florverde Sustainable Flowers Certification.

5.1.2 Individual Applicant with Multiple Units of Production with no ICS

An individual applicant with Multiple units of production that operates a single legal entity and has no ICS.

5.1.3 Individual Applicant with Multiple Units of Production with an ICS

An individual applicant with Multiple units of production that operates as a single legal entity and who has implemented an ICS.

The rules set forth in APPENDIX 2. REQUIREMENTS FOR INTERNAL CONTROL SYSTEM, ICS shall apply in these cases.

5.2 Group certification

This certification category includes applicants who are independent legal entities or have separate business names, plus an ICS.

The certificate holder shall administer the entire group. The rules set forth in APPENDIX 2, REQUIREMENTS

FOR INTERNAL CONTROL SYSTEM; ICS shall apply in these cases.

6. FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION PROCESS

6.1 Scope of application and certification

- a) Any producer or retailer of flowers and ornamentals is eligible to seek Florverde Sustainable Flower certification.
- b) Only flowers and ornamental products are certifiable.
- c) Florverde Certification evaluates flower and ornamental production and retailing processes, as well as the impacts on product quality, the environment and people.

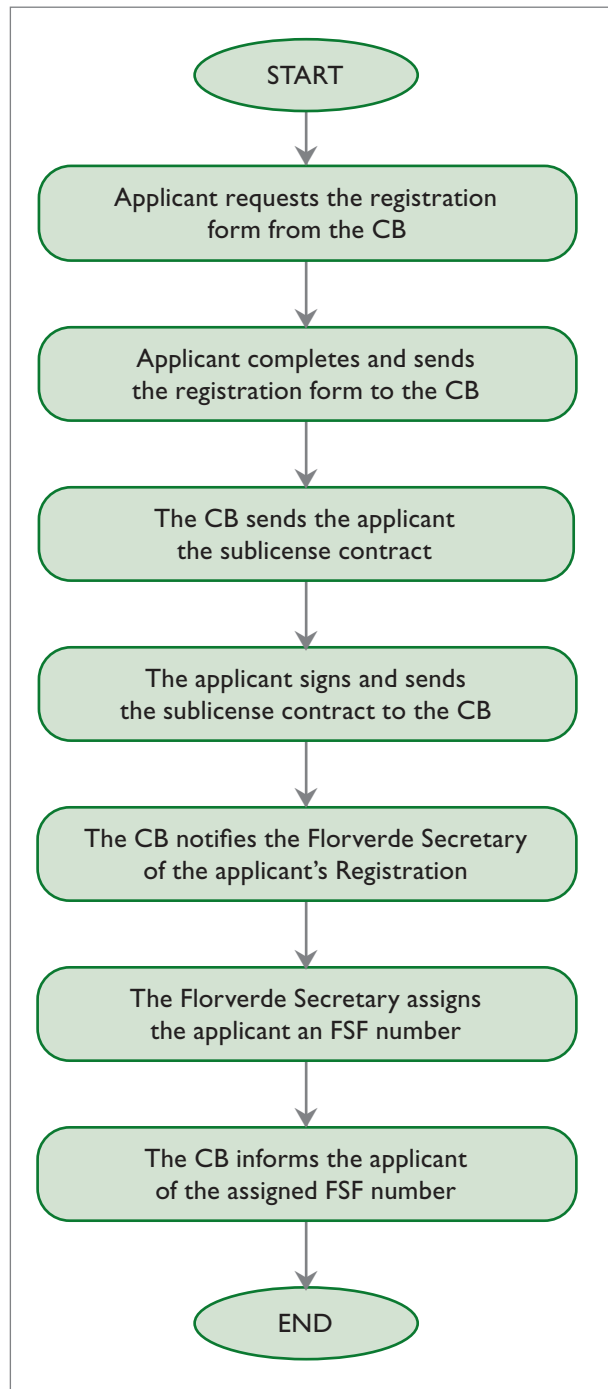
6.2 Selecting the certification body

- a) The applicant must, above all, select a Certification Body that has been approved by Florverde Sustainable Flowers. Approved and provisionally approved CB contact information is available on the Florverde website.
- b) The chosen CB is responsible for the registration of the applicant producer before the Technical Secretariat of Florverde Sustainable Flowers, as well as for the data updates and collection of fees.

6.3 Registering for Florverde Sustainable Flowers certification

- a) The producer or retailer must fill out the Florverde Sustainable Flowers Certification registration form in the presence of the CB. Figure 1 shows the flow diagram of the registration process for the Florverde Sustainable Flowers certification.
- b) The required information for Florverde Sustainable Flowers Certification registration form is set forth in APPENDIX I.

FIGURE I. FLOW DIAGRAM FOR THE FLORVERDE SUSTAINABLE FLOWERS REGISTRATION PROCESS



- c) When registering the applicant commits to:
 1. Complying with certification requirements on an on-going basis.
 2. Passing along all revisions of their information to their CB.
 3. Paying the applicable Florverde Sustainable Flowers and CB rates.

Note: Any impartial evidence pointing to an applicant misinformed on their application with Florverde will lead to said applicant being banned from the certification process for a period of 12 months from the time said misin-formation is observed.

- d) A Producer Applicant:
 1. May not register the same product with more than one Certification Body.
 2. May not register the same product under various certification categories; for example, one may not register roses under both Individual Certification and Group Certification.
 3. May register distinct products with distinct CBs or under distinct certification categories, or under both; for example, one may register roses with one CB and carnations with another CB, or both products with the same CB.
 4. Must identify and record all production units for the products produced included in the scope of the certification application.
 5. All production units must be owned or leased and must be under the direct control of the legal entity. In the case of leased production units, there must be written and signed contracts between the site owner and the legal entity (applicant/producer), specifying the name and legal identification of the site owner and the producer, the contact address of the parts involved and details of the production site. In all cases, the applicant or certificate holder is responsible for all the registered production, including the distribution of the product on the market.

e) The Certification Body must issue a Sub-licensing Contract and Florverde Certification as acknowledgment of the registration submitted by an Applicant.

f) The Applicant must sign the Sub-licensing Contract and Florverde Certification together with the CB. The CB must deliver a copy of Sub-licensing Contract and Florverde Certification to the producer or retailer.

g) The CB must notify the Florverde Sustainable Flowers Technical and Administrative Secretariat

- of the Applicant who is registering to generate the assignation of an exclusive Florverde Sustainable Flowers Number (FSFN) that will serve as a unique tag for all that Applicant's Florverde activities. The FSFN identifies the Applicant, but does not correspond to the product or certification category. The CB will inform the Applicant of their FSFN within 14 calendar days of receiving the registration form. This number shall be valid as long as the applicant company retains its Florverde Sustainable Flowers Certification.
- h) The registration process must be finalized before the Florverde Sustainable Flowers Certification evaluation begins.
 - i) Registering with a new CB:
 1. When a registered producer or retailer changes CBs or solicits the services of a new CB for the certification of a new product, said producer or retailer must submit their assigned FSFN to the new CB that gets assigned by the Florverde Sustainable Flowers Technical and Administrative Secretariat.
 2. Certificate Holders who have been sanctioned may not change CBs until the current pertinent CB lifts the current sanction, or until the period of sanction is up.
 3. Individual producers or retailers that are members of a group of producers may not disassociate themselves from said group and register themselves with another group for the same products already registered if there is an existing sanction pending against said producer dictated by the group administrator, or if the CB cites any other matter pending with said producer.
 - c) Internal inspections must be carried out before the initial inspection, and at least once a year thereafter, before the announced subsequent certification inspections, verifying the complete checklist (level 1, 2 and 3 requirements) in all areas and in the registered production units.
 - d) The completed checklist must be available in the production unit at all times in case it needs to be consulted.
 - e) Internal inspectors must comply with the requirements established in Appendix 3 (point 1) of these General Regulations.
 - f) For the group certification option, the applicant must perform internal audits to verify compliance with the Internal Control System (ICS).
 - g) Internal audits must comply with the requirements determined in the ICS detailed in Appendix 2 of these General Regulations, and include the following:
 1. At least one internal ICS audit to be performed by an internal auditor before the CB carries out its initial audit, and on an annual basis thereafter.
 2. At least one internal inspection by each registered producer or production unit performed by the internal inspector before the CB carries out its initial audit, and on an annual basis thereafter.
 - h) Internal auditors must comply with the requirements established in Appendix 3 (point 1) of these General Regulations.

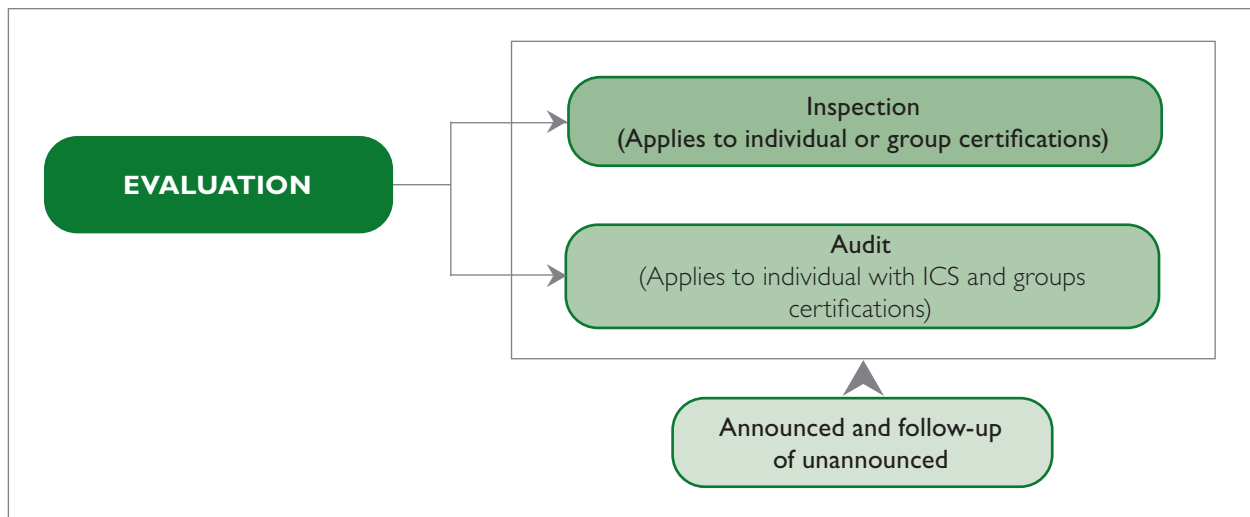
6.4 Evaluation Process

6.4.1 Internal evaluation

- a) The applicant is responsible for ensuring that the production units comply at all times with the certification requirements. For this, it must carry out internal inspections in all the production units, products, and processes registered in the scope of the certification in order to verify compliance with the requirements and compliance criteria of the Florverde Standards. This applies to the individual and group certification options.
 - b) In the internal inspections, the verification list of the requirements and the criteria of compliance of the Florverde Standards must be used and completed as described in literal b) of numeral 6.5.1.1 of these General Regulations.
- a) Two types of evaluation are established (Figure 2) for applicants who are:
 1. Inspection: this applies to Individual Certification or Group Certification and encompasses all registered products and units of production.
 2. Audit: this assesses the ICS and is only applicable to Group Certification or to Individual Certification option with various units of production with an ICS.
 - b) Both inspections and audits shall be announced and shall include possible unannounced follow-ups. The inspections and audits are carried out by CB staff and must comply with that set forth in APPENDIX 3 (point 2).

6.4.2 Evaluation by a certification body

FIGURE 2. TYPES OF EVALUATION BY THE CB



- c) The inspections and audits are carried out by CB staff and must comply with that set forth in APPENDIX 3 (point 2).
- d) The CB must employ the *Florverde Standard Requirement and Compliance Criteria Checklist* and the *ICS Checklist* respectively during its inspections and audits.
- e) The CB's inspection should cover:
 1. All accepted products and processes.
 2. All registered production units.
 3. The administration centers, when appropriate.
- c) They are considered subsequent inspections when the Florverde Sustainable Flowers recertification is requested, and every year all the requirements of the applicable Florverde Standards for the production process of registered and accepted products must be evaluated before granting the certificate. This also applies if the producer changes its CB.
- d) The CB must inspect Levels 1, 2, and 3 of the Florverde Standard requirements, including those that may not be applicable (NA).

6.4.2.1 Inspections

6.4.2.1.1 Announced Inspections

- a) After the initial inspection, the applicant will receive subsequent announced inspections on a yearly basis.
- b) It is considered an initial (first) inspection when the Florverde Sustainable Flowers certification is requested for the first time, when someone who is already certified changes their CB, when members are added to a producer group, when a certification is presented under a new version, or when a certificate is no longer valid (expired) at least one year after the expiration date. In these cases, the applicant must keep the records and evidences related to compliance with the standards, and the CB must audit them as of the date of registration, within a period of no less than three (3) months, and before carrying out the first inspection.
- e) For the Group Certification and Individual Certification with Multiple Units of Production with an ICS, the CB will inspect a sampling of producers or units of production. It is the responsibility of the certificate holder, and not the CB, to determine the internal level of compliance of each of their own sub-producers or units of production. The CB must assess whether an Applicant's internal compliance controls are approved or not approved for ensuring that all members of its group are able to meet the terms.
- f) The sampling taken by the CB during announced inspections for the options of Group Certification and Individual Certification with Multiple Units of Production with an ICS, shall be at least the square root of the total number of registered producers or units of production (or next whole number rounded upwards if there are any decimals). *For example, if group "X" has 35 registered producers, the CB takes the square root of that number for its sampling. Therefore, 6 producers ($\sqrt{35}$) must be inspected in this case.*

- g) The CB must inspect all registered products of each of the producers or production units selected in the sample.
- h) For Group Certification: when a Group has a Producer with Multiple Units of Production, the sample to be inspected by the CB is calculated from the Producer alone and not its number of UPs. If this producer with multiple units of production is selected for inspection, a sampling of the square root of its UPs shall be taken.
- i) For group certification option and individual certification option with multiple UPs with ICS, the CB can increase the sample of producers or UPs to inspect with justifiable criteria; the applicant has the right appeal this decision. The reasons for such an increase may include:
 1. Failure to comply with all the ICS.
 2. A producer or UP does not meet the requirements of Florverde Standards.
 3. Contradictions between the internal inspection reports and inspections carried out by the CB.
 4. Customer complaints; e.g.: illegal pesticide residue detection
 5. The possible need to determine if the Non-Conformance is structural or not
 6. Number of products
- j) A minimum period of 6 months should take place between recertification inspections.

6.4.2.1.2 Unannounced Follow-up Inspections

- a) The CB shall carry out unannounced inspections every year on a 10% sampling of the total number of producers or retailers certified under the Individual Certification option by said CB. The selection of the 10% sample should be calculated and carried out based on the risk assessment and take into account factors such as the geographical location, the legislation when the CB covers several jurisdictions, the type of crop, and the compliance history, among other factors.
- b) The CB shall carry out unannounced inspections on 50% of the square root of those producers or PUs that have been certified under the Group Certification and Individual Certification with Multiple Units of Production with an ICS. This percentage shall be taken from the sampling selected during the unannounced audit (see Section 6.4.2.2.2).
- c) The CB shall notify the certificate holder about the unannounced inspection within 48 hours prior (two business days) to the inspection. In the event that the certificate holder is unable to attend for medical reasons or other justifiable reasons acceptable to the CB, they will be given another opportunity to be informed of the unannounced inspection. However, the certificate holder will receive a written warning from the CB. After the warning, the certificate holder will receive a second notification of the unannounced inspection 48 hours in advance. If the unannounced inspection cannot be performed for reasons that are not justified, the certificate holder will be sanctioned with the suspension of the certificate.
- d) The CB must inspect applicable levels 1 and 2 of the Florverde Standards.
- e) Any non-conformity found will be handled in the same way as if it were detected during an announced inspection.
- f) The CB shall carry out unannounced external inspections which will be apart from the announced external inspection in at least 30 days.

6.4.2.2 Internal Control System (ICS) Audit

6.4.2.2.1 Announced ICS Audits

- a) The CB must inspect the ICS requirements the Applicant has implemented.
- b) The Applicant shall receive an initial announced ICS audit, and thereafter an annual follow-up audit.
- c) In the initial and subsequent audits, the CB must verify the qualifications of internal inspectors and auditors.
- d) The CB must compare the results of the internal and external audits and inspections as part of the ICS audit to verify whether the applicant's internal controls are adequate.
- e) Once the ICS audit is completed, the CB auditor shall inform the producer of the composition of the sample of producers or of the production units to be inspected. This notification must not exceed 48 hours (two working days per producer or production unit). The choice of sample is made using criteria based on the group structure or production unit of the individual product and in

$$\left(\begin{array}{l} \text{Total number of} \\ \text{Level 2 requirements} \end{array} - \begin{array}{l} \text{Total number of} \\ \text{Non-applicable Level 2} \\ \text{requirements} \end{array} \right) \times 5\% = \begin{array}{l} \text{Total number of Level 2} \\ \text{non-conformities allowed} \end{array}$$

For example: (Total number of Level 2 Requirements – Total number of N/A Level 2 Requirements) × 5%
(122 – 52) × 0.05 = 70 × 0.05 = 3.5.

accordance with a sampling procedure that takes into account the risks.

- f) The CB must report the results of the evaluation as soon as the ICS audit and the inspections of the sample of producers or of the PUs have been completed.

6.4.2.2.2 Unannounced Follow-up ICS Audits

- a) The CB shall carry out unannounced follow-up ICS audits on an annual basis on a 10% sampling of the total certificates under Group Certification and Individual Certification with Multiple Units of Production with an ICS. If the final percentage results in a decimal-point figure, that figure must be rounded up to the nearest whole number. The selection of the 10% sample should be calculated and carried out based on the risk assessment and take into account factors such as the geographical location, the legislation when the CB covers several jurisdictions, the type of crop, and the compliance history, among other factors.
- b) Producers and retailers that are included in the 10% sampling for unannounced audits shall also receive additional unannounced inspections as set forth in 6.4.2.1.2.
- c) If a CB has a single producer or retailer certified as Group Certification and Individual Certification with Multiple Units of Production with an ICS, said producer or retailer shall receive unannounced follow-up audits every two years.
- d) Any non-conformity uncovered during a follow-up audit shall be processed in a manner consistent with any other non-conformity found during a normally announced audit. Any non-conformity shall result in a sanction against the producer or retailer certified as Group Certification and Individual Certification with Multiple Units of Production with an ICS as a whole.
- e) The CB shall notify the certificate holder about the unannounced audit within 48 hours prior (two business days) to the audit. In the event that the

certificate holder is unable to attend for medical reasons or other justifiable reasons acceptable to the CB, they will be given another opportunity to be informed of the unannounced audit. However, the certificate holder will receive a written warning from the CB. After the warning, the certificate holder will receive a second notification of the unannounced audit 48 hours in advance. If the unannounced audit cannot be performed for reasons that are not justified, the certificate holder will be sanctioned with the suspension of the certificate.

- f) CB shall carry out an unannounced external audit which will be apart from the announced external audit in at least 30 days.

6.5 Granting of the Florverde Sustainable Flowers certification

6.5.1 Requirements for Obtaining and Maintaining Florverde Certification

Obtaining and maintaining Florverde Certification entails compliance with Florverde Standard requirements in the following manner:

- **Level 1 Requirements:** 100% compliance with applicable Level 1 requirements is mandatory.
- **Level 2 Requirements:** 95% compliance with applicable Level 2 requirements is mandatory. Apply the formula at the bottom of the page in order to calculate Level 2 compliance.

This formula reveals that the total number of Level 2 non-conformities is 3.5%. This figure must be rounded down to give this producer just 3 Level-2 requirement non-conformities.

- **Level 3 Requirements:** these requirements are merely recommended and there is no minimum percentage of compliance.
 Note: 100% compliance with applicable ICS requirements is mandatory for Group Certification and Individual Certification with Multiple Units of Production with an ICS (See APPENDIX 2).

6.5.1.1 Florverde Standard Compliance Verification

- a) The Florverde Standard requirements for calculating the percentage of Level 1 and 2 compliance will depend on the product or production process being certified. Therefore, the percentage of compliance will be calculated using all applicable requirements for each product or unit of production.
- b) In order to corroborate compliance percentages, the Florverde Standard Requirements and Compliance Criteria Checklist must be thoroughly filled out during an inspection in accordance with the following:
 1. All requirements that are within compliance get marked with a "YES". All requirements that do not conform get marked with a "NO". All requirements that do not apply get marked with an N/A.
 2. Those non-applicable requirements that get marked with an N/A must be evaluated to determine whether they are effectively N/A and the reasons put in writing.
 3. All findings for Level 1 requirements must include an evidentiary comment.
 4. All Level 2 or 3 non-conforming requirements given a NO must include an evidentiary comment.
- c) For Individual Certification with Multiple Units of Production with no ICS, the level of compliance gets calculated for the totality of the units of production using a single checklist for all.
- d) For Group Certification and Individual Certification with Multiple Units of Production with an ICS, the level of compliance is calculated per producer or per unit of production. Each producer or unit of production must comply with all the requirements of certification. A separate checklist shall be used for each producer or unit of production.
- e) The calculation disclosing the percentage of compliance or non-compliance must always be made available after an inspection has been concluded.

6.5.2 Non-conformities

- a) Within the Florverde Certification Scheme, a non conformity is when a producer or retailer fails to comply with a mandatory requirement for Florverde Certification.
- b) Non-conformity is bestowed in the following cases:
 1. When the producer or retailer does not comply 100% with Florverde Standard Level 1 require-

ments; i.e. failing to comply with one or more Florverde Standard Level 1 requirements.

2. When the producer or retailer does not comply with 95% of the Florverde Standard Level 2 applicable requirements. This means, a number of Level 2 non-compliances that represent more than 5% of the total number of applicable Florverde Standard requirements.
3. When the producer or retailer infringes upon any of the Florverde Sustainable Flowers Certification General Regulations requirements.
4. When any signed contract between the CB and the producer is broken as pertains to Florverde Certification. *Examples: defamatory communication issued by a producer regarding Florverde Certification, misuse of the registered Florverde trademark, failure to pay in accordance with contractual conditions, etc.*

6.5.3 Decision to Grant Certification

- a) Certification may not be granted to a producer or retailer for submitted products if there is any previous non-conformity on record for said products.
- b) In the case of the individual certification option without ICS, all production units where a registered product is produced must be inspected before the certificate can be issued.
- c) The certification committee or its CB equivalent must make a decision on whether to certify or not within a maximum period of twenty eight (28) calendar days from the closing of any non-conformity resulting from an inspection or certification audit. If no non-conformities were found in the certification inspection or audit, the CB must make a decision on the certification within a maximum period of twenty-eight (28) calendar days from the completion of inspection or audit.
- d) The CB shall submit its final certification inspection and audit report to the producer or retailer (See 3. REGULATORY DOCUMENTS) within 15 calendar days from the termination of non-conformities.

- e) After approving the certification, the CB must issue a certificate with the information specified on the template in Annex 4 of this regulation.

6.5.3.1 Florverde Certificate and Cycle of Certification

- a) The Florverde certificate can only be issued to the applicant legal entity.

- b) A certificate and sub-license is granted to the registered producer for the production units where the products are produced or marketed, if applicable, and for the declared products.
- c) A certificate is not transferable from one legal entity to another. In such a case, an initial inspection is necessary. The new legal entity must receive a new FSF number.
- d) The cycle of certification is twelve (12) months and is subject to sanctions and postponement in accordance with the regulations set forth below.
- e) Only those title-holding producers or traders who are members of a Group Certification may display or make mention of Florverde Certification in the retailing of their products. Without exception, all producers or retailers must duly catalog all their retail brands with which they intend to publically tie in Florverde Certification in the Florverde Sustainable Flowers Certification registry form.
- b) When a certificate is issued within the framework of Harmonization or Mutual Acknowledgement, it must also comply with conditions defined within its equivalent scheme.
- c) The paper certificate can only be issued in accordance with the information available in the Florverde information register for that particular FSF number.
- d) The Florverde Sustainable Flowers' CBs or their subcontracted parties may issue communications beyond the certificates related to the producer's status (registered, audited, etc.) as long as it is clear that it is not a certificate and contains the phrase: The current status of this producer's Florverde certification is always available at: www.florverde.org

6.5.3.3 Extension of Florverde Certificate Expiration Date

6.5.3.2 Florverde Certificate Information

- a) The official granting of a certification shall include a certificate issued by the CB, including all the information specified on the template in Annex 4 of this regulation, and which includes at least the following information:
 1. Name and address of the producer whose products are being certified.
 2. The certified products; these may be identified by product type.
 3. Certification category.
 4. Reference to the current applicable version of the Florverde Standard.
 5. The date certification goes into effect.
 6. The certification expiration date.
 7. Certificate number.
 8. Logo of Florverde Sustainable Flowers.
 9. Florverde Sustainable Flowers Number (NFSF)
 10. Name or logo of the conferring CB.
 11. Name or logo of the AB.
 12. AB number assigned to the CB.
 13. Full name and signature of the person authorizing the certificate.
 14. CB contact information.
 15. List of the names, addresses and products from each member of a Group Certification.
 16. List of the names, addresses and products from each unit of production within an Individual Certification with Multiple Units of Production with ICS.
- a) The Florverde Certificate expiration date may be extended beyond the standard 12-month period for a maximum period of 4 months and only under the following conditions:
 1. A CB needs to extend certificates due to resource constraints
 2. A CB needs to schedule an inspection or audit after the expiration of a certificate in order to see a new process, a new product, a new PU, or a new member of a group of producers.
 3. A CB could not carry out an inspection or audit at a PU or the producer could not receive the inspection or audit due to circumstances of force majeure; for example: a natural disaster, political instability in the region, an epidemic, or unavailability of the producer due to medical reasons.
- b) When a request for an extension comes from the producer or marketer, they must provide a written request and justification for the extension of the certification directly to the CB.
- c) The justification from the producer or retailer used to solicit an extension of the certification must not involve any non-compliance established by the Florverde Standard.
- d) The producer or marketer must re-register before the expiration date of the certificate.
- e) The CB shall make a decision to grant the solicited extension or not based on the justification the producer or retailer provides them.

- f) The producer or marketer will be inspected or audited in the period of extension granted by the CB.
- g) The producer or marketer cannot change CBs during the extension period granted.
- h) The extension granted by the CB does not change the initial validity date of the certificate granted to the producer or marketer.
- i) If a certificate that has not been extended or re-accepted expires and the subsequent inspection is going to be carried out by the same CB, it has to be carried out within 12 months following the expiration date, or a new certification cycle should be initiated. By setting the same "expiration" date, the previous cycle can be reset. The cycle remains the same if the certificate was extended. However, the CB must apply the rules corresponding to an initial inspection if the certificate takes more than 12 months.

6.5.3.4 Maintaining Florverde Certification

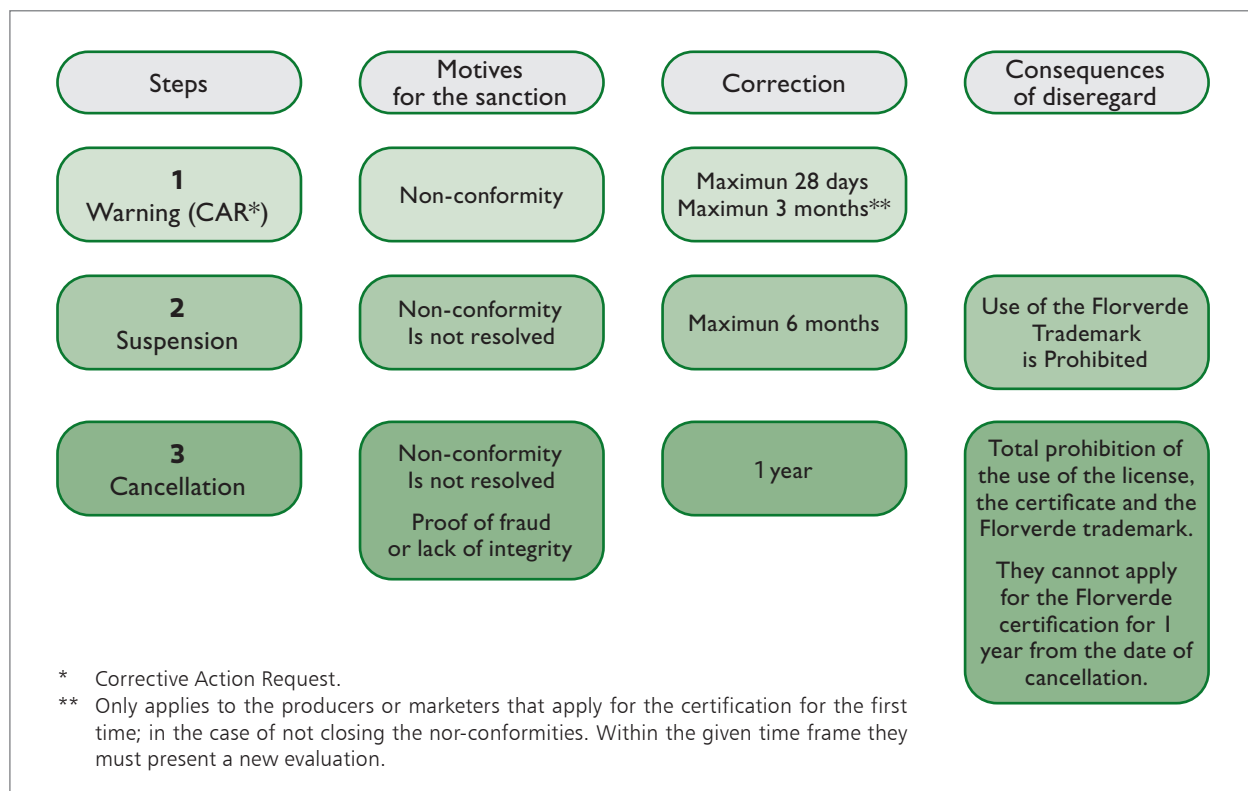
The registration of the producer or retailers must be re-verified annually with the CB prior to the expiration date, otherwise the certification will go from "Certified" to "Non-renewable Certification".

7. SANCTIONS APPLICABLE TO PRODUCER OR RETAILER

Sanctions arise from non-conformities. The CB Certification Committee shall determine all sanctions. When non-conformity is detected, the CB shall impose a sanction, in accordance with the procedures set forth below:

- a) The sanction process has three steps for those who opt for Florverde Certification: warning, suspension and cancellation (Figure 3). These sanctions may involve a ban on any usage of the Florverde Sustainable Flowers Conformity Trademark.
- b) CBs must have a sanction procedure in place for non-conformities in accordance with the foregoing General Regulations.
- c) The original CB that began a sanction process is the only entity that can verify an Applicant's corrective-action compliance within the period prescribed under the foregoing rules to resolve said non-conformities. The verification of non-conformity resolution can be carried out either during a follow-up inspection or by means of documentary evidence.

FIGURE 3. SANCTIONING PROCESS APPLICABLE TO APPLICANT



7.1 Warning

- a) Any non-conformity detected shall warrant a warning being issued.
- b) If a non-conformity is detected during the inspection, the producer will receive a written warning upon completion of the inspection. This is a provisional corrective action request that describes what was found and the requirement that has not been met. This request for corrective action can be overridden by the CB certification authority.
- c) Initial inspection:
 - 1. If an individual producer or group of producers does not meet 100% of the level 1 requirements and 95% of the level 2 requirements within 28 days of the initial inspection, the status of "open non-conformity" is established in the Florverde Sustainable Flowers database.
 - 2. If the cause of the warning is not resolved within three (3) months, a new full inspection must be made before the certificate can be issued.
- d) Subsequent inspection:
 - 1. Non-conformities must be resolved within 28 calendar days from the date of the warning.
 - 2. The certified producer or marketer must submit within 28 calendar days the analysis of the causes, action plans, and evidence of the solution to the non-conformities.
 - 3. In case of finding a serious threat to the safety of people or the environment, the CB will not grant any deadline.

7.2 Suspension

- a) A suspension gets levied when non-conformities are not resolved within a maximum period of 28 days.
- b) Once a suspension is levied, the CB shall determine the period allowed for taking corrective action, which shall not extend beyond 6 months.
- c) During the suspension period, the producer or retailer may not make use of the Florverde Sustainable Flowers Conformity Trademark, the certificate or any other image corresponding to Florverde Certification.
- d) Suspension shall be lifted when the producer or retailer is able to demonstrate, within a 6-month period that there is evidence that corrective action

having been taken, whether by means of a follow up inspection paid for by the producer or retailer, or by means of documentary evidence that the non-conformity that gave rise to the suspension has been duly corrected.

- e) For Group Certification and Individual Certification with Multiple Units of Production with an ICS, the suspension shall apply to the certificate holder.

7.2.1 Self-imposed Suspension

- a) A producer or retailer may voluntarily solicit from its respective CB, the suspension of one, multiple, or all of the products covered by its certification, as long as the CB has not imposed a sanction on said products. This may occur if the producer or retailer is having difficulties in complying with the Florverde Standard and takes the initiative to notify their CB of the inconformity.
- b) For Group Certification and Individual Certification with Multiple Units of Production with an ICS, a suspension may be requested for one producer or a specific unit of production.
- c) Said suspension shall not delay a certificate's corresponding effective renewal date in accordance with its validity.
- d) The status of the producer or retailers shall change to "Self-declared Suspension".
- e) The limit for termination of any non-conformity shall be mutually established between the producer or retailer and the CB. Once said period is up, the CB shall verify that the non conformity has been corrected before lifting the corresponding suspension.

7.3 Cancellation

- a) Certification is cancelled when:
 - 1. A sanctioned producer or retailer has not resolved their non-conformity (ies) in a maximum period of 6 months.
 - 2. The CB finds evidence of fraud or a lack of integrity for fulfilling the Florverde Standard.
- b) The cancellation of a certificate leads to the irrevocable prohibition of using any license, certificate or Florverde Sustainable Flowers Conformity Trademark.

- c) Any producer or retailer that has received a cancellation of their certificate may not re-apply for Florverde Certification within 12 months from the date of their cancellation.

7.4 Appeals

- a) The producer or retailer may appeal non-conformities in writing, explaining the reasons for their appeal to the CB.
- b) Any claim or appeal taken to the CB shall be done in accordance with a corresponding CB's claims and appeals procedures that must be duly in place and have been duly communicated to all clients;

said procedures must be in accordance with the foregoing General Regulations document and be formally approved by the Florverde Sustainable Flowers Integrity Committee.

- c) Any non-conformity that is not the object of appeal must be rectified during the periods set forth in the foregoing General Regulations document.
- d) When a response from a CB on any appeal is unsuitable or not given within the period defined for said procedure, the claim may be brought before the Florverde Sustainable Flowers Technical and Administrative Secretariat, who shall determine how to proceed.

3 RULES FOR THE RELATIONSHIP WITH CERTIFICATION BODIES



8. APPROVAL AND OPERATIONS FOR CERTIFICATION BODIES

Any legally identifiable, impartial and competent Certification Body may apply to the Florverde Sustainable Flowers Technical and Administrative Secretariat for approval as a Certification Body for Florverde Sustainable Flowers Certification Scheme.

8.1 Approval procedures for certification bodies

8.1.1 Application

A CB's application must be in writing, by means of a letter addressed to the Florverde Sustainable Flowers Technical and Administrative Secretariat and contain the following information:

- a) Name of the responsible internal liaison with the Florverde Sustainable Flowers Technical and Administrative Secretariat.
- b) Quality Management Manual.
- c) Auditing Procedures.
- d) Inspection Procedures.
- e) Application assessment payment.

8.1.2 Selection

- a) The Florverde Sustainable Flowers Technical and Administrative Secretariat shall review relevant documentation and may request any pertinent clarifications from the CB.
- b) The Florverde Sustainable Flowers Technical Committee shall assess the application for its approval. The Committee reserves the right to approve or deny any CBs that apply for their approval.
- c) If the Florverde Sustainable Flowers Technical Committee approves the application, it will grant the applying CB a provisional approval. The CB must comply with all procedures on how to proceed under provisional approvals described in 8.1.3.

8.1.3 Provisional Approval

- a) The CB shall fulfill the following requirements to obtain provisional approval, after being selected and before and inspection or audit is carried out:
 1. Sign the Florverde Sustainable Flowers Certification Licensing and Trademark Contract which contains information on the rights and obligations of all contracting parties, as well as requirements for granting third-party sub-licensing for Florverde Sustainable Flowers Mark of Conformity usage.
 2. Submit a list of designated auditors and inspectors, who comply with that set forth in the foregoing Regulations document, along with their qualifications, to the Florverde Sustainable Flowers Technical and Administrative Secretariat.
 3. Pay the CB annual license fee, as well as all costs for training its designated auditing and inspection staff.
 4. Guarantee that all its auditors and inspectors complete all training and are able to pass all corresponding examinations contained within the Sustainable Flower and Ornamental Production Standards, the Florverde General Regulations, and the Florverde Sustainable Flowers Certification.
 5. Process the accreditation in accordance with ISO/IEC 17065 which covers Florverde Sustainable Flowers before an accrediting body (AB) that is a signatory member of IAF, EA or IAAC. A copy of the confirmation of receipt of the application submitted to AB must be sent to the Technical and Administrative Secretariat of Florverde Sustainable Flowers.
- b) The Florverde Sustainable Flowers Technical Committee shall grant the provisionally-approved CB the possibility of granting a limited number of non-accredited certificates during the solicitation stage of accreditation when:
 1. The CB has previous accreditation in accordance with ISO/IEC 17065.
 2. The CB is currently being processed for accreditation in accordance with ISO/IEC 17065 which covers Florverde Sustainable Flowers.

- c) The maximum number of producers or retailers that may receive these non-accredited certifications for either Individual or Group Certification is 20, and said certificates may include neither the Florverde Sustainable Flowers logo, nor the AB logo, or Florverde Sustainable Flowers Mark of Conformity usage.
- d) CBs must obtain accreditation within a period of 6 months as of the date of their provisional approval. This period may be extended for an additional 6 month period if the CB's reasons are deemed justifiable by the Florverde Sustainable Flowers Technical Committee.
- e) If over the course of no more than 1 year, the CB has not obtained accreditation, their provisional approval shall be revoked and the CB will cease to appear as provisionally approved on the Florverde web site and may not issue any type of Florverde Sustainable Flowers certificate.

8.1.4 Final Approval

- a) To obtain final approval, the CB must be accredited under the ISO/IEC 17065 standard which covers Florverde Sustainable Flowers.
- b) Once accreditation in accordance with Florverde Sustainable Flowers has been obtained, the CB must send a copy of the accreditation document to the Florverde Sustainable Flowers Technical and Administrative Secretariat.
- c) With written approval from the Florverde Sustainable Flowers Technical and Administrative Secretariat, the CB will at this point be able to make use of the Florverde Sustainable Flowers logo and its certificates.
- d) The term of this approval will be established in the Trademark Licensing and Certification Contract established between the CB and Florverde Sustainable Flowers.
- e) The CB must continuously report all auditors and inspectors assigned, along with their qualifications, to the Technical and Administrative Secretariat of Florverde Sustainable Flowers, in accordance with the requirements of attachment 3 of these regulations.
- f) The CB must guarantee a sufficient number of inspectors and auditors in order to certify in the individual option with multiple PUs with an ICS and in the group option.

Note: Mutual Acknowledgement Schemes: For cases in which a CB would like to grant similar certification between Florverde Sustainable Flowers and another certification scheme, it must have the required accreditation and approval to do so, and proceed in accordance with the rules of harmonization or mutual acknowledgment as set forth in both the Florverde Scheme and the other scheme in question.

8.1.5 Requirements of the Accreditation Body

- a) The Accreditation Body to which the CB is applying must be a signatory member of the Multilateral Recognition Arrangement (MLA) and be a member of the International Accreditation Forum (IAF) or make up part of the European Accreditation (EA) or the Inter-American Accreditation Council (IAAC).
- b) The accreditation document issued by the AB for the CB must clearly outline the scope of accreditation and the Florverde Sustainable Flowers regulatory documents and all its versions.
- c) CB's Accreditation Body should establish a Memorandum of Understanding with the FSF Certification Scheme. The constitution of the MoU must be promoted by the corresponding CB.

8.1.6 Termination of approval

In case the CB decides to terminate the Florverde certification contract and license, the CB must carry out the following actions:

- a) Send a formal communication of the termination of the contract to the Technical and Administrative Secretariat of Florverde Sustainable Flowers.
- b) Inform its clients that recertification must be carried-out with another CB.
- c) Inform AB about the termination of the contract with Florverde Sustainable Flowers Scheme.

8.2 Certification body operating requirements

8.2.1 General Requirements

- a) All points set forth in the General Regulations must be accepted by the CB and included in the CB's internal operating documentation for its Florverde Certification proceedings. These documents must be available for evaluation by the Accreditation Body.

- b) The CB must keep all mandatory documents up-to-date for their approval and communicate all changes to relevant personnel during Florverde Sustainable Flowers Certification Scheme proceedings, as well as convey all revisions that may come to bear upon its function as an independent Certification Body to the Florverde Sustainable Flowers Technical and Administrative Secretariat.
- c) The CB is responsible for communicating Florverde Sustainable Flowers Regulation document revisions to its clients, as well as the dates when certifications go into effect, periods of transition for new versions, and any revision to the published edition of Florverde Sustainable Flowers.
- d) The procedure for granting the Florverde Sustainable Flowers certification must be clearly identified in the CB's operating documents and must be governed by the General Regulations for the Florverde certification.
- e) Florverde shall retain the right to participate in inspections and audits carried out by Certification Bodies with due warning and at its own cost.
- f) Information on approved CBs, their contacts and accreditations shall be made available on the Florverde Sustainable Flowers web site.
- g) The CB shall actively take part in the Florverde Sustainable Flowers Integrity Committee to process any claims filed against it.
- h) At least one person serving on the CB Certification Committee responsible for making the decision to certify must comply with the requirements for auditors as set forth in point 2 of appendix 3 in the foregoing document.
- 3. Be hired on a permanent basis and take part in the CB decision-making process.
- 4. Be responsible for sending in signed acknowledgment to any communiqué issued by the Florverde Sustainable Flowers Technical and Administrative Secretariat.
- 5. Be responsible for communicating with and managing users within the Florverde Certification Scheme.
- 6. Respond to all requests dealing with Florverde operations, as indicated in the communiqué.
- 7. Disseminate all communiqués from the Florverde Sustainable Flowers Technical and Administrative Secretariat to all CB staff concerned.
- b) During Florverde inspections and audits, the CB may only employ or hire the services of inspectors and auditors who fulfill the mandatory Florverde Certification Scheme training requirements and have up-to-date approval from the Florverde Sustainable Flowers Technical and Administrative Secretariat.
- c) CB auditors and inspectors must carry out mandatory Florverde Certification training, including examination approvals for the Sustainable Flower and Ornamental Production, as well as the Florverde Sustainable Flowers Certification General Regulations.
- d) Florverde reserves the right to request qualification testing for inspectors and auditors who have been approved by the CB. If the CB is unable to do the testing, or its inspectors and auditors do not comply with the qualification requirements, Florverde shall require the CB suspend its auditing and inspecting services for Florverde Certification, and shall in turn inform the corresponding AB.
- e) Every CB inspector or auditor shall take a theoretical and practical examination on the Florverde Standard at least every 2 years to verify their competencies.

8.2.2 CB Personnel Training and Qualification

- a) Every CB approved by the Florverde Sustainable Flowers Technical Committee must designate a contact person who is able to make decisions and represent the CB with the Florverde Sustainable Flowers Technical and Administrative Secretariat, and who must:
 - 1. At the very least be qualified as a Florverde inspector (See inspector requirements in appendix 3).
 - 2. Attend all activities scheduled by the Florverde Sustainable Flowers Technical and Administrative Secretariat.
- f) The CB must verify documents and oversee all requirements established for inspector/auditor qualification including requirements for initial training and Continuing Education.
- g) The CB must implement a Continuing Education and On-going Assessment system for its inspectors and auditors, in accordance with the requirements set forth in the Florverde Certification.

8.2.3 Registration and acceptance of the producer

The CB must:

- a) Establish and implement procedures to collect updated information from accepted producers, such as changes in production or product units, or the inclusion or exclusion of members belonging to a group of producers.
- b) Register during the registration process all the information required in Appendix 1 of the Florverde General Regulations.
- c) Ensure that all producer members approved by the ICS of a group of producers, and included in the group's internal register, are registered individually in the Florverde registry, in accordance with the requirements of Appendix 1 of the Florverde General Regulations. This information must be kept up-to-date at all times.
- d) Keep the Florverde information record updated. This information should be updated regularly each time changes are made. It should be updated, at the latest, with the re-acceptance of producers for the new cycle of certification or recertification.

8.2.4 Communication on Certification Information between CB and Florverde

While communicating any information to Florverde, the CB:

- a) Must ensure that the information from the producer or retailer remains updated in the Florverde Sustainable Flowers Certification records.
- b) Must update the producer or retailer status to "Certified" in the Florverde Sustainable Flowers Certification records once the decision has been made to grant certification and prior to issuing the actual certificate.
- c) Shall change the producer or retailer status when sanctions have been applied to reflect what appears in their Florverde Sustainable Flowers Certification record. The time lapse between the application of the sanction and the revision of the producer's or retailer's Florverde Sustainable Flowers Certification record must not exceed one (1) working day.
- d) Must ensure the on-going availability of all audit and inspection results, including unannounced

inspections and audits, as well as compliance particulars on every certificate.

Nota: The CB shall guarantee that listed information in 8.2.4. is available for the corresponding Accreditation Body.

8.2.5 CB Independence, Impartiality, Confidentiality, and Integrity

- a) In accordance with the ISO/IEC 17065, a CB that has been approved by the Florverde Sustainable Flowers Technical Committee must have a structure in place that ensures the separation of activities that can cause any conflict of interest. CB personnel must operate with the highest level of professional integrity, free of any coercion that can affect their judgment, and are expressly prohibited from promoting any goods or services during their assessments.
- b) Confidentiality: any information corresponding to the producer or retailer, including product and process particulars, assessment information and all associated documents must be considered as confidential. No information shall be transmitted to third parties without prior written consent of the producer or retailer, with the exception of detailed cases within the scope of Florverde Sustainable Flowers General Regulations, or the Sub-Licensing and Certification contract.
- c) The CB must have procedures that ensure that the same inspector does not inspect the same producer under the option of individual certification for 4 consecutive years (regardless of whether the inspections / audits are announced or not announced). In the group certification option, auditors of the auditing team must rotate (no more than 4 years of auditing the same ICS of the group). However, the inspectors of the audit team may be the same.
- d) The CB must establish measures and procedures to prevent bribery and corruption at all levels in the organization.
- e) Information Security: under the Florverde Sustainable Flowers Certification Scheme, only the previously defined parties may obtain access to information on producers or retailers, CBs and Florverde.
- f) Florverde shall retain certification history on the producer or retailer in its Florverde Sustainable Flowers Certification archives for 5 years.

8.2.6 Duration of Evaluations

- a) The duration of CB inspections and audits for Florverde Certification is outlined in this section.
- b) A CB’s quote or commercial offer must abide by the inspection and audit durations set forth in this section.
- c) The Florverde Sustainable Flowers Certification Scheme reserves the right to modify or adapt CB inspection or audit duration.
- d) The duration that has been established for evaluations shall allow the CB’s inspector or auditor to carry out the following accordingly:
 - 1. Audit plan or inspection plan: the CB shall send the audit plan or the inspection plan to the applicant prior to the audit or inspection.
 - 2. Opening Meeting: the objective, scope and course of the inspection or audit is explained to the applicant.
 - 3. Evaluation: includes a visit to work sites, interviews, review of documents and records. The Florverde Sustainable Flowers Standard, or the ICS checklist is filled out (or both, if applicable).
 - 4. Review of Findings: the inspector or auditor takes their time analyzing and classifying findings.
 - 5. Closing Meeting: the producer or retailer is presented with the results of the inspection or audit.
 - 6. Drawing up of the report.
- e) The number of inspector days in the production unit is based on the total number of workers. The representative sample of the total number of workers to interview and verify the respective documents in the inspection must take into account at least the following:
 - 1. The gender balance of the workforce.
 - 2. The spectrum of ethnic, national, linguistic, migratory or religious groups.
 - 3. The type of employment contracts; for example, permanent workers, temporary workers, agencies, contractors, among others.

- 4. Different departments, including administrative and security workers, as well as production workers.
- 5. Different positions; for example, basic operators and supervisors.

8.2.6.1 Duration of Inspections

- a) Announced Inspections
 - 1. How long announced inspections last depend on the number of unit-production workers to be inspected in order to verify compliance with Florverde Sustainable Flowers Standard requirements.
 - 2. Chart 1 show the days/people for Florverde inspections (inspector-days) depending on the number of unit-production workers.
 - 3. The CB must not add additional or take away any inspector-days for a normal announced inspection. Any variation on Chart 1 must be previously requested in writing to the Florverde Sustainable Flowers Technical and Administrative Secretariat for approval.
 - 4. The time necessary for the CB to draw up its report is included in the Inspector-days on Chart 1.

- b) Unannounced Inspections
 - 1. These will last at the very most 50% of the Inspector-days established on Chart 1 for announced inspections.

8.2.6.2 Duration of Audits

- a) Both the announced and unannounced audits shall have a minimum duration of 8 hours in order to verify the operation and the compliance of the ICS.
- b) The audit must include the following:
 - 1. Initial reunion with management.
 - 2. Review of all relevant documentation.
 - 3. Evaluation of records.
 - 4. Review of internal audits and inspections carried out.
 - 5. Review of the entry and exit system of certified and non-certified material.
 - 6. Interviews with key personnel.

CHART 1. INSPECTOR -DAYS PER NUMBER OF UNIT -PRODUCTION WORKERS

No. Workers	No. Inspector-days	No. of Minimum People to interview
≤ 50 (Including small growers)	2	7 (may be group)
51-300	3	14 (include at least 1 group)
301-600	4	21 (include at least 1 group)
≥ 601	5	28 (include at least 1 group)

Note: The number of workers corresponds to the annual average of full-time and temporary unit-production workers.

7. Final meeting that includes the review of non-conformities and detected breaches
- c) The audit shall take place at the office or installations of the Group Administrator.

8.3 Planning and implementation of evaluations

8.3.1 Planning evaluations

- a) For the preparation of the inspection or audit, the CB may request additional information from the applicant for the Florverde Sustainable Flowers certification, such as the processes developed in each PU, the profile and gender of the workers, subcontracting activities, among other necessary information that is within the scope of the inspection or audit. The cultural, social and economic context where the production units are located must be investigated.
- b) The CB must choose the inspectors or auditors taking into account the qualifications defined in attachment 3 of this regulation. They may also consider local, linguistic and gender expertise when choosing the inspector or auditor.
- c) The CB must develop an audit or inspection plan in the local language that includes the following:
 1. The objective and scope.
 2. The reference standard to be used when carrying out the inspection or audit.
 3. Topics to be addressed and processes to be revised with their respective schedules.
 4. The production units to be visited (this only applies to announced inspections for the individual option).
 5. The personnel of the production unit that need to participate in the inspection or audit, including, but not limited to: manager, human resources, occupational health and safety, production, and workers' representatives.
 6. List of socio-labor, technical and environmental documents required in PU.
 7. Reports of internal inspections or audits.
- d) The CB must send the inspection or audit plan to the management or producer at least eight (8) days prior to the inspection or audit date.
- e) Before the inspection or audit by the CB, the management or producer must inform the workers of the purpose and scope of the inspection or audit, as well as the process of the inspection. It should

emphasize that it is an external and independent body, that the interviews carried out with the workers by the inspectors or auditors are confidential, and that they have the channels to inform the CB of any irregularities presented in the PU.

- f) The CB must ensure that the inspections and audits are carried out when the production unit and administration centers are in operation.

- g) The CB must choose inspectors to conduct the interviews who are of the same sex as the majority of the employees in the production unit that will be inspected.

8.3.2 Implementation of evaluations

- a) The inspection or audit performed by the CB must include the following:
 1. Opening meeting.
 2. Review of documents.
 3. Visit to work sites.
 4. Interview with the workers.
 5. Review of findings and preparation of the conclusions of the inspection or audit.
 6. Closure meeting.
- b) The opening meeting must be held in the local language which is understood by the management or the producer. Management or the producer, the key personnel responsible for the processes in the PU, and the workers' representative should all be invited to the opening meeting.
- c) In the interviews with the workers, the following should be taken into account:
 1. The workers to be interviewed are selected only by inspectors or auditors of the CB, never by management or the producer.
 2. When choosing the sample of the workers to be interviewed the type of employment should be considered; for example, if they are permanent, subcontracted, temporary, among others.
 3. The workers selected for the interviews should be representative of the type of work developed and of the area within the production unit.
 4. Workers should be interviewed individually and in groups, as well as in formal and informal contexts.
 5. Individual interviews should last at least 15 minutes.
 6. In work interviews, priority should be given to potentially vulnerable workers and those in less qualified positions.

7. The inspectors or auditors of the CBs should protect the confidentiality of the names of the workers interviewed in order to avoid reprisals and they should inform the workers interviewed about this confidentiality.
 8. The inspectors or auditors of the CB should leave an official contact telephone number so that the workers can report the event of any type of reprisal or intimidation.
- d) When reviewing the documentation, the following should be taken into account:
 1. The documentation requested by the inspector or auditor must be available in the PU, including information regarding socio-labor, health and safety at work, training and the environment. The period of the records to be reviewed must be in accordance with what is established in the Florverde Standards.
 2. If there are differences between the different types of documents and worker interviews, it should be considered as a noncompliance.
 - e) Inspectors or auditors must visit mainly the areas or processes that could potentially have a high risk to workers' health or pollution.
 - f) The review of the findings and the preparation of the conclusions of the inspection or audit is a prerequisite for the closing meeting, even if it is carried-out by a single inspector or auditor. Inspectors or auditors must meet to review and discuss the results of the inspection or audit (interviews, revision of documents, PU visits) and identify inconsistencies, non-compliances, nonconformities, observations, and good practices.
 - g) All the people who assisted the opening meeting must attend the closing meeting. The purpose of this meeting is to present the results of the inspection or audit (non-compliances, nonconformities, observations, and good practices identified) and agree on an action plan to close the nonconformities according to the times frames established in numeral 7.1 of this Regulation. The inspector or auditor should leave the Requests for Corrective Action (RCAs) which has been signed by both parties (inspector/auditor and applicant) in the PU. If the applicant does not agree with the results of the findings, the inspector or auditor should leave a copy of the RCA in the PU, specifying the points of disagreement with the applicant.
- ### 8.3.3 Evaluation report (Inspection/Audit)
- a) For the final evaluation report (inspection/audit), the CB must use the report model established in these Regulations for the Florverde certification. In this report, the following information must be completed:
 1. General description of the producer or marketer inspected or audited, and description of the production units (PU)
 2. Objective and scope of the evaluation
 3. Criteria and conditions of the evaluation for the Florverde certification
 4. Evaluation results
 - Sample of producers/PUs inspected.
 - Compliance with the Florverde Standards.
 - Summary of the inspection findings.
 - Detailed results of the inspection findings. In this item the CB must attach the Florverde Standard checklist where all the inspection results are recorded (the requirements that are met and those which are not met, and the respective evidence in the findings).
 - Summary of the findings of the ICS audit.
 - Detailed results of the audit findings. In this item the CB must attach the SCI checklist where all the audit results are recorded (the requirements that are met those which are not met and the respective evidence in the findings).
 5. Corrective Actions Requests - CAR. The CARs given to the producer are presented for monitoring and closing the nonconformities. These are an integral part of the report; they must be attached and contain the following information:
 - Classification of the findings.
 - Requirement number and level.
 - Description of the findings and objective evidence.
 - Closing date.
 - Analysis of the causes of non-conformity.
 - Action plan for the causes of non-conformity.
 - Verification and closure of the findings.
 - b) The report should not include any information that could be used to identify specific workers, such as names, identification numbers, and job or workplace descriptions.
 - c) The original report must be in Spanish and may also be in English if requested by the applicant.
 - d) The report must be sent to the applicant within the timeframe established in clause d) of numeral 6.5.3 of this Regulation.

8.3.4 Management of the information collected in the inspection or audits

- a) The CB must keep all records, written notes, corrective action requests and evaluation reports for a minimum period of 5 years.
- b) The CB must ensure the privacy of the data of the applicants inspected or audited in accordance with the local data and privacy standards.
- c) The CB is not permitted to copy or disseminate information regarding the certified applicants or producers, nor information regarding the inspection or audit results, except for the information established in section 4.3 of this Regulation and that which is defined in the Florverde license agreement.
- d) The CB must be available after the inspection or audit to clarify or explain to the applicant the decisions or evaluations that were given in the PU or the evaluation report, as necessary.
- e) The CB must have an appeals procedure in place which is in accordance with paragraph 7.4 of these Regulations, in order to manage any appeal made by the applicant regarding the results of the inspections/ audits or against the inspector /auditor.

8.4 Switching certification bodies

- a) Producers or retailers may only switch CBs if they are registered in the Florverde Sustainable Flowers Certification Registration records and are not under any sanction.
- b) The producer or retailer must resolve any pending sanction before switching to a new CB.
- c) The new CB must maintain the transferred producer's or retailer's original FSFN.
- d) Double registry is prohibited; i.e. a producer or retailer may only be assigned a single FSFN even if they are affiliated with more than CB.
- e) The new CB must see the registration process through to the end with the producer or retailer, including the signing of the Sub-licensing and Certification Contract, prior to officially accepting the switch.
- f) When one of the CBs issues a sanction, all CBs operating with that producer or retailers, or producer

group have the obligation to communicate with each other regarding the scope and, if appropriate, details of action to be taken across all CBs.

- g) A CB that has been recently approved by the Florverde Sustainable Flowers Technical Committee, but not yet accredited, may not accept applicants who are in the process of switching from an already approved and accredited CB, unless the producer or retailer has not yet been certified.

8.4.1 Producers or Retailers Transferring from One CB to Another

- a) The switch from one CB to another occurs when a producer or retailer, who is already in the Florverde Certification Registry, switches from their approved CB (hereafter referred to as the "Outgoing CB") to a new approved CB (hereafter referred to as the "Incoming CB").
- b) A switch by producers or retailers from one CB to another may occur:
 1. When a producer's or retailer's certificate has expired (producer or retailer switch).
 2. During the valid term of the producer's or retailers certificate (certificate transfer).
- c) The outgoing CB may shorten the validity of the issued certificate.
- d) If the acceptance date of the incoming CB (when the registration and signature of the sublicense and certification contract is concluded) and the inspection or audit date are after the expiration date of the certificate issued by the outgoing CB, there will be a period in which the producer will not count on a valid certificate. However, if the acceptance date and perhaps the date of inspection or audit are prior to the expiration of the certificate given by the outgoing CB, then the certification decision can only take effect once the certificate has expired. In this case, the producer's certification cycle will remain the same as before.

8.4.1.1 Producer or Retailer Switch

- a) This type of switch occurs when the producer or retailer switches from one CB to another when their certificate has expired, as long as there is no existing Service Contract tying them to the Outgoing CB.
- b) The producer or retailer shall apply for Florverde Certification for the next cycle with the Incoming CB.

- c) The inspection carried out by the Incoming CB shall be considered an initial inspection or audit and must comply with evaluation standards for Individual or Group Certification as stipulated in the foregoing regulatory document.
- d) The Outgoing CB remains responsible until the current certification expires. The producer or retailer may sign a Sub-licensing and Certification Contract with the Incoming CB while their contract with their current Outgoing CB is still in effect. The Incoming CB contract will become binding once the Outgoing CB has released the producer's or retailer's FSFN from the Florverde Sustainable Flowers Certification Registry.

8.4.1.2 Florverde Certificate Transfer

- a) This type of transfer occurs when a producer or retailer switched from one CB to another during their certification cycle, which may only continue after requesting and receiving approval from the Florverde Sustainable Flowers Technical and Administrative Secretariat.
 - b) A certificate may be transferred when an Outgoing CB is unable to fulfill its contractual obligations. This happens when, for example, the Outgoing CB loses its accreditation, suspends its Florverde Sustainable Flowers-related activities, is taken on by an Incoming CB, or its Licensing and Certification Contract has been revoked, etc.
 - c) The Incoming CB must assume all responsibility that comes with a transferred certificate.
- 4. Request that specific inspectors or auditors, who have failed to adequately follow the Florverde Standard, repeat the exam on the Sustainable Flower and Ornamental Production Standards and on the Florverde Sustainable Flowers Certification General Regulations and bear the cost of taking those exams, as well as any related expenses.
 - 5. Request that specific inspectors or auditors attend a training workshop or course approved by the Florverde Sustainable Flowers Technical and Administrative Secretariat.
 - 6. Directly suspend a CB inspector or auditor based on the outcome of one or more integrity assessments and prohibit that person from conducting inspections or audits in the Florverde Certification Scheme.
- c) By default, sanctions shall be imposed on an entire CB.
 - d) The procedure and types of sanctions are set forth in section 8.5.2, and are not necessarily listed in any particular order.
 - e) All sanctions shall be communicated to the Accreditation Body and, when relevant, the holder of the Mutual Acknowledgement Certificate.
 - f) In cases where a CB has been suspended by its Accreditation Body, or a CB has lost its accreditation under other circumstances, the implicated CB may not issue any new certificates. The decision of the Florverde Sustainable Flowers Integrity Committee shall take into consideration the motive for the suspension to determine if any existing certificates issued by the CB present validity issues, and to look into the imposition of any additional sanctions.

8.5 Sanctioning certification bodies

- a) The Florverde Sustainable Flowers Integrity Committee reserves the right to sanction a CB based on evidence of non-compliance with the procedures and clauses set forth in the Licensing Contract entered into between the CB in questions and Florverde Sustainable Flowers, or based on non-compliance with Florverde Sustainable Flowers Certification General Regulations requirements.
- b) The Florverde Sustainable Flowers Integrity Committee may take any of the following recourses:
 - 1. Impose sanctions as defined in section 8.5.2 of the foregoing document.
 - 2. Request integrity assessments of a CB.
 - 3. Recommend the Florverde Sustainable Flowers Technical and Administrative Secretariat cancel any CB's contract based on clauses set forth in the foregoing document or in subsequent similarly geared documentation.

8.5.1 Types of Non-compliance

Two types of non-compliances may lead to sanctions being imposed on a CB:

8.5.1.1 Contractual Non-compliance

This refers to non-compliance on the behalf of the CB who enters into a contract with Florverde Sustainable Flowers. Among other points, it may include the following:

- a) Refusing to sign the Licensing and Certification Contract, as well as any revisions made within periods established for changes by the Florverde Sustainable Flowers Technical and Administrative Secretariat.

- b) Not paying any of the fees established by Florverde Sustainable Flowers.
 - c) Failing to provide proof of accreditation within the time-limits established for CB approval.
 - d) Defamatory or false remarks about Florverde Certification and Florverde Sustainable Flowers Mark of Conformity usage.
 - e) Proven fraud.
 - f) Loss of accreditation imposed by the AB.
- b) The Florverde Sustainable Flowers Technical and Administrative Secretariat and the Florverde Sustainable Flowers Integrity Committee shall be responsible for handling non-compliances.

8.5.2 Procedures and Types of Sanctions for CBs

8.5.1.2 Non-compliance on Florverde Standard or General Regulations

- a) Non-compliances on the Florverde Standard or General Regulations are identified as when a CB does not comply with the rules established in any portion whatsoever of the foregoing General Regulations, or does not adequately interpret the Florverde Standard compliance requirements and criteria, which may include the following:
 1. Failure to participate in mandatory Florverde Sustainable Flowers Technical and Administrative Secretariat training.
 2. Failure to participate in mandatory Florverde Sustainable Flowers Certification Scheme training.
 3. Failure to participate in meetings scheduled with the Florverde Sustainable Flowers Technical and Administrative Secretariat for the harmonization of criteria and interpretation of requirements.
 4. Failure to or delay in completing the Florverde Sustainable Flowers Certification producer or retailer Registry information, or failure to submit information required for certification recognition with other seals or certifications.
 5. Failure to reply to official communiqués or complaints from the Florverde Sustainable Flowers Technical and Administrative Secretariat.
 6. Conflicts of interest, such as advising and certification, among others
 7. Producing unreliable inspection or audit information.
 8. Failure to or delay in imposing sanctions on a producer or retailer.
 9. Failure to provide quality internal training or failure to train internal inspectors or auditors.
 10. Lack of integrity and disrespect of the inspectors or auditors towards the applicant
 11. Failure to obey CB operating requirements.
 12. Proven fraud.

- a) The sanctions outlined in Chart 2 are applicable to CBs when there are existing contractual non-compliances, or in terms of the Florverde Standard or the General Regulations, as set forth in 8.4.1.1 and 8.4.1.2.
- b) The sanction to be imposed depends on the severity or repeat-offence nature of the non-compliance.
- c) The defined sanction may be imposed without necessarily following the sequence shown on Chart 2, depending on the severity of the non-compliance.

8.5.2.1 First Written Warning

- a) The Florverde Sustainable Flowers Integrity Committee or the Florverde Sustainable Flowers Technical and Administrative Secretariat may issue a First Written Warning.
- b) A First Written Warning may be issued when:
 1. Non-compliances are detected, such as those set forth in the General Regulations.
 2. Technical failures in the inspection/audit process.
 3. The CB fails to take action or fails to report within a reasonable time to written requests issued by the Florverde Sustainable Flowers Technical and Administrative Secretariat.
 4. There is a repeat-offense delay or occurrence in Florverde Sustainable Flowers Certification Registry errors.
 5. There are CB operating failures.
 6. The Florverde license has been misused.
 7. Other issues arise that merit a First Written Warning.

8.5.2.2 Second Written Warning

- a) The Florverde Sustainable Flowers Integrity Committee or the Florverde Sustainable Flowers Technical and Administrative Secretariat may issue a Second Written Warning.
- b) A Second Written Warning may be issued when:
 1. The First Written Warning has not served to resolve the issue within the stipulated time.

2. The CB fails to take action or fails to report within a reasonable time to reiterated written requests issued by the Florverde Sustainable Flowers Technical and Administrative Secretariat sent after the First Written Warning.
 3. CB operating failures persist.
 4. Other issues arise that merit a Second Written Warning.
- d) The Florverde Sustainable Flowers Integrity Committee may only lift the sanction for the non-compliances in question when the CB re-establishes reliable operations to the satisfaction of Florverde.
 - e) A Second Written Admonition is issued for, among other things, when:
 1. The CB's performance does not demonstrate sufficient improvement during successive reassessments.
 2. The First Written Warning has not been lifted within the stipulated time limit.
 3. The AB has suspended the CB's accreditation.

8.5.2.3 First Written Admonition

- a) The Florverde Sustainable Flowers Integrity Committee makes the decision to issue a First Written Admonition and the Florverde Sustainable Flowers Technical and Administrative Secretariat proceeds to issue it.
 - b) First Written Admonitions are posted on the Florverde web page.
 - c) The Florverde Sustainable Flowers Integrity Committee may lift a First Written Admonition when the Florverde Sustainable Flowers Technical and Administrative Secretariat has duly verified that corrective actions taken by the CB to resolve the issue have been effective.
 - d) A First Written Admonition is issued for, among other things, when:
 1. There has been no reaction from the written requests issued by the Florverde Sustainable Flowers Technical and Administrative Secretariat after issuing a Second Written Warning.
 2. One or more severe defects arise during the CB inspection or auditing process.
- f) The CB must inform all its certified producers or retailers within a 5-day working period of the loss of its Florverde Sustainable Flowers accreditation in writing, as well of their applicant rights and the revoking of their Sub-licensing and Certification Contract. The CB must then allow any request from its producers or retailers for a transfer of their certificate to another CB. If the CB impedes this transference, the Florverde Sustainable Flowers Technical and Administrative Secretariat shall notify the producers or retailers concerned of the release of their FSFN in the Florverde Sustainable Flowers Certification Registry upon request and free them up to transfer their certificate to another CB.

8.5.2.5 Cancellation of Contract

- a) The Florverde Sustainable Flowers Integrity Committee makes the decision to cancel a contract and the Florverde Sustainable Flowers Technical and Administrative Secretariat is responsible for carrying it out.
- a) The cancellation of a contract is posted on the Florverde web page and all parties concerned in the Florverde Sustainable Flowers Certification Scheme are sent a notification.
 - b) A minimum 2-year cancellation of the Licensing and Certification Contract is imposed.
 - c) A contract may be cancelled in the following cases, among other things:
 1. In cases of verified fraud.
 2. When the Second Written Admonition cannot be lifted before the agreed-upon time limit.
 3. Insolvency.
 4. Loss of accreditation.
- a) The Florverde Sustainable Flowers Integrity Committee makes the decision to issue a Second Written Admonition and the Florverde Sustainable Flowers Technical and Administrative Secretariat proceeds to issue it.
 - b) First Written Admonitions are posted on the Florverde web page and all parties concerned in the Florverde Sustainable Flowers Certification Scheme are sent a notification.
 - c) A temporary, total or partial ban is imposed on the use of the Florverde Sustainable Flowers license. For example, The CB is banned from issuing any new certificates or re-issuing repeat certificates for 1-6 months.

- d) The CB must inform all its certified producers or retailers within a 5-day working period of the loss of its Florverde Sustainable Flowers accreditation in writing, as well of their applicant rights and the revoking of their Sub-licensing and Certification Contract. The CB must then allow any request from its producers or retailers for a transfer of their certificate to another CB. If the CB impedes this transference, the Florverde Sustainable Flowers Technical and Administrative Secretariat shall notify the producers or retailers concerned of the release of their FSFN in the Florverde Sustainable Flowers Certification Registry upon request and free them up to transfer their certificate to another CB.
- e) The CB may transfer all its certified applicants to another approved CB. The Incoming CB must assume all responsibilities, including all legal obligations of the transferred certificates. If the CB fails to proceed to this step within the established time limit, all the certificates issued by the CB in questions shall lose their validity upon the cancellation of the contract.

4 USAGE RULES FOR FLORVERDE SUSTAINABLE FLOWER CONFORMITY TRADEMARK



9. USAGE CONDITIONS

9.1 Usage of Florverde sustainable flowers mark of conformity

- a) The Florverde Sustainable Flowers Mark of Conformity shall be displayed on the certified product, its packaging or container but never on non-certified products.
- b) The Florverde Sustainable Flowers conformity mark is that which is shown in the visual identity manual of the Florverde Sustainable Flowers conformity mark and consists of the graphic image plus the Florverde Sustainable Flowers Number (NFSF) or the registration number of the certificate.
- c) The specific rules of use of the graphic image of the trademark are detailed in the visual identity manual of the Florverde Sustainable Flowers conformity mark.
- d) Only title-holding producers and retailers may use the Florverde Sustainable Flowers Mark of Conformity on their registered products, as long as they apply for the right to do so with the pertinent CB responsible for issuing their certificate. If titleholders make use of the Florverde Sustainable Flowers Conformity Trademark, they must comply with the requirements outlined in this section, as well as those set forth in the Florverde Sustainable Flowers Mark of Conformity Visual Identity Standards Manual.
- e) Florverde Sustainable Flowers and each CB enter into a Trademark Usage Licensing Contract. Each CB then goes on to establish a Sub-licensing and Certification Contract with each licensed producer or retailer.
- f) The producer or retailer must register with the Florverde Sustainable Flowers Certification Registry all trademarks they intend to use to retail their Florverde certified products, as well as all markets they intend to send said products to.
- g) Non-compliance on behalf of the licensee with the Florverde Sustainable Flowers Mark of Conformity conditions of usage, as described in this section, in the Florverde Sustainable Flowers Mark of Conformity Visual Identity Standards Manual or in the corresponding contract may result in sanctions from the CB, in accordance with that set forth in point 7 of the foregoing Regulatory document. Prior to sanctions being imposed, all interested parties shall be notified and given an audience to clarify any pertinent issues involved.
- h) The Florverde Sustainable Flowers Mark of Conformity shall not be transferable to other products.
- i) If a producer or retailer titleholder changes, or a company is dissolved and written authorization is obtained from the pertinent CB that holds the rights to the certification or to the Florverde Sustainable Flowers Mark of Conformity, usage rights transfer is mandatory before transferring to any new titleholder.
- j) The producer or retailer must immediately suspend its use of the Florverde Sustainable Flowers Mark of Conformity upon suspension or cancellation of its certificate, as well as delete any reference to it whatsoever, and refrain from using any imitation or simulation of it.
- k) The CB must take measures against all improper usage of the Florverde Sustainable Flowers Mark of Conformity on products, in publicity, catalogues and in other communication media, as well as guarantee its usage in accordance with that set forth in this section.
- l) When certification has been issued in cases of Harmonization or Mutual Acknowledgement, the use of the harmonized scheme's brand shall be done in accordance with the rules set forth in said scheme and in accordance with that scheme's own regulatory documents.

9.2 Licensee advertising

El logotipo utilizado de manera indicativa en comunicaciones de negocios o en publicidad no tendrá que estar acompañado de la información que hace precisión acerca del certificado, como acaba de describirse.

When the logo appears in business communications and advertising, it does not have to be accompanied by detailed certification information, as described:

- a) Licensees have the right to publish the fact that they hold a Florverde Sustainable Flowers Conformity certificate by means of the use of the Florverde Sustainable Flowers Mark of Conformity on its business communications and publicity material.
- b) All publicity must be geared toward avoiding any confusion about certified and non-certified products or units of production involved.
- c) Licensee producers and retailers must submit any publicity documentation where they plan to use the trademark ahead of time for verification of its appropriate application by their CB.
- d) To avoid confusion about the nature of the foregoing certification, the use of the Florverde Sustainable Flowers Mark of Conformity is prohibited on signs posted at the entrance to units of production (farms), or visible road signs or in surrounding communities.

9.3 Misusage claims for Florverde Sustainable Flowers conformity trademark

- a) Certified-product claims from interested-party end-consumers or clients must be resolved by the CB and the Florverde Sustainable Flowers Technical and Administrative Secretariat must be immediately notified.
- b) The CB shall oblige the licensee to initiate an investigation into the nature and cause of the potential non-conformities that led to the claims in question.
- c) The CB shall carry out its own assessment and report its findings to the Florverde Sustainable Flowers Technical and Administrative Secretariat.

5 RULES FOR MUTUAL ACKNOWLEDGEMENT BETWEEN FLORVERDE SUSTAINABLE FLOWERS AND OTHER SEALS OR CERTIFICATION SCHEMES



10. CONDITIONS FOR RULES FOR MUTUAL ACKNOWLEDGEMENT BETWEEN FLORVERDE SUSTAINABLE FLOWERS AND OTHER LABELS OR CERTIFICATION SCHEMES

- a) Mutual Acknowledgement of Florverde Sustainable Flowers is acquired through shared-objective principles of other seals or certifications that also seek to ensure Sustainable Flower and Ornamental Production and are committed to building a reliable and transparent association.
- b) Mutual Acknowledgement stems from the willingness to accept similarities and differences on behalf of all parties involved, such as Florverde and the interested seal or certification or verification scheme.
- c) A comparative assessment of Florverde Sustainable Flowers and the interested seal or certification scheme must be carried out to ascertain aspects in common and those that diverge from one another based on the published Regulatory documents for certification and encompassing the following steps:
 1. Cross-analysis of Florverde and the interested seal or certification scheme regulatory documents to ascertain similarities and differences.
 2. Complementary-module Proposal for those aspects that differ, but are necessary for both parties. This proposal must not lead to any loss of identity for either seal or certification scheme, and must complement both schemes so as to guarantee the validation of both their concepts of social, environmental and economic sustainability during the production retailing of flowers and ornamentals.
 3. Approval of the Complementary-module Proposal by the Florverde Sustainable Flowers Technical Committee and by the pertinent entity

designated by the other interested seal or certification schemes.

10.1 Requirements for certification schemes and investigation of parties interested in entering into mutual acknowledgement

Certification or verification schemes interested in Mutual Acknowledgement with Florverde Sustainable Flowers must comply with at least the following requirements:

- a) Be a legal entity with a clearly defined organizational structure.
- b) Enter into and fulfill at all times the Mutual Acknowledgement Contract and recognize that the rules set up between both parties are the very aspect that allows them to carry out Mutual Acknowledgement.
- c) Report any significant change in the certification scheme ownership organization that may affect the status of Mutual Acknowledgement to the Florverde Sustainable Flowers Technical and Administrative Secretariat.
- d) Report any change whatsoever in internal regulatory documents to the Florverde Sustainable Flowers Technical and Administrative Secretariat before adding it/them.
- e) Refrain from participating in activities that may imply a conflict of interest or negatively impact the prestige of the Florverde Sustainable Flower Mutual Acknowledgement process.
- f) Annually report on the management of certification or verification activities to the Florverde Sustainable Flowers Technical and Administrative Secretariat.

10.2 Scope and operating rules for mutual acknowledgement

- a) The scope and operating rules for Florverde Mutual Acknowledgement with another certification or verification scheme shall be defined separately for each case.
- b) Florverde shall post Mutual Acknowledgements it has entered into with other labels on its web site and include the scope and operating rules to apply on the behalf of any interested producer or retailer.

APPENDIX I.

REGISTRATION INFORMATION FOR FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION

I. REQUIRED DATA

- a) Data required for Florverde Sustainable Flowers Certification Registry:
 - 1.1 Company Information.
 - 1.2 Unit of production Information.
 - 1.3 Product Information.
 - 1.4 Inspection/audit Information.
 - 1.5 Release of information and registration acceptance form.
- b) The CB must ensure that the producer or retailer information remains updated in the Florverde Sustainable Flowers Certification Registry.
- c) The CB must guarantee that the producer or retailer information gets revised before the new certification cycle re-acceptance deadline.

I.1 Company information

The following information on the company as a legal entity and certificate title-holder is required. This information is mandatory for the assignment of the Florverde Sustainable Flowers Number (FSFN) to a producer or retailer seeking Florverde Sustainable Flowers Certification.

I.1.1 Company

- a) Name of the company or producer or retailer.
- b) Tax ID Number/Tax-payer ID
- c) Site Address.
- d) Zip Postal.
- e) City/Township.
- f) Country.
- g) Landline or Mobile Telephone Number.
- h) Fax Number.
- i) E-mail Address.
- j) Geographical coordinates (latitudes north/south, longitudes east/west). The minimum level of accuracy should be +/- 10 m.
- k) Florverde Sustainable Flowers Number (FSFN) previously assigned.

I.1.2 Company Legal Representative

The following Information on the company legal representative is required:

- a) First name.
- b) Last name.
- c) Position.
- d) Address.
- e) Landline or Mobile Telephone Number.
- f) Fax Number.
- g) E-mail Address.

If additional people need to register, such as company spokesperson or a group managerial representative, their information may also be added to the registry, whether by the CB or the producer/retailer.

I.2 Information on the unit of production

The following information on the company's unit of production is required, and is mandatory for Individual Certification with Multiple Units of Production.

I.2.1 Unit of Production

- a) Name of the Unit of Production (farm).
- b) Address.
- c) Zip Postal.
- d) City/Township.
- e) Country.
- f) Landline or Mobile Telephone Number.
- g) Fax Number.
- h) E-mail Address.
- i) Geographical coordinates (latitudes north/south, longitudes east/west) at ground level. The minimum level of accuracy should be +/- 10 m.

I.2.2 Contact Person for Unit of Production, if applicable

The following information on the user or party legally responsible for the certification of the unit of production is required:

APPENDIX I. REGISTRATION INFORMATION FOR FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION

- a) First name.
- b) Last name.
- c) Position..
- d) Address.
- e) Landline or Mobile Telephone Number.
- f) Fax Number.
- g) E-mail Address.

1.3 Product information

The following information on products to be certified is required. The information must be updated if any change is detected during CB inspections:

- a) Type of product.
- b) Acreage of each product, whether in a greenhouse or out in the open.
- c) Number of employees.
- d) Outsourced activities.
- e) The brand name products will be labeled with.
- f) Product destination countries.
- g) Name of product provider, if applicable.

1.4 Inspection/audit information

The following information on certification evaluation results is required:

- a) Products.
- b) Certification Option.
- c) Certification Body (ies).
- d) Auditor/Inspector.
- e) Type audit/inspection..
- f) Florverde Standard Version.
- g) Date of audit/inspection.
- h) Corresponding Audit/Inspection Report (Checklist).

1.5 Florverde Sustainable Flowers certification release of information and registration acceptance form

At this point in the registration, the applicant gives the CB permission to:

- a) Use their registration data for internal procedures and sanctioning.
- b) Publish information related to their certification. The applicant accepts that the CB may inscribe them in the Florverde Sustainable Flowers Certification Register and that the CB may send their information to form part of other databases as it pertains to requirements from certification schemes for Harmonization or Mutual Acknowledgement involving Florverde and other labels or certification schemes.

APPENDIX 2.

REQUIREMENTS FOR INTERNAL CONTROL SYSTEM, ICS

ICS requirements must be evaluated by the applicant, as well as by the CB making use of the ICS Checklist, and thus ensure effectiveness and absolute compliance of the requirements set forth below.

I. LEGALITY AND ADMINISTRATION

I.1 ICS Managing legal entity

- a) There must be clear documented evidence that the applicant is or pertains to a legal entity. Said legal entity shall have the right to produce or retail registered products, represent members of the group or of the unit of production and enter into contracts or form commitments with them.
- b) The legal entity shall enter into a contractual relationship with Florverde upon signing the Florverde Certification Sub-licensing Contract with a Florverde accredited CB, thus becoming the sole Florverde certificate titleholder and taking on the responsibility of the ICS, as well as for compliance on behalf of the members it represents.
- c) A legal entity can only administer one ICS per country. Only a legal entity that can be certified under the individual option can join a group that will request a group certification. If a group or a producer with several production units joins another group or producer with several production units, the two internal control systems must be merged into a single ICS managed by a single legal entity, which will be the certificate holder.

I.2 Group producers

- a) There must be written contracts or commitments signed between the producers and the legal entity. Said documents must include the following aspects:
 1. Name of the Group of Producers and its legal identification.
 2. Name and legal identification legal of the producer.
 3. Address of producer contact person.

4. Details of the individual production locations and any production management units (PMU).
 5. Details of crops' area (hectares) or quantity (stems or produced kilograms).
 6. Commitment to comply with the Florverde Standard.
 7. Agreement to comply with the Group of Producers, their policies and, if applicable, with its technical advice.
 8. Sanctions that can be applied in case of non-compliance with Florverde requirements and any other internal requirement.
- b) Every registered member of the Group of Producers is responsible for complying with the Florverde Standard at their production sites and their legal entity is responsible for ensuring the compliance with that set forth in the ICS.
 - c) The members of a group of producers are not the legal holders of the certificate. Therefore, they should not market any product using their name with reference to the group's certificate. All products that are sold without reference to the certificate must be registered in a product entry and exit system.

I.3 Individual producer with Multiple units of production

- a) All UPs, whether owned outright or rented, must be the direct responsibility of the legal entity.
- b) For those UPs that are not the outright property of the legal entity, there must be written contracts signed between the UP owner and the corresponding legal entity, and said contracts must include the following aspects:
 1. Name of the certificate titleholder and its legal identification.
 2. Name and legal identification of UP owner.
 3. Address of UP owner contact person.
 4. Details on individual UPs.
 5. Clear evidence that the UP owner has no responsibility, influence or any decision-making

APPENDIX 2. REQUIREMENTS FOR INTERNAL CONTROL SYSTEM, ICS

power whatsoever that comes to bear on the relationship with the production operations carried out in a rented UP.

- c) The certificate title holder is legally responsible for the entire production and retailing processes of the registered product.

2. INTERNAL REGISTRY

There must be a registry of all members of the Group of Producers or Individual Units of Production that makes up a part of the certification scope and is managed in accordance with the Florverde Standards.

2.1 Registry for group of producers

- a) Every producer in a group must register with the Florverde Sustainable Flowers Certification Registry in accordance with the requirements set forth in Appendix I of the Florverde Sustainable Flowers Certification General Regulations.
- b) The following information is required from each producer for the registry:
 1. Name of producer.
 2. Name of contact person.
 3. Address and Location.
 4. Contact Information: landline, mobile phone number, fax and e-mail.
 5. NIT/RUT (Tax File Number)
 6. Registered Products.
 7. Details of individual PUs and their locations, including certified and non-certified products
 8. Acreage per product, whether in a greenhouses or out in the open.
 9. State of the producer resulting from the most recent internal inspection (approved, suspended, etc.)
 10. Date of last internal inspection.
 11. If the services of more than one Certification Body are used, this must be registered.
- c) Producers who belong to the legal entity but are not part of the Florverde group certificate must be listed separately and need not be registered in the Florverde Sustainable Flowers certification Register.

2.2 Registry for individual producer with Multiple units of production

- a) In addition to that set forth in 2.1, the registry must contain the following information on each unit of production:

1. The connection of the legal entity with the unit of production, whether owner or rented.
2. Details and location of the PU.
3. Instead of producer status, the production site status shall be included in the internal register

3. MANAGEMENT AND ORGANIZATION

The ICS must be robust and able to demonstrate that all registered members of the Unit of Production group comply with the Florverde Standards requirements.

3.1 Structure

- a) There must be a management structure in place that boasts sufficient adequately trained staff to effectively ensure that all producers in all the units of production comply with the Florverde Standards.
- b) There must be an administrative structure in place that clearly illustrates the connection between the producers and the units they run. This structure shall be documented and shall include parties responsible for:
 1. Managing the implementation of Florverde.
 2. Managing the ICS.
 3. Carrying out annual internal audits on every member of the producer or UP.
 4. Carrying out internal ICS audits, as well as verification of internal inspections.
 5. Carrying out group technical consulting, if applicable.
- c) Management must give sufficient authority to internal auditors and inspectors so they can make independent and technically justified decisions during internal controls.

3.2 Staff training and education

- a) Levels of training, education and qualification of key staff members necessary for compliance with the Florverde Standard, including those set forth in 3.1 of the foregoing appendix, must be documented and meet all the requirements described in the Florverde Standard.
- b) The legal entity must ensure that all personnel responsible for complying with the Florverde regulations are duly trained and meet the training requirements defined in section 1 of Attachment 3, Qualification requirements for internal auditors and inspectors and the CBs.

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- c) There must be records kept on training events carried out and grades obtained by key personnel involved, in compliance with the Florverde Standards to provide evidence of their competency.
- d) There must be a system in place that provides evidence that key personnel are informed and up-to-date on relevant matters and changes, in compliance with the Florverde Standards. Evidence of the annual training of key personnel should be available.
- e) If there is more than one auditor or internal inspector, they must be trained and evaluated in order to ensure consistency in their approach and interpretation of the Florverde regulations. For example: audits and documented follow-up inspections.

3.3 ICS documentation

- a) There must be an ICS document structure in place that includes at least:
 1. An ICS manual.
 2. Florverde procedures and instructions.
 3. Registration forms.
 4. Relevant external regulations; for example, current Florverde regulatory documents.
- b) Policies and procedures shall be sufficiently detailed to monitor compliance with the Florverde Standards Regulations.
- c) Documentation shall be made available to pertinent personnel like members of groups of producers or UPs.
- d) The ICS manual content shall be periodically reviewed to ensure it continues to comply with Florverde Regulations. Any significant modification put into effect by Florverde Regulations must be incorporated into the ICS manual within the periods established by Florverde.

3.3.1 Document Control

- a) There must be a written procedure in place for document control.
- b) All controlled documents must be identified by an issuance number and review number, and it must have its pages duly numbered.
- c) All documentation, including updates, must be reviewed and approved by authorized personnel

before its issuance and distribution. Whenever possible, an explanation of the reason and the nature of the changes should be given.

- d) The ICS operations site must have a copy of relevant documentation.
- e) Said documentation must be revised in accordance with the changes in operating processes associated to Florverde Regulations.
- f) After issuing new documents, the obsolete ones must be duly revoked.

3.3.2 Records Control

- a) Records must be kept that provide evidence of effective ICS implementation and control, as well as compliance with Florverde Regulation requirements.
- b) ICS related records must be kept for a minimum of 2 years.
- c) Records must be authentic, legible, duly archived and available for inspection when required.
- d) Digital or online records are considered valid. If a signature is necessary, it can be in the form of a password or an electronic signature to ensure the identification and authorization of the signer. Electronic records must be available in the CB's audit. Backups must be available at all times.

3.4 Claims processing

- a) The legal entity that administers the ICS must have a procedure to effectively attend to and manage the claims by the clients related to the Florverde regulations. The relevant parts of the claim system must be made available to the members of the producer group or the production units.
- b) The procedure for taking care of and processing claims received from clients must be in accordance with that set forth in 1.8 of the Florverde Standards.
- c) The procedure must be available to customers who request it
- d) The procedure must encompass client claims on individual producers or UPs, as well as on the ICS

APPENDIX 2. REQUIREMENTS FOR INTERNAL CONTROL SYSTEM, ICS

3.5 Auditing and internal inspections

3.5.1 ICS Internal Audit

- a) Audits on the ICS must be carried out annually.
- b) Internal auditors must comply with that set forth in Appendix 3.
- c) Internal auditors must be independent of the management area that is being audited. It is permissible that the person who initially developed the ICS within the group may later carry out the annual ICS audit. However, the person responsible for managing the day to day operations of the ICS cannot carry out annual internal audits of said ICS.
- d) Internal audit findings must be taken care of in accordance with that set forth in 1.7 of the Florverde Standards.
- e) Internal ICS audits must be carried out entirely with the ICS Checklist, which must be kept on file and made available at the ICS site for consultation.
- f) For cases where audits are not carried out on a specific day, but during the year, a schedule must be defined.

3.5.2 Internal Inspections of Producers and Ups

- a) Annual internal inspections must be carried out on all producers and units of production to verify compliance with the Florverde Standards.
- b) Internal inspectors must comply with those requirements set forth in Appendix 3.
- c) Internal inspectors must be independent from the area of management being inspected. Internal inspectors may not verify their own day-to-day job performance.
- d) New members of the Group or new UPs must always submit to any internal inspection they are obliged to undergo prior to being added to the Florverde Certification Registry.
- e) Internal inspections must be carried out entirely with the Florverde Standards Checklist as set forth in 6.5.1.1 of general regulations, and must be kept on file and made available at all units of production or at the entity that administers the ICS.

- f) An internal auditor, the auditing team or entity that administers the ICS must check into whether the producer or UP complies with the Florverde Standards requirements and base his/her decision accordingly, and from inspection reports submitted by the internal inspector. All decisions must reflect a guarantee of independence of the person issuing their approval of the inspection report.
- g) If there is only one internal auditor, and that person also performs internal inspections, another person, for example, a representative from the identified ICS, must approve said internal inspections
- h) If the inspections are carried out during the year, a defined schedule must be made available.
- i) The choice of time, duration and execution of internal inspections shall adhere to the same rules defined for the external inspections by the CB, which are described in these General Regulations.
- j) The report of the internal inspection must include the following information:
 1. Identification of the registered producer and the production units.
 2. Signature of the registered producer or the person responsible for the production unit.
 3. Date.
 4. Name of the inspector.
 5. Registered products.
 6. Results of the evaluation with respect to each of the requirements of the Florverde Standards.
 7. The checklist should include comments in the justification section for Level 1 requirements that were found to be in compliance, for Level 1 and 2 requirements that were found to be non-compliant, and for Level 1 and 2 requirements that they were found to not apply. This is necessary in order to review the history of the audit after it has taken place.
 8. Detail of any detected non-compliance and the time period allocated for the corrective action.
 9. Results of the inspection along with compliance calculations.
 10. Duration of the inspection.
 11. Name of the internal auditor who approved the checklist.

3.6 Non-conformities, corrective measures and sanctions

- a) There must be a procedure to implement corrective measures on findings uncovered during internal

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or external inspections/audits, as needed and in accordance with point 1.7 of the Florverde Standards.

- b) There must be a procedure in place for applying sanctions against producers or UPs for non-conformities in accordance with point 7.0 of the foregoing General Regulations.
- c) The corrective actions planned for the non-compliances found must be evaluated. The closing times for the implementation of corrective actions must be in accordance with what is defined in the General Regulations.
- d) Those responsible for implementing and correcting corrective actions should be designated.
- e) Mechanisms shall be in place to notify the FSF approved certification body immediately of suspensions or cancellations of registered producers or production units, as well as closures of such suspensions.
- f) Records shall be maintained of all sanctions including evidence of subsequent corrective actions and decision-making processes.

3.7 Traceability

- a) There must be a traceability procedure in place for all registered producers, UPs and products that ensure compliance with the traceability requirements as established in point 13 of the Florverde Standards, such as:
 - 1. Having a system to identify and quantify certified and non-certified Florverde products
 - 2. Having procedures and records to identify products that have been purchased from flower and foliage suppliers
 - 3. Having a traceability system that allows tracking the products from where they were shipped through to the immediate customer
- b) The traceability procedure must encompass all producers and all Ups.

3.8 Registering additional producers and Ups to a certificate

- a) New UPs and producers may be added to a certificate, as long as they have gone through

internal approval procedures under an already-existing certificate. The certificate titleholder is responsible for immediately notify their CB of any addition or deletion of a UP from their list of registered producers.

- b) 10% more producers or UPs may be added to an approved list and registered with the CB annually without necessarily having to proceed with a new verification through the CB.
- c) When the number of registered approved producers or UPs surpasses a 10% increase in a single year, an external inspection on at least the square root of the total incoming producers or UPs must be carried out that same year, along with an optional ICS audit before the incoming parties may be added to the approved list.
- d) Regardless of the increase in percentage of new producers and UPs in a single year, if the new registered UPs increase the acreage of certified product production by over 10% per year, or there is a change in 10% of the producers in a group, then additional external inspections must be carried out on the producers or UPs from a minimum sampling of the square root of the incoming producers or UPs, along with an optional ICS audit that same year before the incoming producers or UPs may be added to the approved list.

3.9 Declaration of non-compliant products

- a) The legal entity administering the ICS must have a documented procedure in place to handle products that are declared non-compliant.
- b) The procedure put in place to declare a product non-compliant must be set up in accordance with that set forth in Requirement 1.9 of the Florverde Standards.

3.10 Subcontracting

- a) In cases where there are subcontracted activities, the legal entity that administers the ICS must have procedures for contracting third parties according to what is required in requirement 2.19 of the Florverde Standards.

APPENDIX 3.

REQUIREMENTS FOR INTERNAL AND CB'S AUDITORS AND INSPECTORS

I. QUALIFICATIONS AND RESPONSIBILITIES OF INTERNAL INSPECTORS AND AUDITORS

- a) The competencies set forth in this appendix for internal inspectors apply to Individual Certification or Group Certification options.
 - b) The competencies set forth in this appendix for internal auditors apply for Group Certification or Individual Certification with Multiple of Production with an ICS.
 - c) Inspections or audits may be carried out by internal or external personnel from the company, as long as said personnel comply with the mandatory qualification requirements.
 - d) There must be two inspectors; one for social matters bearing the title of "Inspector of Best Social Practices" and another for technical and environmental matters bearing the title of "Inspector of Best Farming and Environmental Practices". One or both of the above-mentioned inspectors may carry out Chapter 1 Management System inspections.
- c) The inspector may not carry out auditing tasks.
- d) The inspector must draw up inspection reports.

I.1 Qualification Requirements

Chart 3 describes the minimum qualification requirements for inspectors and internal auditors.

I.2 Responsibilities

I.2.1 Inspector

- a) Carry out inspections on units of production to evaluate compliance with Florverde Sustainable Flowers Certification requirements.
- b) The 'Inspector of Best Social Practices' shall inspect the social aspects of the Sustainable Flower and Ornamental Production Standard, and the 'Inspector of Best Farming and Environmental Practices' shall inspect technical and environmental aspects of the same standard.

I.2.2 Auditor

- a) Carry out ICS audits on the Group of Producers or the Individual Producer with Multiple Units of Production with an ICS to evaluate compliance with Florverde Sustainable Flowers Certification requirements.
- b) Grant approval to members of the group or the Ups of an individual producer with an ICS based on the inspection reports carried out by internal inspectors.
- c) Carry out inspections on units of production to evaluate compliance with the Florverde Certification requirements. In these cases, the auditor may not approve inspection reports.
- d) Draw up auditing reports.

I.2.3 Independence and Confidentiality

- a) Internal auditors and inspectors must be independent of the management area being audited or inspected. Auditors and inspectors cannot verify their own daily work.
- b) The internal auditors and inspectors must accept the internal procedures of the producer or a group of producers in order to maintain the confidentiality of the information and records.

2. QUALIFICATIONS AND RESPONSIBILITIES FOR CB INSPECTORS AND AUDITORS

- a) The competencies set forth in this appendix for CB Inspectors apply to Individual Certification or Group Certification.
- b) The competencies set forth in this appendix for CB auditors apply for Group Certification or Individual

CHART 3. QUALIFICATION REQUIREMENTS FOR INTERNAL INSPECTORS AND AUDITORS

Criteria	Minimum Requirements for internal inspectors	Minimum Requirements for internal auditors
Education*	<ul style="list-style-type: none"> For Best Social Practices Inspector: Management, Social Sciences, Law or Health post high school diploma . For Best Agricultural and Environmental Practices Inspector: Farming or Environmental post high school diploma. 	A post high school diploma in any of the areas mentioned for internal inspector.
Training**	<ul style="list-style-type: none"> An approved course in the <i>Standards for Sustainable Production of Flowers and Ornaments</i>, as well as the <i>General Regulations for the Florverde Certification</i>. One-day practical inspection course setting out basic principles of inspection. 	<ul style="list-style-type: none"> An approved course in the <i>Standards for Sustainable Production of Flowers and Ornaments</i>, as well as the <i>General Regulations for the Florverde Certification</i>. 16-hour approved course for internal auditor. A management systems course.
Skills	<ul style="list-style-type: none"> Flower and ornamental industry technical language and industry terminology familiarity. 	<ul style="list-style-type: none"> Flower and ornamental industry technical language and industry terminology familiarity.
Experience***	<ul style="list-style-type: none"> For Best Social Practices Inspector: a professional technologist with at least 2 years of experience in social or administrative areas. For Best Agricultural and Environmental Practices Inspector: post high school diploma with at least 2 years of experience in technical or administrative areas; preferably in the agriculture sector. In all cases, internal inspectors shall have practical knowledge about the products they are inspecting Two inspections as a witness, for internal inspections, for CBs or similar, carried out by a qualified as Florverde inspector or as other similar standards’ inspector. Carry-out an inspection accompanied by a qualified auditor or inspector, or by the CB. 	<ul style="list-style-type: none"> At least 2 years of experience in the areas described for the internal inspector. Practical knowledge of management systems (For example: quality, environmental, among others). UAn inspection as a witness, an internal inspection, a CB inspection or similar, carried out by a qualified Florverde inspector or as other similiar standards’ inspector. An audit as a witness, a Florverde audit or similar, or a certification audit from the CB.

Note: *In the case that an internal inspector or auditor does not have the educational requirements necessary for the areas set forth in the above chart, they can be approved if they meet the requirements for the required experience. **The duration and content of the *Standards for Sustainable Production of Flowers and Ornaments*, as well as the *General Regulations for the Florverde Certification* course shall be defined by the Technical and Administrative Secretariat of Florverde Sustainable Flowers. ***For certified companies not benchmarked by GLOBALG.A.P., the following conditions must be met:

- For internal inspectors: one 8 hours inspection acting as a witness of an internal or a third-party inspection (CB), carried out by an inspector qualified as such by Florverde or a similar standard, and, additionally, one inspection acting as member of an auditor team where another member meets the qualifications and acts as team leader.
- For internal auditors: one 8 hours inspection acting as a witness of an internal or a third-party inspection (CB), carried out by an inspector qualified as such by Florverde or a similar standard, and, additionally, one 8 hours audit acting as a witness of an internal or a third-party audit on Florverde or a similar standard.

Certification with Multiple Units of Production with an ICS.

- Inspectors and auditors may carry out inspections or audits once their qualification and know-how testing, as described below, has been verified by the CB.
- The CB must have at least two Florverde Sustainable Flowers Certification inspectors; one for social matters bearing the title of “Inspector of Best Social

Practices” and another for technical and environmental matters bearing the title of “Inspector of Best Farming and Environmental Practices”. One or both of the above-mentioned inspectors may carry out the Chapter 1 Management System inspections.

2.1 Qualification Requirements

Chart 4 describes the minimum qualification requirements for CB inspectors and auditors.

CHART 4. QUALIFICATION REQUIREMENTS FOR CB INSPECTORS AND AUDITORS

Criteria	Minimum Requirements for internal inspectors	Minimum Requirements for internal auditors
Education*	<ul style="list-style-type: none"> For Best Social Practices Inspector: Management, Social Sciences, Law or Health university diploma. For Best Agricultural and Environmental Practices Inspector: Farming or Environmental university diploma. 	<ul style="list-style-type: none"> University diploma in any of the areas mentioned for inspectors.
Training**	<ul style="list-style-type: none"> An approved course in the Standards for Sustainable Production of Flowers and Ornamentals, as well as the General Regulations for the Florverde Certification. 40-hour approved course for Auditors based on the ISO 19011 Standard. Best Farming Practices, BFP course, (does not apply to the Best Social Practices Inspector). 	<ul style="list-style-type: none"> An approved course in the Standards for Sustainable Production of Flowers and Ornamentals, as well as the General Regulations for the Florverde Certification. 40-hour approved course for Head Auditors based on the ISO 19011 Standard. 40-hour Management Systems Course in Quality, the Environment or Occupational Health.
Skills	<ul style="list-style-type: none"> Flower and ornamental industry technical language and industry terminology familiarity. 	<ul style="list-style-type: none"> Flower and ornamental industry technical language and industry terminology familiarity.
Experience	<ul style="list-style-type: none"> For Best Social Practices Inspector: At least three (3) years of experience in social or administrative areas, preferably in farming industry. For Best Agricultural and Environmental Practices Inspector: At least Three (3) years of on-the-job experience, preferable in the farming industry. A chaperoned inspection during an Individual Certification inspection and during a Florverde Group Certification inspection. The CB shall carry out at least one chaperoned inspection with the inspector-candidate during either an Individual Certification inspection or a Florverde Group Certification inspection. 	<ul style="list-style-type: none"> At least three (3) years of on-the-job experience, preferably in the farming industry or other areas related to the scope of certification. A chaperoned inspection during an Individual Certification inspection and during an Florverde Group Certification inspection. A chaperoned audit during a Florverde Group Certification ICs audit. The CB shall carry out at least one chaperoned inspection with the inspector-auditor during either an Individual Certification inspection or a Florverde Group Certification inspection and one ICS audit. At least 10 days of experience carrying out audits on management systems, for example, ISO 9000, ISO 14000, OSHAS 18000, Florverde audits, group farm-producer audits, among others.

Note: *In the case that an CB inspector or auditor does not have the educational requirements necessary for the areas set forth in the above chart, they can be approved if they meet the requirements for the required experience. ** The duration and content of the Standards for Sustainable Production of Flowers and Ornamentals, as well as the General Regulations for the Florverde Certification course shall be defined by the Technical and Administrative Secretariat of Florverde Sustainable Flowers.

2.1.1 Maintenance of Capacities

- a) The CB must implement a system to ensure that each inspector or auditor carries out a minimum of 5 inspections or audits every year, or fulfills 10 days of inspections or audits respectively at various Florverde Certification producers, as well as stay abreast of his/her knowledge of the program and stay registered in the Florverde Sustainable Flowers Certification Registry.
- b) Chaperoned or witnessed inspections and audits are accepted as continuing education.
- c) If a CB is unable to comply with these requirements, it must consult with the Florverde Sustainable Flowers Technical Secretariat, who shall submit its response on this matter in writing.
- d) The CB must carry out an accompanying inspection at least every four years to each of its Florverde inspectors and auditors in order to verify their training.

APPENDIX 3. REQUIREMENTS FOR CB INTERNAL AUDITORS AND INSPECTORS

- e) The CB Shall put a training program in place customized to the candidate/trainee.
- f) The CB must witness at least one inspection of a producer under the individual certification option, or a member of a producer group under the option of group certification, and an ICS audit conducted by the requesting auditor. An inspector and auditor can witness the inspection, but only an auditor can witness the audit.
- c) Keep archives up-to-date with all quality policies, procedures, task instructions and documentation issued by the CB.
- d) To know and keep up-to-date in regards to developments, events, and changes in local legislation related to the floriculture sector which are applicable in the places where the activity is developed, as well as in the socio-labor, technical and environmental issues on which the inspections are being carried out.

2.1.2 Rotation of inspectors and auditors

- a) The CB must have procedures that ensure that the same inspector does not inspect a producer (individual certification option) for 4 consecutive years (regardless of whether the inspections are announced or not announced).
- b) The CB must have procedures that ensure that the same auditor does not inspect a producer (individual certification option) for 4 consecutive years (regardless of whether the inspections are announced or not announced).
- c) Under the options of group certification and individual certification with several production units and an ICS, the auditors of the audit team should rotate (no more than 4 years of auditing the same ICS). However, the inspector or inspectors of the audit team may be the same.
- d) When the CB only has one inspector in a country or region, exceptions may be made according to each case. The duration of the exception period must be 12 months.
- e) When the CB only has one auditor in a country or region, exceptions may be made according to each case. The duration of the exception period must be 12 months.
- e) To know and keep up-to-date in regards to the conditions, challenges, and problems prevailing in the country, the region, and the floriculture sector in which the inspection is carried out.
- f) To know what constitutes the best operational practice in the floriculture sector in question.
- g) To carry out any other tasks the CB may assign outside the scope of Florverde sustainable Flowers as long as these activities do not contradict ISO 17065 principles or any stipulation set down by General Regulations for Florverde Sustainable Flowers Certification

2.2.2 Auditor

2.2 Responsibilities

2.2.1 Inspector

- a) Carry out inspections on units of production to evaluate compliance with Florverde Certification requirements.
- b) Draw up inspection reports in accordance with the ISO/IEC Guide 65 and Florverde Sustainable Flowers Certification Scheme requirements.
- e) Keep archives up-to-date with all quality policies, procedures, task instructions and documentation issued by the CB.
- f) To know and keep up-to-date in regards to developments, events, and changes in local legislation related to the floriculture sector which are applicable in the places where the activity is

APPENDIX 3. REQUIREMENTS FOR CB INTERNAL AUDITORS AND INSPECTORS

developed, as well as in the socio-labor, technical and environmental issues on which the inspections are being carried out.

- g) To know and keep up-to-date in regards to the conditions, challenges, and problems prevailing in the country, the region, and the floriculture sector in which the inspection is carried out.
- h) To know what constitutes the best operational practice in the floriculture sector in question.
- i) To carry out any other tasks the CB may assign outside the scope of Florverde sustainable Flowers as long as these activities do not contradict EN 45011 or ISO 17065 principles or any stipulation set down by General Regulations for Florverde Sustainable Flowers Certification

2.2.3 Independence and Confidentiality

- a) Inspectors and auditors are not allowed to make final decisions in regards to certification in the audits or inspections they themselves have carried out
- b) Inspectors and auditors are not permitted to carry out any activities that may affect their independence or impartiality, and specifically are not permitted to accept bribes and to have carried out consultancy activities in the last two years for the producers they are performing inspections on. Educational and training activities are not considered to be consultations, as long as training on management or auditing systems is conducted by an instructor who limits him/herself to imparting general information that is accessible to the public and refrains from providing solutions that apply specifically to the company in question.
- c) Inspectors must observe strictly those procedures of producers or retailers and CBs in order to be able to maintain the confidentiality of information and registries.

2.2.4 Principles of inspections and audits

The actions of the inspectors and auditors from the CB should be governed by the following principles (taken from the ISO 9011 standard):

- a) **Integrity:** the foundation of professionalism.
 - Carry out their work with honesty, diligence and responsibility

- Observe and comply with all applicable legal requirements
- Demonstrate competence during the course of work
- Carry out your work impartially
- Be sensitive to any influence exerted on your judgment during the course of an inspection or audit.

b) **Fair presentation:** obligation to report with truthfulness and accuracy. The findings, conclusions and reports of the evaluation should truthfully and accurately reflect the activities carried out in the inspection or audit. Significant obstacles encountered during the inspection or audit and unresolved divergent views between the inspector/ auditor team and the applicant are reported. The communication must be sincere, accurate, objective, clear and complete.

c) **Due professional care:** the application of diligence and judgment when inspecting or auditing. Inspectors or auditors should proceed with due care in accordance with the importance of the task they are performing and the trust placed in them by the applicant and other interested parties. An important factor in the performance of their work with proper professional care is having the ability to make reasonable judgments in any situation that may arise in an inspection or audit.

d) **Confidentiality:** information security the inspectors or auditors must exercise discretion in the use and protection of the information acquired in the course of their work. Information gathered in the inspection or audit must not be used inappropriately for the personal gain of the inspector/auditor or the applicant, nor in a manner that would be detrimental to the legitimate interests of the applicant. This concept includes the proper handling of sensitive and confidential information as established in numerals 4.3, 8.2.5 and 8.3.4 of this regulation.

e) **Independence:** the basis for the impartiality of the audit and the objectivity of the audit findings. Inspectors and auditors must be independent from the activity that is being inspected or audited, and act in a way that is free of bias and without conflict of interest. Inspectors and auditors must maintain an objective attitude throughout the inspection or audit process in order to ensure that the findings and conclusions of the audit are based solely on the evidence found in the audit. This concept is established in numeral 8.2.5 of this regulation.

APPENDIX 4. TEMPLATE AND CONTENT DESCRIPTION OF THE FLORVERDE SUSTAINABLE FLOWERS CERTIFICATE

Name or logo of the granting CB¹

Name or logo of the accreditation body²
 Number of the organization's certificate³

Florverde Sustainable Flowers number⁴
 Certificate number⁵
 Equivalent scheme record number⁶

Certificate Florverde Sustainable Flowers Florverde Standards for the productions of sustainable flowers and ornamentals version xxx⁷

Certification Option:⁸

Given to

Name and address of the company or producer⁹
 Country of production¹⁰

The CB (name of the CB) declares that the production of the products mentioned
 in this certificate have complied with the standards

Florverde Sustainable Flowers
 certification scheme logo¹¹

Standard number and version certified¹²

In the case of homologation with other seals or certifications, the name of the regulatory documents and their version that are equivalent with the Florverde standards must be included¹³.

Name of product ¹⁴	Product management ¹⁵	Include harvest ¹⁶	Number of producers ¹⁷	Florverde Sustainable Flowers certification number ¹⁸	Equivalent scheme certification number ¹⁹

Attachment of producers or PU according to the scope and certification option²⁰

Valid from: day/month/year²¹
 Valid to: day/month/year²²

Authorized by:²³
 Date certification granted:²⁴

The current status of the certificate is always available at www.florverde.org
 and for the equivalent scheme the web address²⁵
 CB contact details²⁶
 Date of issue (printing date of certificate): day/month/year²⁷

Attach additional information of the holder of the Certificate (NFS)²⁷

Information regarding the PUs of an individual producer or the members of a group of producers²⁸

Product ²⁹	FSFN ³⁰	Equivalent scheme registration number ³¹	Company/Producer or PU number ³²	Address ³³

Product handling units³⁴

Product ³⁵	Name and address ³⁶

I. FLORVERDE SUSTAINABLE FLOWERS CERTIFICATE CONTENT DESCRIPTION

The Florverde Sustainable Flowers certificate issued by the CB must be in Spanish and English and must include the following information according to what is established in the template:

1. The Certification Body (CB) logo is placed on all certificates.

The name or logo of the Accreditation Body (AB) with which the CB is accredited under ISO/IEC 17065 covering Florverde Sustainable Flowers is placed on all certificates.

For mutual recognition schemes, the CB that intends to issue certificates under the simultaneous certification model between Florverde Sustainable Flowers and another certification scheme must have the accreditation or approval required for said scheme, according to the rules of homologation or mutual recognition Established between Florverde and said scheme.

Exception: When the CB is provisionally approved but not accredited, the AB's logo cannot be included on the certificates; the following text must be placed: Certificate issued by Florverde Sustainable Flowers and approved by the CB (name of the CB) but they are not accredited by the scope of Florverde Sustainable Flowers according to ISO/IEC 17065.

3. The number given by the accredited AB and CB is placed on the certificates.
4. The Florverde Sustainable Flowers Number (FSFN) must be included on all certificates

5. The registration number assigned by the CB to the producer is placed on the certificates
6. In the case of homologated or mutual recognition schemes, the registration number of the equivalent scheme is included if they have a global identification number
7. The exact name and version of the standard which the certification covers should be included
8. The certification option must be indicated as follows:
 - Single certification option with a single production unit
 - Individual certification option with Multiple production units
 - Option of individual certification with Multiple production units and an ICS implemented
 - Group certification option
9. The name of the certificate holder (legal entity) and their address must be specified. The address includes that of the legal entity and the production site. If they are different, and there is only one site, the address can be included on the certificate or in the attachment. In the case of producers with several production units, the addresses of the registered sites should be listed in the certificate's attachment.

10. The country where the certificate's title holder producer or company was certified
11. The Florverde® Sustainable Flowers logo is included

APPENDIX 4. TEMPLATE AND CONTENT DESCRIPTION OF THE FLORVERDE SUSTAINABLE FLOWERS CERTIFICATE

12. The exact name and version of the Florverde standard reference of the certificate should be included
13. This item only applies to equivalent or mutual recognition schemes with Florverde. The name and version of the equivalent or mutual recognition standard with Florverde is included. If necessary, specify the type and level of the mutual recognition obtained with the other seal.
14. The certified products are placed in the column of the table
15. Product handling: Corresponds to the product's handling or postharvest sites. Write *yes* or *no* in the column. If the product is handled in the PU, it must be included in the attachment.
16. Indicate whether or not the harvest of the product is included.
17. The number of producers or Pus is placed in the column. This applies for the group certification option or individual certification option with multiple PUs.
18. The Florverde Sustainable Flowers certificate number is included
19. The number given by the equivalent scheme is included
20. For the group certification option or individual certification option with multiple PUs, the attachment is applied.
21. The certificate "Valid from" date defines the beginning of a certification cycle.
22. The certificate "Valid to" date is the expiry date of the certificate.
23. The first and last name of the person who authorizes the certificate is capitalized. This person must sign the certificate.
24. The date that the certification committee made the decision regarding the certification is included.
25. This note should be included to indicate that the current status of the certificate can always be consulted at www.florverde.org, and for the certificate under an equivalent scheme (mutual recognition), the webpage address of that particular scheme has to be included in order for the certificate to be valid.
26. The CB contact details must be included (name, address, and email address).
27. This attachment should be added to the certificate for cases that are identified by the Florverde Sustainable Flowers number (FSFN) assigned to the certificate holder. Also, the registration number of the equivalent scheme is included if and when the equivalent scheme has a global identification number.
28. This only applies to individual certification with Multiple production units and group certification option, and the information requested in the table must be filled out.
29. The names of the certified products are indicated
30. This only applies to the group certification option. The members of the group are independent legal entities that receive a Florverde Sustainable Flowers Number (FSFN) which must be included in the table
31. The equivalent registration number of the equivalent schemes (mutual recognition) is included.
32. Name of the producer of the PU
33. Address of the producer or PU
34. If there is product handling (e.g. post-harvest), it should be noted in the table.
35. The names of the certified products are indicated
36. Name and address of the site or product handling unit. It can be the same name as the producer and the same address of the PU.
37. Date of issue is the printing date of the paper certificate. It shall be added to the first page of the certificate and to the annex to connect each other. This date may instead be included in the footer of each page of the certificate and annex
38. The page number of the certificate should be included.

APPENDIX 5.

SCOPE AND OPERATING RULES FOR MUTUAL ACKNOWLEDGEMENT BETWEEN FLORVERDE SUSTAINABLE FLOWERS AND OTHER CERTIFICATION SCHEMES

The foregoing appendix details that set forth in 10.2 of the General Regulations for Florverde Sustainable Flowers Certification dealing with Mutual Acknowledgment between Florverde and other certified schemes.

I. SCOPE AND OPERATING RULES FOR THE HARMONIZATION OF FLORVERDE SUSTAINABLE FLOWERS WITH GLOBAL G.A.P.

I.1 Scope of mutual recognition

- a) The scope of mutual recognition between Florverde Sustainable Flowers and GLOBAL G.A.P is based on the fact that they are similar schemes (*Resembling scheme*), which means that the Florverde Sustainable Flowers certification scheme largely conforms to the requirements of GLOBALG.A.P.; however, there are some exceptions, including some requirements of GLOBALG.A.P. (Either the control points and GLOBALG.A.P.'s compliance criteria, or the general rules) that are not covered by Florverde.
- b) To be recognized as a “similar scheme”, the producer must meet the Florverde Standards version 7.1 and comply with the General Rules set forth in said version or a modified version.

I.2 General rules for the operation of mutual recognition

- a) Only flower and ornamental producers can obtain the Florverde Sustainable Flowers certification homologated with GLOBALG.A.P. Flower and ornamental traders are not certifiable under the individual certification for this modality.

- b) Producers of flowers and ornamentals who are certified by Florverde Sustainable Flowers and homologated with GLOBALG.A.P. Cannot use the GLOBALG.A.P registered trademark on their products or packaging, nor in direct relation to individual products at their point of sale. The use of the GLOBAL G.A.P. Registered trademark is only permitted in commercial communications. Any certified producer who wants to use the GLOBALG. A.P. registered trademark must comply with the other guidelines set forth by GLOBALG.A.P and described in Attachment I.1 Part I of the GLOBALG.A.P general regulations.
- c) The CBs approved by Florverde Sustainable Flowers must be accredited with the ISO 17065 standard with scope for Florverde and simultaneously for GLOBALG. A.P., so that they can carry out activities related to the Florverde Sustainable Flowers certification homologated with GLOBALG.A.P.
- d) The information given by the producer on the registration form for the Florverde Sustainable Flowers certification will be used by the approved CB to process an exclusive GLOBALG.A.P. Number (*GGN - GLOBALG.A.P. Number*), which will serve as unique identification number for GLOBALG.A.P. But is not related to the product, nor the certification category.
- e) The CB is responsible for the registration of the applicant producer on the GLOBAL G.A.P. database, including data updates and the collection of fees.
- f) The CB must inform the Technical and Administrative Secretariat of Florverde Sustainable Flowers of the GGN assigned by GLOBALG.A.P to the producer.

APPENDIX 5. SCOPE AND OPERATING RULES FOR MUTUAL ACKNOWLEDGEMENT BETWEEN FLORVERDE SUSTAINABLE FLOWERS AND OTHER CERTIFICATION SCHEMES

- g) The use of the GGN by the producer and the CB must be in accordance with the General Rules of GLOBALG.A.P. Version 5.0.

2. SCOPE AND OPERATING RULES FOR MUTUAL ACKNOWLEDGEMENT FLORVERDE SUSTAINABLE FLOWERS WITH RAINFOREST ALLIANCE CERTIFIED

- a) The scope of mutual recognition between Florverde Sustainable Flowers and Rainforest Alliance Certified (RAC) is facilitated through a single audit process in order to obtain the Florverde and the Rainforest Alliance Certified certifications; with each scheme maintaining its own identity and philosophy. Figure 4 illustrates the flowchart of the process of joint certification between Florverde Sustainable Flowers and Rainforest Alliance Certified.

- b) For certification of external bouquet makers, in addition to the scheme of mutual recognition between Florverde Sustainable Flowers and Rainforest Alliance Certified, the expansion of the scope of the Chain of Custody of the Sustainable Agriculture Network (SAN) and Rainforest Alliance Certified (RAC) must be requested.

- c) The general operation rules of mutual recognition are as follows:

1. Florverde Sustainable Flowers and RAC recognize the common and different points between the two schemes; for which there
2. The cross-analysis of the Florverde and RAC regulatory documents is an integral part of the operating and approval rules for the mutual recognition between the two parties which are to be implemented in the inspection or audit process of the producers who are applying to become certified.
3. The cross analysis of regulatory documents of Florverde and RAC include:
 - A matrix of mutual recognition between the Florverde Standards for Sustainable Production of Flowers and Ornamentals, version 7.1 and the SAN Guidelines for Sustainable Agriculture, July 2017. This document establishes the requirements that

are equivalent and different between the two standards.

- A matrix of mutual recognition between the requirements of the internal control system (ICS) for the group option set out in Attachment II of the General Regulations for Florverde Sustainable Flowers Certification, version 7.1 and the SAN Guidelines for Sustainable Agriculture, July 2017. The requirements that are equivalent and different between both standards are established.

4. In the case that one of the certification schemes changes its regulatory documents, it must inform the other of the changes made so that they can be included in the documents that have been cross-analyzed.
5. The cross analysis of the Florverde and SAN regulatory documents, along with the latest version of other documents that are necessary for the mutual recognition will be made available on the Florverde website.
6. The CB and its auditors and inspectors must be approved by the two certification schemes. In the case of Florverde, the CB must comply with the rules set forth in section 8 of the Regulations for Florverde Sustainable Flowers certification, and in the case of SAN, the CB must comply with the Competition Program for Auditors and their Trainers.
7. The CB must be accredited under ISO/IEC 17065 standard which covers the Accreditation Requirements for Certification Bodies of Sustainable Agriculture Network (SAN), Rainforest Alliance Certified (RAC) and Florverde Sustainable Flowers certification scheme.
8. The time required by the CB to complete the inspection and audit simultaneously, allowing for all the criteria of both schemes to be evaluated, is described in Table 5 (Inspector-days according to the number of workers on the PU). Unannounced inspections last only 50% of the time established in Table 5 for announced inspections. The announced audits, as well as the unannounced audits, will last one (1) day to verify the operation and performance of ICS.

APPENDIX 5. SCOPE AND OPERATING RULES FOR MUTUAL ACKNOWLEDGEMENT BETWEEN FLORVERDE SUSTAINABLE FLOWERS AND OTHER CERTIFICATION SCHEMES

CHART 5. INSPECTOR -DAYS BY THE NUMBER OF WORKERS UP

No. Workers	No. Inspector-days	No. of Minimum People to interview
≤ 50 (including small growers)	2.5	7 (can be a group)
51-300	3.5	14 (including at least 1 group)
301-600	5	21 (including at least 1 group)
≥ 601	6	28 (including at least 1 group)

Note: the number of workers corresponds to the annual average of permanent and temporary workers on the PU.

9. In the case of a joint audit process, Florverde Sustainable Flowers and Rainforest Alliance Certified (the option of an individual certification with multiple PUs and the implementation of an ICS or the option of a group certification including Florverde and the Guidelines used for SAN group certifications), the sample size and stratification will be made using as a reference the certification scheme with the highest demands.

10. The CB will issue growers two separate certificates: a Florverde Sustainable Flowers certificate and a Rainforest Alliance Certified certificate.

d) During the inspections the CB must use the checklist for the mutual recognition which takes into account the requirements and compliance criteria of Florverde Standards and the complementary module from the SAN Guidelines for Sustainable Agriculture.

e) The checklist for mutual recognition is part of the Florverde Certification Scheme regulatory documents.

f) In the farm report non-conformities to the SAN Certification Scheme are listed; however, the Corrective Action Request format for Florverde is related to the equivalent SAN criteria, while taking into account that this does not replace the results of the report for the SAN.

2.1 Application of the mutual recognition regulatory documents

2.1.1 Florverde Standards and SAN Sustainable Agriculture guidelines

a) For inspections or audits relating to the certification and maintenance of both schemes, the matrix of mutual recognition between Florverde Standards and the SAN Guidelines for Sustainable Agriculture must be applied. This matrix includes the Florverde Standards as well as a complementary module from the SAN Guidelines for Sustainable Agriculture and takes into account the equivalences and differences between the two standards.

b) The producer is responsible for ensuring that it complies at all times with the Florverde Standards and the SAN guidelines for Sustainable Agriculture; at no time is the producer or group of producers exempt from having to read and implement the guidelines and standards individually.

c) During the simultaneous certification audits the CB must verify that the producer complies with the matrix of mutual recognition between Florverde Standards and SAN guidelines for Sustainable Agriculture.

g) During internal inspections, the producer must use the checklist for mutual recognition without excluding the Guidelines and Standards in order to increase understanding of the compliance criteria of both certification schemes.

h) The results of the findings in a simultaneous inspection are to be interpreted as follows:

1. When an equivalent requirement is not complied with, it is considered Non-Compliant to the Florverde Standards; however, the auditor should consider whether such non-compliance is also considered a non-compliance to the SAN Guidelines for Sustainable Agriculture, and in turn, define if it is a major Non-Conformity according to the assessment requirements of the SAN Certification Scheme.

2. When an equivalent requirement is met, it is considered a fulfillment of the specific Florverde Standard, and as for the SAN Guidelines of Sustainable Agriculture, the auditor must consider whether it is a full or partial fulfillment of the requirement, while checking to see if it adds up

APPENDIX 5. SCOPE AND OPERATING RULES FOR MUTUAL ACKNOWLEDGEMENT BETWEEN FLORVERDE SUSTAINABLE FLOWERS AND OTHER CERTIFICATION SCHEMES

- to other requirements with the same criteria.
3. When a non-equivalent requirement is not met, it is considered non-compliant of the specific Standard and Guideline and is graded according to the rules of each certification scheme.
 4. When a non-equivalent requirement is met, it is considered compliant of the specific Standard and Guideline and is graded according to the rules of each certification scheme.
 5. To determine the qualification status in regards to compliance and non-compliance of a requirement, what has been established in each certification scheme must be applied.
- c) The CB that performs the simultaneous audit must verify that the group administrator is complying with the matrix of mutual recognition found in Attachment 2 of the General Rules of Florverde Sustainable Flowers Certification, Version 7.1 and the SAN Guidelines for Sustainable Agriculture, July 2017.
 - d) In the audits, the CB must use the mutual recognition checklist that takes into account the requirements of the Internal Control System (ICS) for the group certification option that includes Florverde plus the complementary module of the SAN Guidelines for Sustainable Agriculture, July 2017
 - e) The mutual recognition checklist is part of the regulatory documents of the Florverde Certification Scheme.

2.1.2 Florverde General Rules and the Certification Policy of Farms and SAN Group Administrators.

- a) The producer is responsible for abiding by and complying with the General Regulations of Florverde Sustainable Flowers certification as well as the SAN Farms and Administrators Certification Policy.
- b) The CB that performs the simultaneous audit must verify the compliance to the Florverde General Regulations as well as to the SAN Farms and Administrators Certification Policy.

2.1.3 Group Option Requirements of the Internal Control System (ICS) for Florverde Sustainable Flowers and the SAN Guidelines for Certification.

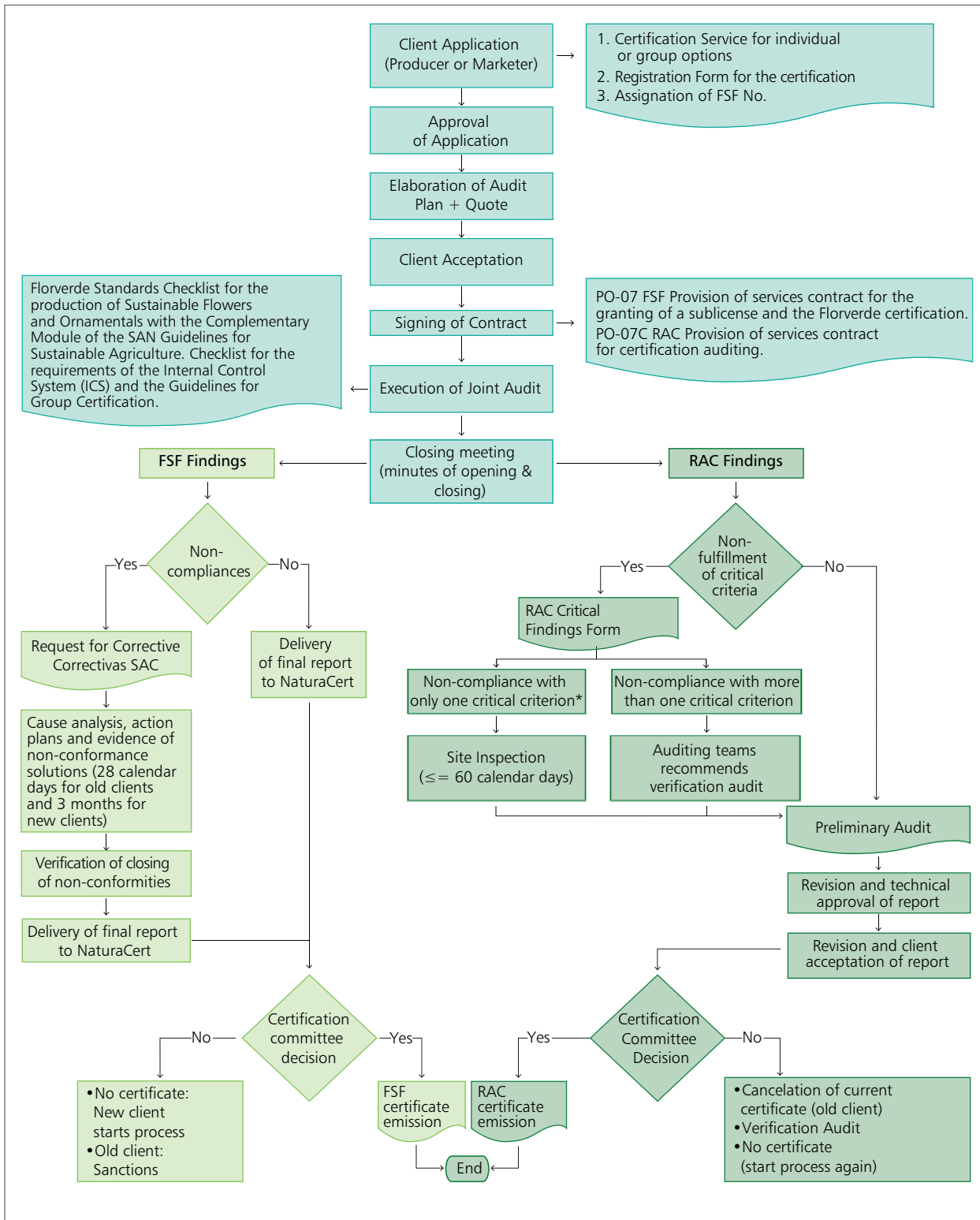
- a) In order for the process of obtaining and maintaining the two certification schemes to run smoothly, the matrix of mutual recognition found in Attachment 2 of the General Rules of Florverde Sustainable Flowers Certification, Version 7.1 and the SAN Guidelines for Certification must be applied.
- b) The administrator or legal entity of the group is responsible for abiding by and complying with Attachment 2 of the General Rules of Florverde Sustainable Flowers Certification, Version 7.1 and the SAN Guidelines for Sustainable Agriculture, July 2017.

2.1.4 Use of the Florverde Sustainable Flowers mark of conformity and the Rainforest Alliance Certified seal.

- a) Only producers who are title holders of the certificates may use the Florverde Sustainable Flowers mark of conformity and the Rainforest Alliance Certified seal on registered products, and only when the requested has been made to the CB that is responsible for issuing certificates.
- b) The title holders of the certificates who want to use the Florverde Sustainable Flowers mark of conformity and the Rainforest Alliance Certified seal must comply with the conditions set forth in the General Rules of the Florverde Sustainable Flowers certification, version 7.1 and the Operation Guide for the Rainforest Alliance Certified seal.
- c) The Florverde Sustainable Flowers mark of conformity and the Rainforest Alliance Certified seal can be used together on the certified product or on its packaging. In both cases the rules for the use of the graphic image (logo) set forth in the Florverde Sustainable Flowers mark of conformity Visual Manual and the Operation Guide for the Rainforest Alliance Certified seal must be complied with. For products that have been certified under the mutual recognition model, the image may be used with the message, "*We share a common ground*", as determined in the Attachment for brands in homologation or mutual recognition schemes of the Florverde Trademark Usage Manual.

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FIGURE 4. RAC-FSF JOINT CERTIFICATION PROCESS FLOW DIAGRAM



* An on-site inspection is authorized only after annual audit certifications have identified one (1) non-compliance of a critical criterion of one the SAN regulatory documents. An on-site inspection must not be authorized when the non-compliance relates to the destruction of high-value ecosystems, the hiring of child labor, forced labor, or discrimination. In these cases, the certificate cannot be issued.

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d) The CB must take action against the improper use of the Florverde Sustainable Flowers mark of conformity in advertising, catalogs and other media, and ensure that it is used as described in the policy documents mentioned above.


2.1.5 Definitions

- External bouquet makers: a legal entity that is independent of a production unit or farm


and is dedicated to the development and commercialization of bouquets from one or more PUs or farms and is a RAC certified product.

- Equivalent Requirement: SAN Guideline criteria that are similar in their requirements to the Florverde Standard criteria and can be evaluated from the same evidence (see rules for the interpretation of the mutual recognition matrix).

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 UPDATE REGISTRY			
UPDATED DOCUMENT	REPLACED DOCUMENT	RELEASE DATE	CHANGES' DESCRIPTION
General Regulations for the Florverde Certification Version 7.0 January, 2017 Edition 7.0-1 July, 2017	General Regulations for the Florverde Certification Version 7.0 January, 2017	July 2017	The next numerals were modified: 6.4.1.1 d) 7. 8.5.2.4 f) 8.5.2.5 d) Appendix 2 1.1 a) Appendix 2 2.2 a) Appendix 2 3.2 d) Appendix 2 3.6 e) Appendix 3 Table 3 Item "experience" Appendix 5 2 c) 3, 6 and 7 Appendix 5 2.1.3 a), b) c) and d)
General Regulations for the Florverde Certification Version 7.1 October 2018	General Regulations for the Florverde Certification Version 7.0 January 2017 Edition 7.0-1 July 2017	October 2018	The following numerals were modified: 2 6.4.2.1.1 a), b) and i) 6.4.2.1.2 a) and c) 6.4.2.2.1 e) 6.4.2.2.2 a) and e) 7.1 b), c) and d) 8.2.6.2 a) Appendix 2: c); 3.3.1 c); 3.4 a) and 3.5.1 c) Appendix 3: Table 3 Item "Education, Training and experience"" and 2.2.3 b) Appendix 4: 9, 21 and 22 New numerals: 4.3 b) 4.5 b) and c) 6.4.1 a) to g) 6.4.2 e) 6.4.2.1.1 c) and g) 6.5.3.1 b) 6.5.3.2 c) and d) 8.2.1 d) 8.2.3 a), b), c) and d) 8.2.5 c) and d) 8.2.6 e) 8.2.6.2 b) 8.3.1 f) and g) 8.4.1 c) and d) Appendix 1 : 1.1.1) and 1.2.1) Appendix 2: 2,1 b), 3,2 e), and 3.5.2 i) and j) Appendix 3: 2.1.1 e) and f), 2.1.2 a) to f), 2.2.1 g) and 2.2.2 i) Appendix 4: 37 Appendix 5: 1.2 e)“

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 UPDATE REGISTRY			
UPDATED DOCUMENT	REPLACED DOCUMENT	RELEASE DATE	CHANGES' DESCRIPTION
General Regulations for the Florverde Certification Version 7.1.1. July 2020	General Regulations for the Florverde Certification Version 7.1 October 2018	July 2020	Removed literal h) from requirement 9.1
General Regulations for the Florverde Certification Version 7.1.2. July 2021	General Regulations for the Florverde Certification Version 7.1.1. July 2020	July 2021	Modification in the Appendix 3: Table 3 Item "experience" For more detailed information about the changes made, please contact the technical and administrative secretariat of Florverde Sustainable Flowers.

- For more detailed information about the changes made, please contact the technical and administrative secretariat of Florverde Sustainable Flowers..

FLORVERDE



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FLOWERS

is a trademark of the
Association of Colombian
Flower Exporters, Asocolflores.