



GENERAL REGULATION

FOR FLORVERDE SUSTAINABLE
FLOWERS CERTIFICATION

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FLORVERDE



SUSTAINABLE
FLOWERS

TABLE OF CONTENTS

INTRODUCTION

1. GENERAL RULES

1. Scope
2. Definitions of terms
3. Regulatory documents
4. Other considerations

2. RULES FOR FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION

5. Certification options
6. Florverde Sustainable Flowers Certification application process
7. Requirements for individual certification
8. Requirements for group certification
9. Granting of the Florverde Sustainable Flowers Certification
10. Applicable penalties to applicant

3. RULES FOR THE RELATIONSHIP WITH CERTIFICATION BODIES

11. Approval of CBs
12. Operational requirements for CBs
13. Audit planning and execution
14. Transfer among CBs
15. Sanctions imposed on CBs
16. Certification Integrity Program

4. RULES FOR THE USE OF THE FLORVERDE SUSTAINABLE FLOWERS TRADEMARK

17. Conditions of use

5. RULES FOR THE MUTUAL RECOGNITION OF FLORVERDE SUSTAINABLE FLOWERS

18. Conditions for mutual recognition of Florverde Sustainable Flowers with other seals or certification schemes

APPENDICES

Annex 1: Registration Data for the Florverde Sustainable Flowers Certification

Annex 2: Requirements for Internal Auditors and Certification Bodies (CBs)

Annex 3: Template and Description of the Content of the Florverde Sustainable Flowers Certificate

INTRODUCTION

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

The Florverde Sustainable Flowers certification ensures:

- Retailers and consumers, that the flowers and ornamental plants acquired are produced with high standards of quality and social and environmental responsibility.
- Producers, the possibility of strengthening their internal processes through sustainable practices and earning recognition based on their socio-environmental responsibility.

The Florverde Sustainable Flowers Certification evaluates processes related to production and trade of flowers and ornamental plants, and product quality, environmental and human impact.

The regulatory documents that form the Florverde Sustainable Flowers Certification Scheme are: The Florverde Standards for the Sustainable Production of Flowers and Ornamental plants, and the General Regulations for Florverde Sustainable Flowers Certification.

1 GENERAL REGULATIONS

1. SCOPE

This document contains:

- Applicant's requirements and processes for obtaining and maintaining the Florverde Sustainable Flowers certification on the part of the.
- Certification Body approval requirements and their operation under the Florverde Sustainable Flowers Certification Scheme.
- Conditions for the use of the Florverde Sustainable Flowers conformity mark.
- Rules for the mutual recognition with other seals or certifications.

2. DEFINITION OF TERMS

According to ISO 17065, the term audit or auditor refers to the assessment of the management systems, and the term inspection or inspector refers to the evaluation of processes. In order to simplify the verbiage, this regulatory document will apply the following conventions:

- "CB auditor" refers to the CB auditor in charge of auditing the production unit or the CB auditor in charge of auditing the ICS.
- "CB audit" refers to a production unit audit carried out by the CB or to an ICS audit carried out by the CB.
- "Internal auditor" refers to the production unit internal auditor or to the ICS internal auditor.
- "Internal audit" refers to the internal audit of the production unit or the internal audit of the ICS.

2.1 Definitions

- **Certificate of conformity:** Document issued according to the regulations of a certification system which provides information in relation to the conformity of a product with the requirements of a standard.
- **Florverde retailer:** Natural or legal person who carries who retails certified product.
- **Conformity mark:** Duly protected trademark that provides information to the buyer on product conformity with the requirements of a standard.
- **Florverde Sustainable Flowers conformity mark:** Duly protected trademark that provides information to the buyer on flowers and ornamental plants conformity with the requirements of the Florverde Standard.
- **Accreditation Body (AB):** Implementer of an accreditation system in accordance with ISO/IEC 17011.
- **Certification Body (CB):** Third-party implementer of the Florverde product certification system in accordance with ISO/IEC 17065.
- **Certifiable product:** Propagation, plant, flower, foliage and bouquet material. In the scope of product certification under ISO/IEC 17065, product implies production processes.
- **Producer:** Natural or legal person legally responsible of the production processes and products of the certification scope.

- **Internal Control System (ICS):** Set of requirements that must be implemented and maintained by the producer on group certifications, or voluntarily implemented by a single producer with several PUs. The Internal Control System aims at ensuring compliance with the Florverde Standard requirements.
- **Applicant:** Producer or retailer interested in obtaining the Florverde certification.
- **Production Unit (PU):** Place where the applicant carries out the necessary processes for the production or retailing of certifiable products. For instance, a farm owned or leased but ultimately managed by a legal entity where the resources (water sources, workers, equipment, warehouses, etc.) are shared. A production unit may contain several areas where more than a single product is produced.

3. REGULATORY DOCUMENTS

The following regulatory documents are necessary for the Florverde Sustainable Flowers certification:

- Florverde Certification and Licensing Agreement:** Sets out the terms of agreements between the Florverde owner and the CB in charge of the Florverde Sustainable Flowers certification.
- Florverde Sustainable Flowers Certification Registration Form:** Required information registered by Florverde Sustainable Flowers Certification applicants (See Appendix 1).
- Florverde Certification and Sublicensing Agreement:** Contract entered between the applicant and the CB. It lays down the legal framework for earning the Florverde certification and the usage of the Florverde Sustainable Flowers conformity mark.
- Florverde Standard for the sustainable production of flowers and ornamental plants:** Document with the requirements that regulates the assessment of the production process of flowers and ornamental plants.
- General Regulations for Florverde Sustainable Flowers Certification:** Document that defines the operation of the certification process and the usage of the Florverde Sustainable Flowers conformity mark, as well as the roles and relationships among applicants, the Florverde certification system and the certification bodies.
- Florverde Standard Checklist:** Document used during the PU audits.
- Internal Control System (ICS) Checklist:** Document used during the ICS audits.
- Final certification audit report:** Summary document to be used by the CBs with information related to the producer, the corresponding checklist and the certification audit consolidated result, as applicable.
- Florverde Sustainable Flowers' mark of conformity visual identity manual:** Description of the Florverde Sustainable Flowers conformity mark image and specific rules of usage.
- Alerts to CBs:** Clarifications, technical innovations and regulatory updates issued by the Florverde Sustainable Flowers' Technical and Management Secretariat.
- Announcements to certified producers: Clarifications, technical innovations and regulatory updates issued by the Florverde Sustainable Flowers' Technical and Management Secretariat published on the Florverde website.
- Interpretation guidelines: Technical documents developed by the Florverde Sustainable Flowers' Technical and Management Secretariat to facilitate the interpretation and the implementation of the Florverde Standard requirements. Compliance with them is not mandatory for the producers.

3.1 Document Control

- a.** The latest versions of the whole set of Florverde Sustainable Flowers policy documents can be downloaded free of charge from the Florverde website (www.florverde.org).
- b.** Language: The original documents are written in Spanish. The Florverde Sustainable Flowers documents may be translated into other languages and uploaded to the Florverde website. In the event of discrepancies among translations, the original Spanish version will prevail over all existing versions.
- c.** Once published, the official Florverde Sustainable Flowers documents shall serve as the sole ones to be used during the certification process.
- d.** Changes in the documents.
 - 1. The regulatory documents are identified with a specific code linked to the version number and the date of publication.
 - 2. The date in the name of the document indicates the publication date of that document.
 - 3. Version number: A change in the first digit (e.g., 7.0 to 8.0) indicates changes to the requirements and a change of version. A change in the second digit (e.g., 8.0 to 8.1) indicates an edition update; that is, a specific change.
 - 4. The edition update record is located at the end of each modified regulatory document.
 - 5. The update of any regulatory document may be applied independently.
 - 6. The CBs have the responsibility of notifying their clients about any change in the regulatory documents including version and edition updates.

3.2 Updating of regulatory documents

- a.** The version of the regulatory documents shall be updated every five (5) years.
- b.** Florverde Sustainable Flowers' Technical and Management Secretariat, and Florverde Sustainable Flowers' Technical Committee shall implement the updates of the regulatory documents.
- c.** Regulatory documents updates will be made published for public consultation by the Florverde Sustainable Flowers' Technical and Management Secretariat for a period of sixty (60) days in order for them to receive feedback from stakeholders that can eventually contribute to the write-up of the regulatory documents. The regulatory documents will be uploaded for consultation to, but not exclusively, the Florverde website.
- d.** Florverde Sustainable Flowers' Technical and Management Secretariat will disclose the updates of the regulatory documents, as well as their transition periods, to all validated certifying bodies and participating producers or retailers.

4. OTHER CONSIDERATIONS

4.1 Liability

Florverde Sustainable Flowers and all approved certification bodies are not legally liable for the conduct of the certified companies within the Florverde certification scope.

4.2 Law-abiding

When the law of a country is stricter than the requirements of the Florverde Standard, the legislation of that country shall prevail. If no relevant legislation is in place or when the valid one is less strict than the Florverde Standard requirements, then the level of compliance set by the Florverde Standard shall prevail.

It is important to clarify that the certification is not in itself bound by compliance with the applicable legislation. The audit conducted by the Florverde Sustainable Flowers-approved certification body is not intended to usurp the enforcement liabilities of public agencies.

4.3 Confidentiality, use and release of information

- a.** The producers or retailers grant a written permission to Florverde Sustainable Flowers and the CBs to make use of the registration data during the internal processes and sanctioning procedures.
- b.** The right to data access shall be defined and signed by the producer or group of producers over the registration process with the CB. The data owner is liable for granting and determining the level of data access rights. The data owner may transfer the liability to other users, such as a CB.
- c.** The producers or retailers must at least, authorize Florverde Sustainable Flowers and the CBs to publish the following information: Florverde registration number, Florverde certificate number, certification standard version, name of CB, and certified products. Also, the name and address of the certificate-holding company.
- d.** Florverde Sustainable Flowers and the CBs must have the written consent of the producer or retailer to publish or release additional information to third parties.
- e.** If an applicant does not show agreement with the release of the minimum data, the applicant is considered to be in disagreement with the certification and sub-licensing contract and will not be eligible for certification.



RULES FOR FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION

5. CERTIFICATION OPTIONS

The certification options are either “single” or “individual” and is granted based on the type of legal entity requesting certification.

5.1 Single certification option

This section pertains to applicants who are individual legal entities (bearing a single legal name) and will serve as certificate holders. The following alternatives are applicable:

5.1.1 Individual applicant with one PU

Individual applicant opting for the Florverde Sustainable Flowers certification.

5.1.2 Individual applicant with multiple PUs and no ICS

Individual applicant with multiple PUs that operates as a single legal entity and no ICS.

5.1.3 Individual applicant with multiple PUs and implemented ICS

Individual applicant with multiple PUs that operate as a single legal entity and implemented ICS.

The rules of the Internal Control System Requirements (ICS) are applicable in this case.

5.2 Group certification option

This option pertains to applicants with separate legal entities or independent corporate names, and an Internal Control System (ICS).

The certificate holder will be the group administrator. The rules of the Internal Control System Requirements (ICS) are applicable in this case.

6. FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION APPLICATION PROCESS

6.1 Scope of application and certification

Esta sección concierne a los solicitantes que sean entidades legales individuales (razón social única) y serán los titulares del certificado. Aplican para las siguientes alternativas:

- a. Any producer and retailer of flowers and ornamental plants is eligible to apply for the Florverde Sustainable Flowers certification.
- b. Only flowers and ornamental plants are certified.
- c. The Florverde certification evaluates the processes associated to the production and retail of flowers and ornamental plants, and the impact on product quality, the environment and the people.

6.2 Registration process

6.2.1 General information

- a.** The applicant must start by selecting a certification body approved by Florverde Sustainable Flowers; the list and contact of all approved or provisionally approved CBs can be found on the Florverde website (www.florverde.org).
- b.** The selected CB will be responsible for the registration of the applicant's producer with the Florverde Sustainable Flowers Technical Secretariat, the data updates and the collection of fees.
- c.** Before the registration of a new applicant, the CB must verify with the Florverde Sustainable Flowers Technical and Management Secretariat whether the applicant is already registered or has an active or sanctioned status with another CB.
- d.** The CB must use the Florverde Sustainable Flowers certification application form. Information related to this form is detailed in Appendix 1.
- e.** The applicant must complete the Florverde Sustainable Flowers certification application form supplied by the CB. The collected information must be verified during the CB audit.
- f.** Upon registering, the applicant commits to:
 - 1. Complying by all means with the certification requirements.
 - 2. Notifying the CB of any data update.
 - 3. Paying the applicable Florverde Sustainable Flowers and CB rates.

Any objective evidence indicating that the applicant has misused application the Florverde application leads to the applicant's exclusion from the certification process for a period of twelve (12) months from the time of observation of said misuse.

- g.** The CB notifies the applicant's registration the Florverde Sustainable Flowers Technical and Management Secretariat in order to be assigned a unique Florverde Sustainable Flowers Number (FSFN) that will serve as a unique identification number for all Florverde-related activities. The FSFN identifies the applicant and has no relation to the product or certification category.
- h.** The certification body will issue a Florverde sublicense and certification contract indicating the acceptance of the applicant's registration. The service contract between the CB and the producer has a maximum term of validity of three years which can be subsequently renewed for the same period of time.
- i.** The applicant must sign the Florverde sublicense and certification contract with the CB. The CB must submit a copy of the sublicense and certification contract to the producer or retailer.
- j.** In order for the registration to be accepted, the applicant must fulfill conditions:
 - 1. Submit the application with the totality of the required information to the CB.
 - 2. Sign the Florverde sublicense and certification contract.
 - 3. Service contract with the CB
 - 4. Have been assigned the Florverde Sustainable Flowers Number (FSFN).
- k.** The applying producer:
 - 1. May not register the same product with different CBs.
 - 2. May not register the same product with different certification options. For instance: it is not possible to register a rose under the individual and the group options.
 - 3. May not register production units in different countries (the FSF Technical and Management Secretariat only grants exceptions on a case-by-case basis).
 - 4. May register different products with different CBs or different certification options, or both. For instance: A rose can be registered under the individual option and a carnation under the group option; a rose can be registered under a CB and carnations with another CB, or both products can be registered under the same CB.

5. You must identify and register all production units for the products produced included in the scope of the certification application.

6.2.2 New registrations

- a.** a) For a first registration, the CB must confirm the application and provide the applicant with a unique FSFN within a period of 28 calendar days from the moment of reception of the completed application.
- b.** b) The registration process must be completed in order for the CB to conduct the Florverde Sustainable Flowers certification audit.
- c.** c) Registration with new CB (transfer):
 - 1. When a registered producer or retailer changes the CB or requests a new CB for the certification of a different product, the producer or retailer must inform the new CB about the FSFN assigned, beforehand.
 - 2. Certificate holders who have received a sanction are not allowed to switch CBs until the first CB has lifted the corresponding non-conformity, or until the end of the sanction.
 - 3. In the event of pending sanctions to the producer issued by the group administrator or pending issues raised by the CB in relation to the producer, single producers or retailers who are members of a producer group will not be allowed to abandon that group and register with a different group for the products already registered

7. REQUIREMENTS FOR INDIVIDUAL CERTIFICATION

The rules described below apply to single producers with one or more production unit with no ICS implemented.

7.1 Legality

- a.** All production units must be owned or leased by the producer and be under the direct control of the legal entity.
- b.** Leased production units must have written contracts signed between the site owner and the legal entity (applicant/producer), specifying the name and legal identification of the site owner and producer, contact address of the parties and details of the production site. This contract, and any other signed document, must indicate that the site owner does not bare any responsibility, influence or decision-making with respect to the production activities of the leased area.
- c.** In all circumstances, the applicant or certificate holder is legally liable for all registered production, including the distribution of the product in the market.

7.2 Audit process

In order to achieve certification, the applicant must carry out an internal audit and become the object of an audit carried out by the selected CB (see Table 1).

	Initial audit	Subsequent audit
Internal audit	All the production units, products and processes registered in the scope of certification.	All the production units, products and processes registered in the scope of certification, annually.
CB Audit	Initial-announced: All the production units, products and processes registered in the scope of certification.	Subsequent-announced: All the production units, products and processes registered in the scope of certification Subsequent-unannounced: 10% probability of having an unannounced audit.

7.2.1 Internal Audit

- a. The applicant is responsible for ensuring the constant compliance of the PUs with the requirements for certification. For this purpose, internal audits shall be carried out in all the production units, products and processes registered in the scope of certification so that compliance with the requirements and compliance criteria of the Florverde Standard can be verified.
- b. The internal audits must use the Florverde Standard checklist and be completed as described in paragraph b) of section 9.1.3 of these General Rules.
- c. Internal audits shall be carried out prior to the initial audit and then at least once a year before the subsequent announced certification audits, checking the completion of the checklist verification (Level 1, 2 and 3 requirements) throughout the scope and at the registered production units.
- d. The completed checklist must be available for consultation at the production unit and at all times.
- e. Internal auditors must comply with the requirements laid down in Appendix 2 of these General Regulations.
- f. The Certification Bodies that are going to carry out the certification audit cannot perform the internal audit.

7.2.2 CB certification audits

- a.** CB audits shall be announced and may be subjected to unannounced follow-up audits.
- b.** Audits (announced and unannounced) shall be carried out by CB personnel who must comply with the provisions laid down in Appendix 2 of these regulations.
- c.** The CB shall apply the Florverde Standard checklist for the audits.
- d.** The CB audit shall cover:
 - 1. All accepted products and processes.
 - 2. All registered production units.
 - 3. All registered product-handling facilities.
 - 4. Management centers, where applicable.

7.2.2.1 CB announced audits

- a.** After the initial audit, the applicant will be subjected to subsequent announced annual audits.
- b.** Initial (first) audits will be those that are conducted when the Florverde Sustainable Flowers certification is requested for the first time, when a certification is applied under a new version or when the certificate becomes no longer valid (expires) at least one year after the expiration date. In these cases, the applicant must submit the records and the evidence related to the compliance with the standard so they are audited by the CB from the date of registration, and for a period of no shorter than three (3) months prior to the first audit.
- c.** Subsequent audits will be those that take place when the Florverde Sustainable Flowers recertification is requested and all applicable Florverde Standard requirements for the production process of registered and accepted products shall be evaluated annually before the certificate is granted. This also applies when the CB is changed by the producer.
- d.** The CB must audit the requirements of levels 1, 2 and 3 of the Florverde Standard, including those that may not be applicable (NA).
- e.** Subsequent CB audits may be conducted at any time during the eight-month audit time frame: four months before the expiration date of the certificate and up to four months after the expiration date of the certificate, the latter applies when the CB extends the validity of a certificate and notifies it to the FSF Technical and Management Secretariat.
- f.** At least six months must elapse between the two recertification audits.
- g.** For companies that apply under the individual option with multiple UPs and have a minimum of five (5) UPs, the following is established: The first four (4) UPs must be audited in their entirety, according to the timelines set by Florverde. Starting from the fifth UP, there will be a reduction of one (1) day in the audit time for each additional unit. This measure will only apply to those UPs whose initial audit is scheduled for three (3) or four (4) days. No reduction in audit time will be granted for units with a scheduled duration of two (2) days. The OC will select the UPs that will be fully sampled and those that will have a reduction in audit days. It must be ensured that the Florverde Standard requirements are reviewed.

7.2.2.2 Unannounced CB audits

- a.** A producer or retailer has a 10% probability of having a subsequent audit carried out by the CB as an unannounced audit during the audit window,
- b.** The CB may conduct the unannounced audit at least sixty (60) days after the announced audit.
- c.** The CB shall conduct unannounced audits each year, to a sample formed of 10% out of the total number of producers or retailers certified under the individual option by the CB. The selection of this 10% sample shall be based on the risk assessment and other factors such as geographical location, type of legislation when the CB covers several jurisdictions, crop type and compliance

history, among other factors.

- d. The CB will audit the applicable levels 1 and 2 of the Florverde Standard.
- e. Non-conformities shall be addressed in the same manner than those found during an announced audit.
- f. The CB shall notify the certificate holder of the unannounced audit within a period of 48 hours (two working days) in advance. In the event of the certificate holder not being able to be notified due to medical reasons or any other justification deemed acceptable to the CB, the certificate holder shall have a new opportunity to be informed of the unannounced audit. However, the certificate holder shall receive a written warning from the CB. After the warning, the certificate holder shall receive the second notification of the unannounced audit 48 hours in advance. If the unannounced audit cannot be conducted for reasons that are not justified, the certificate holder will be sanctioned with the suspension of the certificate.
- g. For companies with five or more UPs, the selection of days will apply in the same manner as for announced audits.

8. REQUIREMENTS FOR GROUP CERTIFICATION

The rules described below apply to groups of producers managed by way of an Internal Control System (ICS), and single producers with several production units who have voluntarily implemented an ICS.

8.1 Internal Control System (ICS)

The ICS requirements must be evaluated by the applicant and the CB using the ICS checklist to ensure the effectiveness and full compliance.

8.1.1 Legality and management

8.1.1.1 Legal ICS managing entity

- a. There must be documentation that clearly demonstrates that the applicant is, or belongs to a legal entity. The legal entity must have the right to: produce or retail registered products, represent group members or PUs and sign contracts or commitments with them.
- b. The legal entity will enter into a contractual relationship with Florverde by signing the sublicensing and certification contract with a Florverde accredited CB. By doing that, it becomes the sole holder of the Florverde certificate, being liable for the ICS and the compliance of the members it represents.
- c. A legal entity can only manage one ICS per country.
- d. Only legal entities that can be certified under the individual option can join a group applying for group certification. If a group or a producer with several PUs joins another group or a producer with several PUs, their two internal control systems must be merged into a single ICS managed by a single legal entity, which will be the certificate holder..

8.1.1.1 Producers on the group option

- a.** There must be written contracts or commitments signed between each producer member of the group and the legal entity. These documents must include the following:
 - 1. Name and legal identification of group of producers.
 - 2. Name and legal identification of producer.
 - 3. Contact address of producer.
 - 4. Details of the location of the UPs held by the producer that include products from certified and non-certified production processes. For this information, the contract may relate to the internal register of the producer group.
 - 5. Details of the PU crop area (e.g. cultivated area) or amounts (e.g. stems or kilograms produced). With regards to this information the contract may refer to the internal register of the producers' group.
 - 6. Commitment of compliance with the Florverde regulations.
 - 7. Agreement to comply with the documented procedures, policies and, if applicable, the technical advice of the producers' group.
 - 8. Sanctions that may be applied in case of the non-compliance with the Florverde requirements or any other internal requirement.
- b.** Each registered member of the producer group is responsible for the compliance with the Florverde standards at the production sites, while the legal entity is responsible for the compliance with the ICS.
- c.** The members of a producer group are not the legal holders of the certificate. Therefore, they must not retail any product making reference to the group certificate. All the product sold not making reference to the group certificate must be registered in a product input/output system.

8.1.1.2 Single producer with several UPs

- a.** All production units must be owned or leased by the producer and be under the direct control of the legal entity.
- b.** Production units not owned by the legal entity must have written contracts signed between the UP owner and the legal entity. These contracts must include the following elements:
 - 1. Name and legal identification of the certificate holder.
 - 2. Name and legal identification of the PU owner.
 - 3. Contact address of PU owner.
 - 4. Details of the individual PUs.
 - 5. A clear indication that the PU owner has no responsibility, influence or decision-making capacity in relation to the production operations carried out in the leased PU.
- c.** The certificate holder is legally responsible for the production and trade of the registered product.
- d.** All the product-handling facilities must be identified and registered.

8.1.1.2 Internal record-keeping

Records must be kept of all members of the producers' group or of all the individual producer's UPs, as applicable, that will be part of the scope of certification, according to the Florverde standards.

8.1.1.2.1 Registration of producers under the group option

- a.** The registration must contain at least the following information for each member of the producers' group:
 - 1. Name of producer.
 - 2. Contact person.
 - 3. Address and location.
 - 4. Contact information (telephone number and email).
 - 5. Legal identification (Tax ID Number/Tax-payer ID, etc.) used in the country of production.
 - 6. Registered products.
 - 7. Details and location of individual PUs, including certified and non-certified products.
 - 8. Cultivated area per product (greenhouse and outdoors).
 - 9. Producer's status of according to the most recent internal audit (approved, suspended, etc.).
 - 10. Date of latest internal audit.
 - 11. The use of more than one Certification Body requires to be registered.
- b.** Producers that belong to the legal entity but are not part of the Florverde group certificate must be listed separately and do not need to be registered in the Florverde Sustainable Flowers Certification Register.
- c.** All group producers must be registered in the Florverde Sustainable Flowers certification registry according to the requirements detailed in Appendix I of General Regulations for Florverde Sustainable Flowers Certification.

8.1.1.2.2 Registration of individual producer with several PUs

- a.** Registration must contain at least the following information per PU:
 - 1. PU identification.
 - 2. PU location.
 - 3. Type of the legal entity with the PU (owned or leased).
 - 4. Registered products.
 - 5. Products not included in the registration process.
 - 6. Cultivated area per product (greenhouse and outdoors) or amount of each product registered.
 - 7. CB or list of CBs if a producer uses more than one CB, including details about the CB assigned for each product.
 - 8. Producer's status of according to the most recent internal audit (approved, suspended, etc.).
 - 9. Date of the farm's latest internal audit.
- b.** The registry must have information contained in the above items (1 to 6) for PUs under the responsibility of the producer (owned or leased PUs) that have not been registered under the Florverde certification.

8.1.2 Management and organization

The ICS must be robust and demonstrate that all registered group members or PUs comply with the requirements of the Florverde standard.

8.1.2.1 Structure

- a.** A management structure with sufficient and adequately trained human resources shall be in place to effectively ensure that the Florverde requirements are met by all producers and in all PUs.
- b.** The management structure must clearly identify the relationship between the producers and the entity in charge of their coordination. This structure must be documented and should include the people in charge of:
 - 1. Managing the implementation of Florverde.

2. Managing the ICS.
 3. Conducting the annual internal audits of each producer or PU.
 4. Conducting the ICS internal audit, and the verification of the internal audits of each producer or PU.
 5. The technical consultancy for the group, if applicable.
- c.** The management must grant sufficient authority to the internal auditors to make independent and technically justified decisions during the internal controls.

8.1.2.2 Personnel training and education

- a.** The level of training, education and qualification of personnel who play a key role in the compliance of the Florverde regulations, including those mentioned in 8.2.1 of this section, must be documented and meet any training requirements described in the Florverde standard.
- b.** The legal entity shall ensure that all personnel liable for the compliance with the Florverde Standard are properly trained and meet the training requirements as defined in Appendix 2, paragraph 1, Qualification requirements for internal auditors and CB auditors.
- c.** The records of qualifications and training activities of key personnel involved in Florverde's compliance must be kept to demonstrate their competence.
- d.** A system shall be in place to demonstrate that the key personnel are informed and updated on issues and changes relevant to the Florverde compliance. Evidence of the annual training of the key personnel shall be available.
- e.** If in the event of having more than one internal PU or ICS auditor, they shall receive training and be evaluated to ensure the consistency of their approach and interpretation of the Florverde Standards. For instance: documented chaperoned audits.

8.1.3 ICS Documentation

- a.** a) A structure for the documentation of the ICS operation must be in place, including at least:
 1. The ICS Manual.
 2. Florverde's procedures and work instructions.
 3. Registration forms.
 4. Relevant external regulations, e.g. Florverde's valid regulatory documents.
- b.** The policies and procedures shall be sufficiently detailed in order to demonstrate compliance with Florverde regulatory requirements.
- c.** The documentation shall be available to relevant personnel and members of the producers' group or PUs.
- d.** The content of the ICS Manual shall be periodically reviewed to ensure the ongoing compliance with the requirements of the Florverde Standard. Any major amendment applied to the Florverde regulations shall be incorporated into the ICS Manual within the timeframe established by Florverde.

8.1.3.1 Document Control

- a.** A written procedure must be in place, with the definitions of the of the document control.
- b.** All controlled documents shall be identified with an issue number, an issue date, a review date with pages properly numbered.
- c.** The documentation, including all updates, shall be reviewed and approved by authorized personnel before issuance and distribution. Whenever possible, an explanation of the reason and nature of the changes should be provided.
- d.** A copy of the relevant documentation must be kept at the place of operation of the ICS.
- e.** The documentation will be updated according to the changes in the operational processes associated with the Florverde standards.
- f.** Following the issuance of new documents, all obsolete documents shall be duly revoked.

8.1.3.2 Record control

- a.** Records shall be kept to demonstrate the effective control and implementation of the ICS and the compliance with the requirements of the Florverde standard.
- b.** All records related to the ICS shall be maintained for at least two (2) years.
- c.** Records shall be authentic, legible, and properly filed and available for audit when required.
- d.** Records found online or on soft copies are considered valid. Signatures may appear in the form of a password or electronic signature to ensure the identification and authorization of the signatory. Electronic records must be available throughout the audit. Back-up copies must be available at all times.

8.1.4 Complaint management

- a.** The legal management entity of the ICS must have a system in place to effectively manage customer complaints. The relevant part of the complaint management system must be available to the members of the producers' group or the PUs.
- b.** A documented procedure must be in place describing the protocol to receive, record, identify and investigate complaints and the subsequent follow up and review.
- c.** The procedure must be available to customers upon request. The procedure must include customer complaints made to single producers, UPs, and the ICS.
- d.** If the certificate holder or a member of the producers' group confronts a complaint related to the general welfare of the workers, the protection of the environment, or has been involved in legal proceedings, or has been found guilty by a court of law as transgressing a national or international law, and those actions may jeopardize the reputation and credibility of Florverde Sustainable Flowers, the certificate holder must inform the CB within a period of 24 hours.

8.1.5 Internal audits

8.1.5.1 Internal ICS audit

- a.** ICS audits shall be conducted on an annual basis.
- b.** Internal auditors shall comply with the requirements laid down in Appendix 2.
- c.** ICS internal auditors must be independent from the management area being audited.
- d.** The person who initially developed the ICS within the group is allowed to subsequently carry out the annual ICS audit. However, the person in charge of the day-to-day management of the ICS is not allowed to conduct annual internal audits of the ICS.
- e.** Records of the ICS internal audit findings and corrective actions adopted, shall be kept and be available.
- f.** The ICS checklist shall be applied and fully completed during the ICS internal audits. This checklist

must be available at all times at the ICS management location.

- g.** The ICS checklist must include the name and signature of the audited ICS representative, as well as the name and signature of the internal CMS auditor.
- h.** In the event of the audit not taking place on a specific day, but throughout the year, a defined schedule must be in place.
- i.** The Certification Bodies that will conduct the certification audit cannot carry out the internal audit.

8.1.5.2 Internal Producer / PU audits

- a.** Internal Producer / PU audits shall be conducted on an annual basis to verify compliance with the Florverde Standard.
- b.** Internal auditors must comply with the requirements laid down in Appendix 2.
- c.** ICS internal auditors must be independent from the management area being audited. Internal auditors may not verify their own day-to-day work.
- d.** New group members or new PUs must always undergo an internal audit, which they must pass before being accepted to the register for Florverde certification.
- e.** Internal audits must apply and complete the Florverde Standard checklist in its entirety, as indicated in paragraph 9.1.3 of the General Rules. The checklist must be available for consultation at all times in the PUs or in the entity in charge of the management of the ICS.
- f.** The producer / PU compliance with the requirements of the Florverde Standard must be reviewed by an ICS internal auditor, the ICS audit team or the entity in charge of the management of the ICS and make the decision based on the audit reports submitted by the PU internal auditor. Any decision must guarantee the independence of the person in charge of giving the approval to the PU audit report.
- g.** When there is only one ICS internal auditor, who is also in charge of conducting internal PU audits, a different person, such as a management representative identified by the ICS, will give the approval to the internal PU audits.
- h.** In the event of the UP audits being conducted throughout the year, a defined schedule must be available.
- i.** The duration and execution of internal audits shall follow the same rules defined for external CB audits of the as described in these general regulations.
- j.** The PU internal audit report shall include the following:
 - 1. Identification of registered producer and production units.
 - 2. Signature of registered producer or people in charge of the production unit.
 - 3. Date.
 - 4. Name of UP auditor.
 - 5. Registered products.
 - 6. Results of evaluation with respect to each Florverde Standard requirement.
 - 7. The justification section of the checklist must include comments for level 1 complying requirements; level 1 and 2 noncomplying requirements; and level 1 and 2 nonapplicable requirements. This is necessary at the moment of reviewing the audit history, after the audit has taken place.
 - 8. Detail of any non-compliance found and the timeframe for corrective action.
 - 9. Results of PUs internal audit to determine compliance.
 - 10. Duration of the PU internal audit.
 - 11. Name of ICS internal auditor who gave the approval to the audit report. It may also be any other evidence of review and approval.
- k.** The Certification Bodies that will conduct the certification audit cannot carry out the internal audit. realizar la auditoría interna.

8.1.6 Non-conformities, corrective actions and sanctions

- a.** A documented procedure shall be in place to manage non-conformities and corrective actions resulting from internal or CB audits.
- b.** The corrective actions planned for the non-compliances shall be evaluated. The deadlines for the implementation of corrective actions must be in agreement with the General Regulation.
- c.** Those people in charge of the implementation and resolution of the corrective actions must be designated.
- d.** A procedure for sanctions and non-conformities for Producers and UPs must be in place and applied in agreement with the provisions laid down in paragraph 10 of this Regulation.
- e.** A mechanism must be established to notify the CB in a timely manner about suspensions or cancellations that have been lifted to registered producers or UPs, as well as the closure of such suspensions.
- f.** Records of all sanctions must be kept, including evidence of the corrective actions taken and the decision-making process.

8.1.7 Traceability

- a.** A documented identification and traceability system must be in place to trace all registered products back to the members of the producers' group or the UPs and forward to the immediate customer.
- b.** A mass balance exercise must be carried out for registered products at least once a year to demonstrate the compliance of the certificate holder's legal entity.
- c.** In the case of purchasing certified and non-certified product from suppliers (non-producer group members or UP) or non-certified product from producer group members or UP, a procedure and records must be in place to identify and quantify the quantity of the purchased product. This procedure must include:
 - 1. List of Florverde certified and non-certified suppliers.
 - 2. Type of product purchased from each supplier.
 - 3. Amount of purchased product.
 - 4. Florverde certification status.
 - 5. A copy of a valid Florverde certificate per supplier, if applicable.
 - 6. Traceability data or codes related to purchased product.
 - 7. Purchase invoices.
- d.** A final check of documents must be conducted to ensure the correct shipment of product from certified and non-certified production processes.
- e.** Product handling centers considered in the scope of certification must apply procedures that allow the identification and traceability of registered product, including reception, handling, storage and distribution.
- f.** Certificate holder who decide to label their product with the Florverde brand, this must observe the provisions laid down in these regulations and those of the visual identity manual of the Florverde brand.

8.1.8 Registration of new producers or PUs to the certificate

- a.** New UPs and producers may be added to an existing certificate provided that the internal procedures for approval have been followed. It is the responsibility of the certificate holder to immediately notify the CB about any UP addition or removal from the list of registered producers.

- b.** Up to 10% new producers or UPs may be added each year to the approved list just by registering them with the CB, without necessarily having to go through a new CB verification.
- c.** Increases by more than 10% in the number of approved producers or UPs registered each year, will require the external audit of a sample that will be at least the square root of the total number of new producers or UPs during the same year, or optionally, the audit of the ICS before new producers can be added to the approved list.
- d.** Regardless of the increase in the percentage of new producers or UPs in a year, if the newly registered PUs increase the production area of the certified product by more than 10% a year, or if there is a 10% change in the producers of the group, further external producer or UP audits must be conducted. The minimum sample shall be the square root of the number of new producers or UPs, or optionally an ICS audit to be conducted during that year, before new producers or UPs can be added to the approved list.

8.1.9 Non-conforming product statement

- a.** The legal entity in charge of the ICS management shall have a documented procedure to effectively manage nonconforming product.
- b.** The procedure shall identify the different types of situation that may lead to a product being declared as nonconforming, specify the people in charge for making decisions on that regard, the mechanism for notify the clients and the type of management according to the nature of the problem or specific client requirements.
- c.** The procedure should be operational at any time and must be tested at least once a year to ensure its effectiveness; the testing must be documented.

8.1.10 Outsourcing

- a.** In the event of outsourcing being carried out, the legal entity in charge of the ICS management shall have third party sourcing procedures in place to ensure that those activities are carried out in accordance with the applicable and relevant Florverde Standard requirements.
- b.** Records shall be maintained to demonstrate the assessment of the contractors' competence and the compliance with the applicable relevant Florverde Standard requirements.
- c.** Contractors shall carry out their work in accordance with the ICS and all established procedures; this shall be specified in the service agreements or contracts.

8.1.11 Use of the Florverde Sustainable Flowers mark of conformity

The certificate holder may use the Florverde conformity mark in accordance with the provisions laid down in these regulations and the visual identity manual of the Florverde brand.

8.2 Audit process

In order to obtain the certification, the applicant must conduct internal ICS audits and internal PU audits and undergo PU and the CMS audits conducted by the chosen CB (see table 2).

Table 2. Audit process of group option

	Initial audit	Subsequent audit
Internal ICS audit	ICS Verification	ICS Verification. On an annual basis
Internal PU audit	Whole scope: all registered PU/ members of producers group.	Whole scope: all registered PU/ members of producers group.
ICS audit conducted by the CB	Certification audit. Full ICS audit. Prior to PU audit conducted by the CB	Re-certification audit Full ICS audit Annual and prior to PU audit conducted by the CB
ICS audit conducted by the CB	Square root sample of total registered producers/UPs.	Square root sample of total registered producers/UPs; on an annual basis.
Unannounced ICS audit conducted by the CB		Follow-up audit throughout certificate validity Minimum of 20% of all producers' groups and producers with several PUs with ICS.
Unannounced PU audit conducted by the CB		Follow-up audit throughout certificate validity 50% of the square root of current number of certified Producers/Certified PUs obtained from selected sample on unannounced ICS audit.

8.2.1 Internal audit

- a. The applicant is liable for ensuring the compliance with the requirements for group or single certifications with several PUs and ICS, at all times. To that end, it must conduct internal audits to verify compliance with the Internal Control System (ICS) and internal audits of all members of the producers' group or all the production units, products and processes registered in the scope of certification so that the compliance with the Florverde Standard can be verified.
- b. Internal audits must show compliance with the requirements determined in the ICS and described in this section of the General Rules, and contain the following:
 1. At least one ICS internal audit to be conducted by an internal ICS auditor before the first CB audit, and annually thereafter.
 2. A minimum of one internal audit per registered producer or production unit to be conducted by the internal PU auditor before the first CB audit occurs before the first CB audit, and annually thereafter.
- c. The ICS checklist shall be applied and fully completed during the ICS internal audits. This checklist must be available at all times at the ICS management location
- d. The Florverde Standard checklist shall be applied for internal Producers / PU audits, it must be completed as described in paragraph b) of numeral 9.1.3 of the General Rules and be available for consultation at the PU at all times or at the entity in charge of the management of the ICS.
- e. The ICS and PU internal auditors must comply with the requirements established in Appendix 2 of the General Regulations.

8.2.2 Certification audits conducted by the CB

- a. CB audits shall be announced and will have may be subjected to unannounced follow-up audits.
- b. Announced and unannounced audits shall be conducted by CB personnel who must comply with the provisions of Appendix 2 (Point 2).
- c. The CB shall apply the ICS checklist and the Florverde Standard checklist during the audits.
- d. The CB audit will cover:

1. All accepted products and processes.
 2. All registered production units.
 3. All registered product-handling facilities.
 4. Management centers.
- e. Initial (first) audits will be those that are conducted when the Florverde Sustainable Flowers certification is requested for the first time, when a certification is applied under a new version or when the certificate becomes no longer valid (expires) at least one year after the expiration date. In these cases, the applicant must submit the records and the evidence related to the compliance with the standard so they are audited by the CB from the date of registration, and for a period of no shorter than three (3) months prior to the first audit.
 - f. Subsequent audits will be those that take place when the Florverde Sustainable Flowers recertification is requested and all ICS requirements shall be evaluated annually. This also applies when the CB is changed by the producer.

8.2.2.1 Announced ICS audits conducted by the CB

- a. The CB shall audit the ICS requirements implemented by the applicant.
- b. The CB shall conduct one announced ICS audit during the initial audit and one announced annual audit, thereafter.
- c. ICS audits conducted by the CB must be conducted by an ICS auditor from the CB.
- d. During the initial and subsequent audits, the CB must verify the qualifications of the ICS and PU internal auditors.
- e. The CB must cross-check the results of the internal (ICS and PU) and external audits as part of the ICS audit, to corroborate the suitability of the applicant's internal controls.
- f. Upon completing the ICS audit, the CB auditor informs the producer about the conformation of the sample of producers or PUs to be audited. This notification must take place within a period no longer than 48 hours (two working days) per producer or PU. The choice of the sample shall follow a criterion based on the group or PU structure of the single product and in accordance with a risk-based sampling procedure.
- g. The CB shall disclose the results of the assessment upon completing the ICS audit and the producers / PUs sample audits.
- h. Subsequent CB audits may be conducted at any time during the eight-month audit time frame: four months before the expiration date of the certificate and up to four months after the expiration date of the certificate, the latter applies when the CB extends the validity of a certificate and notifies it to the FSF Technical and Management Secretariat
- i. At least six months must elapse between the two recertification audits.

8.2.2.2 Announced producer/UP audits by the CB

- a. The CB shall audit the requirements of levels 1, 2 and 3 of the Florverde Standard, including those that may not be applicable (NA) from the selected sample of producers or PUs.
- b. The CB shall audit all registered products from each of the producers or UPs selected in the sample.
- c. For companies applying under the individual option with multiple UPs and an Internal Control System (ICS), the sample selection will be at least the square root (or the next whole number if there are decimals). Additionally, if the selected sample is at least three (3) UPs, the following applies: The first two (2) UPs must be audited in their entirety, according to the timelines established by Florverde. Starting from the third UP, a reduction of one (1) day in the audit time will apply for each additional unit. This measure will only apply to those UPs whose initial audit is scheduled for three (3) or four (4) days. No reduction in audit time will be granted for units with a scheduled duration of two (2) days. The CB will select the UPs that will be fully sampled and those

that will have a reduction in audit days. The review of the Florverde Standard requirements must be ensured.

- d.** The sample taken by the CB in the announced audits when the number of producers that make up a group is less than or equal to 8, respectively, the sample selection shall be at least the square root (or the lower whole number in case of decimals). For example: for a group X with 7 registered producers; the CB will use the square root for the sample. Therefore, 2 producers ($\sqrt{7}$) should be audited.
- e.** The sample taken by the CB in the announced audits when the number of producers that make up a group or the number of PUs in the single option with ICS is higher than or equal to 9, respectively, the sample selection shall be at least the square root (or the higher whole number in case of decimals). For example: for a group X with 35 registered producers; the CB will use the square root for the sample. Therefore, 6 producers ($\sqrt{35}$) should be audited.
- f.** In the group certification option: when a producer has several PUs, the producer and not the number of PUs are taken into account at the moment of calculating the sample to be audited by the CB. If the producer with several PUs is selected for the audit, a sample of the square root of the number of PUs of that producer will be taken.
- g.** At the moment to select the sample, the CB must take into account risk factors and random choice. Some factors for inclusion in the initial or subsequent sampling include increasing risks in the activity, new producers or UPs, number of products, results from previous audits conducted by the CB, members of the producers' group with several UPs, complaints records, fluctuations in the size of the site, modifications after the most recent certification audit, social and environmental issues, or differences in the cultural practices across the sites and the geographic distribution. In all circumstances, the CB must encourage all members and PUs to be audited as they move forward throughout their certification cycles.
- h.** The CB may increase the producers or UPs samples to be audited with justifiable criteria, and the applicant may appeal that decision. Some reasons for the increase may include:
 - 1. Failure to comply with the whole ICS.
 - 2. One of the producers or UPs fails to comply with the requirements of the Florverde Standard.
 - 3. Contradictions between the internal audit reports and the CB audits.
 - 4. Clients complaints, e.g. the finding of prohibited pesticide residues.
 - 5. The potential need to determine whether the nonconformity is structural or not.
 - 6. Number of products.

8.2.2.3 Unannounced audits by the CB

- a.** El OC realizará cada año auditorías de seguimiento no anunciadas del SCI, a una muestra del 20 % del total de certificados bajo la opción grupal y opción de certificación individual con varias UP a) The selection of this 20% sample shall be based on the risk assessment and other factors such as geographical location, type of legislation when the CB covers several jurisdictions, crop type and compliance history, among other factors
- b.** When a CB has only one producer or retailer certified under the group option or the single certification option with several UPs with ICS, unannounced follow-up audits will be conducted every two years.
- c.** The list of producers or retailers selected for the unannounced ICS audit sample will also be object of unannounced UP audits.
- d.** The CB shall conduct unannounced UP audits on a sample formed of 50% the square root of the current number of certified producers/UPs selected from the ICS audit.
- e.** During the unannounced PU audits, the CB shall audit applicable levels 1 and 2 of the Florverde Standard.

- f. Any non-conformity found in the follow-up audit shall be treated in the same manner as announced audits. Any non-conformity will result in a sanction applied to the whole group or a single producer with several PUs.
- g. In the event of the certificate holder not being able to be notified due to medical reasons or any other justification deemed acceptable to the CB, the certificate holder shall have a new opportunity to be informed of the unannounced audit. However, the certificate holder shall receive a written warning from the CB. After the warning, the certificate holder shall receive the second notification for the unannounced audit 48 hours in advance. If the unannounced audit cannot be conducted for reasons that are not justified, a full suspension shall be applied.
- h. The CB may conduct the unannounced audit at least sixty (60) days after the announced audit.

9. GRANTING OF THE FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION

9.1 Requirements for obtaining and maintaining the Florverde certification

9.1.1 Individual option

The following requirements are necessary to obtain and maintain the Florverde certification:

- a. Compliance with the requirements of the Florverde Standard as follows:
 - 1. Level 1 requirements:** Compulsory compliance of 100% with level 1 applicable requirements.
 - 2. Level 2 requirements:** Compulsory compliance of 95% with level 2 applicable requirements.
 - 3. Level 3 requirements:** They are recommended and do not have a minimum percentage of compliance.
- b. The producer must comply with the signed contracts (Florverde certification and sublicense contract plus a service contract with the CB in their current versions).
- c. The producer must comply with the requirements defined in the latest version of the general regulations of Florverde Sustainable Flowers.

9.1.2 Group option

The following requirements are necessary to obtain and maintain the Florverde certification:

- a. Compliance of 100% with the ICS requirements.
- b. Compliance with the requirements of the Florverde Standard as follows:
 - 1. Level 1 requirements:** Compulsory compliance of 100% with level 1 applicable requirements.
 - 2. Level 2 requirements:** Compulsory compliance of 95% with level 2 applicable requirements.
 - 3. Level 3 requirements:** They are recommended and do not have a minimum percentage of compliance.
- c. The group of producers or single producer with several PUs and ICS must comply with the signed contracts (Florverde certification and sublicense contract plus a service contract with the CB in their current versions).
- d. The group of producers or single producer with several PUs and ICS must comply with the requirements defined in the latest version of the general regulations of Florverde Sustainable Flowers.

9.1.3 Verification of compliance with the Florverde Standard

- a. The requirements of the standard that need to be taken into account at the moment of calculating the percentage of compliance for levels 1 and 2 will depend on the product and production process to be certified. Therefore, the percentage of compliance shall be calculated taking into account all the requirements applicable to each product and each PU.

- b.** To corroborate the percentage of compliance it is necessary to complete the entire Florverde Standard checklist during the UP audits as follows:
 1. Compliance with the requirements is marked with a "YES"; noncompliance is marked with a "NO"; nonapplicable requirements are marked with "NA".
 2. Requirements marked as NA need to be evaluated in order to determine if they are indeed NA and do a written justification of the reasons.
 3. All findings on level 1 requirements should be commented (include evidence).
 4. Level 2 or 3 requirements that are not met (NO) require a comment (including evidence).
- c.** The level of compliance of a single producer with several PUs and no ICS is calculated for the whole legal entity, based a single Florverde Standard checklist.
- d.** The level of compliance of a single producer with several PUs and ICS, the level of compliance is calculated per producer or per PU. Each producer or PU must comply with the certification requirements. A Florverde Standard checklist shall be used per producer or PU.
- e.** Percentage calculations showing compliance or non-compliance must always be available after internal audits and PU audits conducted by the CB.

9.1.3.1 Calculation of compliance rate with level 2 requirements

Use the formula below to calculate the rate of compliance with level 2 requirements:

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

*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.*

The above means that the total number of allowed level 2 requirement non-compliances is 3.5; a figure that must be rounded down. Which means that this producer may have 3 noncompliant requirements with level 2.

9.2 Non-conformities

- a.** The Florverde Certification Scheme defines non-conformity as the failure of a producer or retailer to comply with a requirement necessary for Florverde certification.
- b.** Non-conformities occur when:
 1. The producer or retailer fails to comply with 100% of all applicable level 1 Florverde Standard requirements. Which means that it does not comply with one or more level 1 Florverde Standard requirements.
 2. The producer or retailer fails to comply with 95% of all applicable level 2 requirements. Which means that level 2 non-compliances represent more than 5% the total number of Florverde Standard requirements that are applicable.
 3. The producer or retailer breaches any of the requirements of the General Regulations for Florverde Sustainable Flowers Certification.
 4. Any of the agreements contained in the contract signed by the CB and the producer with regards to the Florverde certification is breached. For instance: untrue declaration from the producer about the Florverde certification, misuse of the Florverde trademark, non-compliance with payments agreed upon the contract conditions, etc

9.3 Certification decision

- a.** a) The certification shall not be granted to a producer or retailer for the products that they applied

for, if any of the non-conformities described above affect those products.

- b.** b) All the production units that take part in the production of a registered product opting for the individual certification option with no ICS must be audited before the certificate is issued.
- c.** c) The certification committee, or its equivalent within the CB, shall conduct a thorough technical review of all audit reports. Surveillance audits shall be reviewed using at, least, a risk-based approach. In order for the review to be effective the following conditions must be ensured:
 - 1. The reviewers must be impartial and have the technical capacity to understand the content of the reports.
 - 2. All applicable requirements of the standard have been fully covered through the use and completion of the checklist defined by Florverde for evaluations conducted by CB auditors.
 - 3. All non-conformities are identified and supported with clear evidence.
 - 4. Effective corrective actions have been taken to resolve all nonconformities.
- d.** The certification committee or its equivalent within the CB shall make the certification decision within a period not exceeding twenty-eighth (28) calendar days from the moment of closure of all non-conformities resulting from a certification audit. If no non-conformities are found during the certification audit, the CB shall make a certification decision within a period not exceeding twenty-eighth (28) calendar days from the moment of completion of the audit.
- e.** The CB shall deliver the final certification audit report (see: 3. NORMATIVE DOCUMENTS) to the producer or retailer, within a period not exceeding twenty-eighth (28) calendar days from the moment of closure of all non-conformities.
- f.** Upon approving the certification, the CB must issue a certificate with the information specified in the Appendix 3 template of this regulations sustainable Flowers.

9.3.1 Florverde certificate and certification cycle

- a.** The Florverde certificate can only be issued to the applying legal entity.
- b.** A certificate and a sub-license is granted to the registered producer for the PUs where the product is produced or traded, if applicable, and for the declared products.
- c.** A certificate is not transferable from one legal entity to another. In such a case, a new one is required. The new legal entity must have a new FSFN.
- d.** The certification cycle lasts twelve (12) months, subject to sanctions and extensions as described later in these regulations.
- e.** Only producers or retailers who hold the certificate or are part of a certified group may market products using the Florverde certificate. In all cases, the producers or retailers must list the trademarks that will do any type of reference to the Florverde Sustainable Flowers certification on the Florverde Sustainable Flowers certification registration form.

9.3.2 Florverde certificate information

- a.** The official granting of the certification shall include a certificate issued by the CB with the information specified in the Appendix 3 template of these regulations, which includes at least the following information:
 - 1. Name and address of the producer whose products are being certified.
 - 2. Certified products, which may be identified by product type.
 - 3. Certification option
 - 4. Reference to applicable edition of the Florverde Standard.
 - 5. Effective date of certification.
 - 6. Validity date of certification.

7. Certificate number.
 8. Florverde Sustainable Flowers logo.
 9. Florverde Sustainable Flowers number (FSFN).
 10. Name or logo of CB awarding the grant.
 11. Name or logo of accreditation body.
 12. Number assigned to the certification body by the accreditation body.
 13. Name, surname and signature of the person who authorizes the certificate.
 14. Contact information of certification body.
 15. For group certification applicants: name, address and products of each group member considered in the certification.
 16. For single certification with several PUs with or without implementation of ICS applicants: name, address and PU products considered in the certification.
- b.** In the event of a certificate being issued within the framework of a standardization or mutual recognition process, such certificate shall equally comply with the conditions defined on the equivalent scheme.
 - c.** Hardcopy certificates can only be issued according to the information available in the Florverde information register for that single assigned FSFN.
 - d.** Florverde Sustainable Flowers CBs or their outsourced parties may issue communications apart from certificates related to the status of the producer (registered, audited, etc.), as long as it makes clear that it is not a certificate and contains the sentence: The current Florverde status of this producer is always listed at: www.florverde.org.

9.3.3 Extension of the Florverde certificate validity

- a.** The twelve-month validity of the Florverde certificate may be extended for up to four (4) months only when:
 1. The CB needs to extend some of the certificates due to resource constraints.
 2. The CB needs to schedule the audit after the certificate expiration date to see a new process, a new product, a new PU or a new member of a producers' group.
 3. The CB could not perform the PU audit or the producers could not be audited due to force majeure circumstances, such as a natural disaster, regional political instability, an epidemic or the producer's unavailability due to medical reasons.
- b.** When the request for an extension is made by the producer or retailer, the extension of the certification must be requested and justified in writing to the CB.
- c.** The justification that leads the producer or retailer to request an extension of the certification must not imply a non-compliance with the provisions of the Florverde regulations.
- d.** The producer or retailer must re-register before the expiration date of the certificate.
- e.** Based on the justification of the producer or retailer, the CB will take the decision to accept or deny the extension of the certification.
- f.** The producer or retailer shall be audited during the extension period granted by the CB.
- g.** The producer or retailer cannot change its CB during the extension granted.
- h.** The extension granted by the CB does not modify the initial validity date of the certificate granted to the producer or retailer.
- i.** When a certificate that was not extended or re-accepted expires and the subsequent CB audit is to be conducted within the twelve-month period that follows the expiration date, a new certification cycle should be initiated. By setting the same "valid until" date, the previous cycle can be reinstated. The cycle remains unchanged if there was an extension of the certificate. However, the CB shall apply the rules corresponding to an initial audit in case the certificate is older than 12 months.

9.3.4 Florverde Certification Maintenance

Each year, prior to the expiration date of a valid certificate, the CB needs to receive confirmation of the producer, the proposed products and the rest of the information required in the Florverde certification application. Otherwise the status of the certificate will go from “certified” to “certificate not renewed”.

10. APPLICABLE PENALTIES TO APPLICANT

Penalties arise from the declaration of non-conformities. All penalties will be defined by the CB’s certification committee. When a non-conformity is detected, the CB will impose a penalty, according to the following procedure:

- a. The sanctioning process for those opting for the Florverde Sustainable Flowers certification has three steps: warning, suspension and cancellation (Figure 1). The sanctions could imply the prohibition of the use of the Florverde Sustainable Flowers conformity mark.
- b. CBs shall have a sanction procedure for non-conformities in accordance with these regulations.
- c. During the closure of non-conformities, only the CB initiating the sanctioning process may verify compliance with the corrective actions adopted by the applicant, within the term established by to these regulations. Verification for the closure of nonconformities may be the result of a follow-up visit or the documentary evidence. Depending on the risk of nonconformities, the CB defines whether the closure is carried out on site or through documentary evidence.

Table 2. Audit process of group option

Steps	Motives for the sanction	Correction	Consequences of disregard
1 Warning (CAR*)	Non-conformity	Maximun 28 days Maximun 3 months**	
2 Suspension	Non-conformity Is not resolved	Maximun 6 months	Use of the Florverde Trademark is Prohibited
3 Cancellation	Non-conformity Is not resolved Proof of fraud or lack of integrity	1 year	Total prohibition of the use of the license, the certificate and the Florverde trademark. They cannot apply for the Florverde certification for 1 year from the date of cancellation.

* Corrective Action Request.

** Only applies to the producers or marketers that apply for the certification for the first time; in the case of not closing the nor-conformities. Within the given time frame they must present a new evaluation.

10.1 Warning

- a.** A warning is issued when a non-conformity is detected.
- b.** If a non-conformity is detected over the course of an audit, the producer will receive a written warning at the end of the audit. This is a provisional corrective action request describing the finding and the non-compliant requirement. This corrective action request may be overridden by the CB's certification authority.
- c.** Initial audit:
 - 1. If a single producer or a group of producers fail to comply 100% of level 1 requirements and 95% of level 2 requirements within the 28 days following an initial audit, an "open non-conformance" status is established in the Florverde Sustainable Flowers database.
 - 2. If the cause of the warning is not resolved within the following three (3) months, a new full audit must be conducted before the certificate is issued.
- d.** Subsequent audit:
 - 1. Non-conformities must be resolved within a period of 28 calendar days from the date of the warning.
 - 2. The certified producer or retailer shall deliver the analysis of the causes, action plans and evidence of solution to the nonconformities within a period of 28 calendar days.
- e.** If serious threats to the workers safety or the environment are found during the initial or subsequent audits, no additional time shall be granted and immediate actions must be adopted to correct them. The auditor must notify the PU management and the CB Scheme Manager of the situation.

10.2 Suspension

- a.** A suspension is imposed when non-conformities are not resolved within a period of 28 days.
- b.** Once the suspension is imposed, the CB will determine the period of time allowed for correction, which shall never exceed six (6) months.
- c.** During the suspension period the producer or retailer is not allowed to use the Florverde Sustainable Flowers conformity mark, the certificate or any image related to the certification.
- d.** The suspension will be lifted upon providing evidence of the actions taken within the six-month allowed period, either through a follow-up visit whose additional cost shall be borne by the producer or retailer, or through the submission of documentary evidence showing that the non-conformity has been corrected.
- e.** For the group certification option or individual option with several UPs and ICS, the suspension shall apply to the certificate holder.

10.2.1 Self-declared suspension

- a.** A producer or retailer may voluntarily request the relevant CB to suspend one, several or all products covered by the certificate, provided that the CB has not previously imposed a sanction. This may happen when compliance with the Florverde Standard becomes a challenging issue to the producer or retailer.
- b.** The group certification option and the single certification option with several PUs and SCI, allow the request of suspension for a specific producer or PU.
- c.** This suspension shall not delay the renewal date of the certificate according to the validity.
- d.** The status of the producer or retailer will change to "Self-declared suspension".
- e.** The deadline for the lifting of a non-conformity shall be agreed upon by the producer or retailer and the CB. Once this deadline is reached, the CB shall verify the closure of the nonconformity before the suspension is lifted.

10.3 Cancellation

- a.** a) The cancellation of the certificate is imposed when:
 - 1. A penalized producer or retailer has not resolved the nonconformities within a period of six (6) months.
 - 2. The CB finds evidence of fraud or lack of integrity when complying with the Florverde regulations.
- b.** The cancellation of the certificate results in the ban on the use of any Florverde Sustainable Flowers license, certificate or mark of conformity.
- c.** Producers or retailer with cancelled certificates must wait twelve (12) months, from the date of cancellation, to reapply for the Florverde certification.

10.4 Appeals

- a.** The producer or retailer may appeal non-conformities in writing, justifying the reasons for the appeal to the CB.
- b.** Any complaint or appeal submitted to the CB shall be made in accordance with the complaints and appeals procedure that each CB must have established and communicated to its clients; such procedure shall be in accordance with these regulations, and must have the formal approval of the Florverde Sustainable Flowers Integrity Committee.
- c.** Non-conformities that not subject to appeal must be closed within the times defined in these regulations.
- d.** When the response of the CB to an appeal is not deemed adequate or within the time established in the procedure, the complaint may be submitted to the Florverde Sustainable Flowers' Technical and Management Secretariat, which will determine the procedure to be followed.

3

RULES FOR RELATIONSHIP WITH THE CERTIFICATION BODIES

11. APPROVAL OF CERTIFICATION BODIES

Any legally recognizable, impartial and competent certification body may apply for the approval of the Florverde Sustainable Flowers' Technical and Management Secretariat as a certification body under the Florverde Sustainable Flowers Scheme.

11.1 Approval procedure of the certification body

11.1.1 Application

The CB application letter shall be addressed to the Florverde Sustainable Flowers' Technical and Management Secretariat with:

- a. Name of person in charge of coordinating the relationship with the Florverde Sustainable Flowers' Technical and Management Secretariat.
- b. Quality Management Manual.
- c. PU/ICS audit procedure.
- d. Fee payment for the evaluation of application.

11.1.2 Selection

- a. The Florverde Sustainable Flowers' Technical and Management Secretariat shall review the above documentation and may request the CB for any clarifications deemed relevant.
- b. The Florverde Sustainable Flowers Technical Committee will evaluate the application for approval. The Committee reserves the right to approve CBs applying for approval.
- c. If the decision of the Florverde Sustainable Flowers Technical Committee is positive, the applying CB will be granted a provisional approval; the CB must comply with the conditions described in 11.1.3 for the operation under this type of approval.

11.1.3 Provisional Approval

- a. a) When the application is favorable, the applying CB must comply with the following requirements before the granting of the provisional approval and audits are conducted:
 1. Sign the Florverde Sustainable Flowers brand license and certification contract. This will include, among other things, information with regards to the rights and duties of the contracting parties, and requirements for sub-licensing of the use of the Florverde Sustainable Flowers conformity mark to third parties.
 2. Submit the list of assigned auditors with their qualifications to Florverde Sustainable Flowers' Technical and Management Secretariat. The list must be in line with the provisions contained in these regulations, including the training process in the Standard for the sustainable production of flowers and ornamental plants and the General Regulations for Florverde Sustainable Flowers Certification as well its corresponding evaluation.
 3. Pay the annual CB license fee and the training costs of the audit team as defined by the CB and to the list provided.
 4. Process the accreditation in accordance with the ISO/IEC 17065 standard for the Florverde

Sustainable Flowers scope before an accreditation body (AB) that must be a signatory member of IAF, EA or IAAC. A copy of the application receipt confirmation before the AB must be submitted to the Florverde Sustainable Flowers Technical and Management Secretariat.

- b.** The Florverde Sustainable Flowers Technical Committee will allow the provisionally approved CB, the possibility to grant a limited number of non-accredited certificates during the accreditation application stage if:
 - 1. The CB has previous accreditation in accordance with ISO/IEC 17065.
 - 2. The CB is in the process of accreditation in accordance with ISO/IEC 17065 with Florverde Sustainable Flowers scope.
 - 3. Producers opting to be certified for the first time.
- c.** The maximum number of producers or retailers that may receive non-accredited certificates for the single or group certification options is 20 and such certificates must not exhibit the Florverde Sustainable Flowers logo, the AB logo, nor the Florverde Sustainable Flowers conformity mark.
- d.** The CBs must obtain accreditation within a six-month period from the date of provisional approval. This period may be extended for six (6) additional months if there are justified reasons deemed acceptable by the Florverde Sustainable Flowers Technical Committee.
- e.** When the CB accreditation by the CB has not been obtained within a maximum period of one year, the provisional approval will be withdrawn, the CB will cease being listed as provisionally approved on the Florverde website and will not be allowed to issue Florverde Sustainable Flowers certificates.

11.1.4 Final approval

- a.** For final approval, the CBs must be accredited in accordance with ISO/IEC 17065 with Florverde Sustainable Flowers scope.
- b.** Upon obtaining accreditation with the Florverde Sustainable Flowers scope, the CB must submit a copy of the accreditation document to the Florverde Sustainable Flowers' Technical and Management Secretariat.
- c.** The written approval of the Florverde Sustainable Flowers' Technical and Management Secretariat will authorize the CB to use the Florverde Sustainable Flowers logo on its certificates.
- d.** The validity of this approval will be established in the trademark and certification license agreement to be formalized between the CB and Florverde Sustainable Flowers.
- e.** The CB must guarantee the collection of established royalties from the producers and their payment to the FSF Technical and Management Secretariat every two months.
- f.** The CB must constantly notify the Florverde Sustainable Flowers' Technical and Management Secretariat of all assigned auditors and their qualifications, in accordance with the requirements described in Appendix 2 of these regulations.
- g.** The CB must guarantee a sufficient number of auditors to be certifiers of the single option with several PUs and SCI and the group option.

Note: Mutual recognition schemes. When the CB aims to grant certificates in the concurrent certification model between Florverde Sustainable Flowers and a different certification scheme, it shall have the required accreditation or approval for such scheme, according to the rules of accreditation or mutual recognition established between Florverde and that scheme.

11.1.5 Requirements of the Accreditation Body

- a. The accreditation body to which the CB is applicable must sign the Multilateral Recognition Arrangement (MLA) and must be a member of the International Accreditation Forum (IAF) or be part of the European Accreditation (EA) or the Inter-American Accreditation Council (IAAC).
- b. The accreditation document issued by the AB to the CB must include the scope of accreditation, and a mention of the Florverde Sustainable Flowers regulatory documents in the version used.
- c. The CB accreditation body must establish a Memorandum of Understanding with the Florverde Sustainable Flowers Certification Scheme. The process of this Memorandum should be driven by the corresponding CB.

11.1.6 Termination of Approval

When the CB makes the decision to terminate the Florverde certification and licensing contract, the CB must:

- a. Send a formal communication with regards to the termination of the contract to the Florverde Sustainable Flowers Technical and Management Secretariat.
- b. Notify its clients that the recertification must be carried out with a different CB.
- c. Notify the CB about the termination of the contract with the Florverde Sustainable Flowers Scheme.
- d. The CB must keep the accreditation with the Florverde Sustainable Flowers scope until the expiration of its last certificate. The CB must also remain liable for the certificates until they expire.
- e. The CB must remain listed on the Florverde website until the expiration of the last certificate. A comment should be added with regards to the inability of the CB to continue certifying producers, and the date of termination of the Florverde approval.

12. OPERATIONAL CB REQUIREMENTS

12.1 General Requirements

- a. All the aspects described in the General Rules must be accepted by the CB and included in the operational CB documentation for Florverde certification activities. These documents must be available for evaluation by the CB.
- b. The CB must guarantee that the documents required for approval are updated and report all relevant personnel changes to the Florverde Sustainable Flowers Certification Scheme management as well as all the changes that may affect its role as an independent certification body to the Florverde Sustainable Flowers' Technical and Management Secretariat.
- c. The CB is in charge of notifying its clients about updates on the Florverde Sustainable Flowers' regulatory documents, along with the effective date, the transition period of the new versions, and any updates of the edition published by Florverde Sustainable Flowers. The procedure for granting Florverde Sustainable Flowers certification shall be clearly identified in the operational documents of the CB and shall be governed by the General Rules for Florverde certification.
- d. The procedure for the granting of Florverde Sustainable Flowers certification shall be clearly identified in the CB operational documents and shall be governed by the General Rules of the Florverde certification.
- e. Florverde shall have the right to participate, with prior notification and at its own cost, in the audits conducted by certification bodies.
- f. Information about approved CBs, their contact information and accreditations will be available on the Florverde Sustainable Flowers website.

- g.** The CB shall actively collaborate with the Florverde Sustainable Flowers Integrity Committee in the management of complaints related to the CB.
- h.** At least one of the members of the Certification Committee in charge of the certification decision within the CB, shall comply with the auditor's requirements laid down in Paragraph 2 of Appendix 2 of this document.
- i.** The Florverde-approved CB may outsource the services of a different CB, if and when there is a legally enforceable agreement between both parties to ensure that the outsourced party adheres to the same policies, procedures and capacities requirements for auditing Florverde Sustainable Florverde. This agreement must have the written consent of the Florverde Technical and Management Secretariat.

12.2 Training and qualification of CB personnel

- a.** Each CB approved by Florverde Sustainable Flowers' Technical Committee must appoint a contact person with decision-making capacity to be the CB representative to the Florverde Sustainable Flowers' Technical and Management Secretariat. This person shall:
 1. Be qualified as a Florverde auditor (Appendix 2).
 2. Attend all coordination activities carried out by the Florverde Sustainable Flowers' Technical and Management Secretariat.
 3. Be a permanent employ with an active role in the CB decision-making process.
 4. Be liable for the submission of a signed acknowledgement of receipt of any communication to the Florverde Sustainable Flowers' Technical and Management Secretariat.
 5. Be responsible for the communication and management of users within the Florverde Certification Scheme.
 6. Respond to requests regarding Florverde operational issues, as indicated in the communication. In the event of this person not being available, a duly authorized substitute must assume his/her duties.
 7. Forward any communication received from the Florverde Sustainable Flowers Technical and Management Secretariat to the relevant CB personnel.
- b.** During all Florverde audits, the CB may only employ or hire the services of auditors who comply with the training requirements of the Florverde Certification Scheme and have a current approval from the Florverde Sustainable Flowers' Technical and Management Secretariat.
- c.** CB auditors must complete the required Florverde certification training, including passing the evaluations on the Standard for the Production of Sustainable Flowers and Ornamental Plants and the General Regulations for Florverde Sustainable Flowers Certification.
- d.** Florverde reserves the right to request proof of the qualifications of the auditors approved by the CB. In the event of the CB being unable to provide such evidence, or the auditors not meeting the qualification requirements, Florverde shall require the CB to suspend their services as auditors under the Florverde certification and notify the relevant AO.
- e.** Each CB auditor shall undergo a theory-based and practical evaluation in the Florverde standards at least every two (2) years to verify their training skills.
- f.** The CB shall verify, document and monitor the requirements laid down for the qualification of auditors, including first-training and training update.
- g.** The CB shall implement a system for the training and continuous evaluation of the auditors' capacities according to the requirements defined on the Florverde certification. The evaluation of the Florverde auditors' capacities carried out by the CB shall include:
 1. Social auditors:
 - Evaluation of knowledge on local and national labor and human rights legislation.
 - Evaluation of skills in interviewing workers on labor and human rights issues.

- Evaluation of knowledge on the sector.
- Evaluation of the auditor's personal attributes to conducts in a professional manner.
- Period of supervision (witnessed audits) to cover specific audit techniques and knowledge on specific issues.
- A documented approval issued by the CB with regards to the satisfactory completion of the assessment requirements.

2. Environmental auditors:

- Evaluation of knowledge on local and National environmental issues of the legislation.
- Evaluation of skills in interviewing workers on environmental issues.
- Evaluation of knowledge on the sector.
- Evaluation of the auditor's personal attributes to conducts in a professional manner.
- Period of supervision (witnessed audits) to cover specific audit techniques and knowledge on specific issues.
- A documented approval issued by the CB with regards to the satisfactory completion of the assessment requirements.

12.3 Producer Registration and Acceptance

The CB must:

- Establish and implement procedures to collect updated information from the: Establish and implement procedures for the collection of updated information on accepted producers, including changes in production units or products, or the inclusion or exclusion of members of a group of producers.
- Record all the information required in Appendix 1 of the Florverde General Rules throughout during the registration process.
- Ensure that all ICS approved members of a group of producers, included in the group's internal register, are individually registered in the Florverde register, in accordance with the requirements of Appendix 1 of the General Florverde Rules. This information shall be permanently updated.
- Keep the Florverde information register updated. This information must be updated on a regular basis and whenever a change is implemented. It should be updated at the latest during the re-acceptance of the producers for the new certification or recertification cycle.
- The CB must investigate whether a producer has previously held a Florverde Sustainable Flowers Number and must decide whether to apply the CB transfer procedure laid down in these regulations.
- Each CB shall establish its own detailed fee structure, communicate it to all potential customers, and specify the Florverde certification fee rate paid by the CB to the FSF Technical and Management Secretariat per specific customer.

12.4 Certification communication between CB and Florverde

During the communication of information with Florverde, the CB shall:

- a. Ensure that the producer's or retailer's information remains updated in the for Florverde Sustainable Flowers certification register.
- b. When the decision of granting a certificate has been made, the issuance of the certificate must be preceded by the update of the producer or retailer status to "Certified" in the Florverde Sustainable Flowers Certification Register.
- c. When a sanction is applied, the CB shall change the status of the producer or retailer to the applicable status in the Florverde Sustainable Flowers Certification Register. The time between the application of the sanction and the update in the Florverde Sustainable Flowers Certification Register shall not exceed one (1) working day.
- d. Ensure the immediate availability of all the information on audit results, including unannounced audits, as well as compliance details for each certificate.
- e. The CB must ensure that the information described in this paragraph is also available upon request from the relevant CB.

12.5 CB independence, impartiality, confidentiality and integrity

- a. In accordance with ISO/IEC 17065, the CB approved by the Florverde Sustainable Flowers Technical Committee shall have a structure that allows it to ensure separation of activities that may cause a conflict of interest. The CB personnel must operate with a high level of professional integrity, free from pressures that may affect their judgment and are expressly prohibited from promoting any goods or services during the activities of evaluation.
- b. Confidentiality: Any information related to the producer or retailer, including product and process details, evaluation reports and associated documentation, shall be treated as confidential. No information shall be passed on to third parties without the prior consent of the producer or retailer, except on the cases detailed in the Florverde Sustainable Flowers General Regulations, or in the sub-licensing and certification agreement.
- c. The CB shall have procedures in place to ensure that the same PU auditor will not audit the same producer under the single certification option for 4 consecutive years (irrespective of whether they are announced or unannounced audits). Under the group certification option, a rotation of the the ICS auditor in the audit team must be implemented (a four year-lapse before auditing the same ICS of the group). However, the PU auditors of the audit team may be the same.
- d. The CB shall establish measures and procedures to prevent bribery and corruption at all levels of the organization.
- e. Data protection: In the Florverde Sustainable Flowers Certification Scheme only the parties previously defined in the scheme have access to the information (producer or retailer, CB and Florverde).
- f. Florverde will keep the certification history of the producer or retailer in the Florverde Sustainable Flowers Certification Register for five (5) years.

12.6 Audit duration

- a. The time required by the CB for PU/ICS audits for Florverde certification are detailed in this section.
- b. The CB quotation or commercial offer must show compliance with the PU/ICS audit times laid down in this section.
- c. The Florverde Sustainable Flowers Certification Scheme reserves the right to modify or adjust the PU/ICS audit times required by the CB.
- d. The time frame established for the audit shall allow the CB auditor to carry out the following tasks, accordingly:

1. Audit plan: Before the audit the CB must send the audit plan to the applicant.
 2. Opening meeting: The applicant is explained the audit objective, scope and development.
 3. Evaluation: It includes visits to the work sites, interviews and documents and records review. Either the Florverde Sustainable Flowers Standard checklist or the ICS checklist can be completed, or both if applicable.
 4. Findings review: The auditor reserves time for the analysis and classification of the findings.
 5. Closing meeting: The results of the audit are presented to the producer or retailer.
 6. Preparation of report.
- e.** e) The number of days spent by the auditor in the PU is based on the total number of workers. The representative sample with the total number of workers to be interviewed and the verification of the corresponding documents for the audit must at least take the following into consideration:
1. Workforce gender balance.
 2. Spectrum of ethnic, national, linguistic, migratory or religious groups.
 3. Type of labor relationship, for instance, permanent workers, temporary workers, agencies and contractors, among others.
 4. Different areas, including management workers, security workers and production workers.
 5. Different designations, for instance, operators and supervisors.

12.6.1 Duration of PU Audits

- a.** Announced audits:
1. They shall have a duration according to the number of workers of the PU to be audited for the verification of compliance with the Florverde Sustainable Flowers Standard requirements.
 2. Table 3 presents the man-days for the PU Florverde audits (auditor-days) according to the number of workers of the PU.
 3. The CB shall not increase or decrease auditor-days in a regular announced audit. Any variation from table 3 must be previously requested in writing to the Florverde Sustainable Flowers' Technical and Management Secretariat for approval.
 4. The time needed by the CB to prepare the report is included in the auditor-days described in the table.
- b.** b) Unannounced audits
1. Their maximum duration will be 50% the auditor-days laid down in table 3 for announced audits.

Table 3. Inspector -days per number of unit -production workers

No. workers	No. auditor-days at UP	Minimum number of people to be interviewed
≤ 200	2	7 (include at least 1 group)
201-500	3	14 (include at least 1 group)
≥501	4	21 (include at least 1)

12.6.2 Duration of ICS Audits

- a.** Announced and unannounced audits shall have a minimum eight-hour duration for the verification of compliance with the ICS operation.
- b.** The audit shall include the following:
 - 1. Opening meeting with management.
 - 2. Review of all relevant documentation.
 - 3. Evaluation of records.
 - 4. Review of PU/ICS internal audits conducted.
 - 5. Review of the incoming / outgoing system for certified and non-certified material.
 - 6. Interviews with key personnel.
 - 7. Final meeting including the review of all the non-conformities and non-compliances found.
- c.** The audit shall be conducted at the office or facilities of the group manager

13. AUDIT PLANNING AND EXECUTION

13.1 Audit planning

- a.** Para la preparación de la auditoría, el OC puede solicitar al solicitante información adicional a la a)
During the audit preparation the CB may request additional information from the applicant besides the one that was included in the Florverde Sustainable Flowers certification registration form, for example, the processes developed in each PU, workers' profile and gender, and outsourcing activities, among other necessary information within the scope of the audit. The cultural, social and economic context of the production units' sites must be investigated. It should also be determined whether there are ethnic groups in the production unit that speak native languages or dialects, in order to determine the need for an interpreter or translator. The interpreter or translator must be hired by the CB and must not have any relationship with the production unit; the confidentiality of the information obtained during the audit by the interpreter or translator must be guaranteed.
- b.** The CB may request pre-audit (announced or unannounced) documentary information to be reviewed before the field audit, for instance, internal audit reports (ICS or PU), list of pesticides used, and procedures or programs among other documentation within the scope of the certification.
- c.** The selection of the auditors by the CB must take into account the qualifications laid down in Appendix 2 of this regulation. The auditor selection may also take into consideration local, linguistic and gender skills.
- d.** The CB shall prepare an audit plan in the local language that will include the following:
 - 1. Objective and scope.
 - 2. Reference standard to be used during the conduction of the audit.
 - 3. Topics to be covered and processes to be reviewed with corresponding schedules.
 - 4. Production units to be visited (this only applies to announced single option PU audits).
 - 5. Production unit personnel that will take part in the audit, including but not limited to: manager, human resources, occupational health and safety, production, and workers' representatives.
 - 6. List of social-labor, technical and environmental documents required in the PU.
 - 7. Internal audit reports.
- e.** The CB shall send the audit plan to the management or the producer at least eight (8) days prior to audit date.
- f.** Before the CB audit, the management or producer must inform the workers of the purpose and scope of the audit, as well as the audit process. It should be emphasized that the audit is conducted by an external and independent body, that the auditors' interviews to the workers are

confidential, and that there are channels to inform the CB about any irregularity taking place at the UP.

- g.** The CB must ensure that audits are conducted when the PUs and management centers are in operation.
- h.** The CB must select auditors in charge of interviews who are the same sex as the majority of the workforce of the PU to be audited.

13.2 Execution of the evaluations

- a.** a) The audit conducted by the CB shall include:
 - 1. Opening meeting.
 - 2. Documentary review.
 - 3. Visit to work sites.
 - 4. Interview to workers.
 - 5. Findings review and preparation of audit conclusions.
 - 6. Closing meeting.
- b.** The opening meeting should be conducted in the local language of the management or the producer. The management or producer, key personnel in charge of the processes at the PU and the workers' representative should all be invited to the opening session.
- c.** The following should be taken into account at the moment of interviewing the workers:
 - 1. Workers to be interviewed are selected only by the CB auditors, never by the management or the producer.
 - 2. The workers' sample to be interviewed must take consideration the type of employment relationship, including permanent, outsourced or temporary workers, among others.
 - 3. Those selected for interview, must be representative workers according to gender, age, length of service and origin, as well as type of work carried out and work area within the production unit.
 - 4. The workers should be interviewed individually and in groups, in formal and informal contexts.
 - 5. The workers will be interviewed in a confidential setting with no supervisory or management personnel present.
 - 6. Individual interviews should have a duration of at least 15 minutes.
 - 7. During the interviews, priority must be given to potentially vulnerable workers and those in lower-skilled positions.
 - 8. Workers from ethnic groups that speak native languages or dialects should be interviewed in their own language; with regard to that, the CB auditors should be supported by an independent interpreter or translator who has no connection with the production unit. The management, supervisors or their representatives may not act as interpreters or translators.
 - 9. CB auditors must protect the confidentiality of the names of the workers interviewed to avoid any type of retaliation and must inform the workers interviewed of the confidentiality of their names.
 - 10. CB auditors must provide an official contact telephone number in the event of any type of retaliation or intimidation that they can report.
- d.** The following should be taken into account during the documentary review:
 - 1. The documentation requested by the auditor must be available in the PU, including information on social-labor, occupational health and safety, training and environmental issues. The period of records to be reviewed must be in accordance with the Florverde Standard.
 - 2. Inconsistencies between the documents and the worker interviews must be considered as non-compliances.
- e.** Auditors must primarily visit areas or processes that may be considered of high risk for the workers' health or due to contamination.
- f.** The findings' review and the preparation of the audit conclusions are prerequisites to the closing

meeting, even if performed by a single auditor. The auditors must meet to review and discuss audit findings (interviews, documentary controls, PU walkthrough) and identify inconsistencies, non-compliances, non-conformities, observations and good practices.

- g.** The closing meeting should be attended by those present in the opening meeting. It has the purpose of presenting the audit results (non-compliances, non-conformities, observations and good practices) and agree on an action plan to close non-conformities according to the times laid down in numeral 10.1 of this regulation. The auditor must leave the Corrective Action Requests (CAR) at the PU with the sign of both parties (auditor and applicant). In the event of the applicant expressing disagreement with the findings' results, the auditor must leave a copy of the CAR at the PU, specifying the points of disagreement with the applicant..

13.3 Audit report

- a.** During the final audit report, the CB shall use the report template laid down in the Florverde certification regulations. The following information must be completed in this report:
1. General description of audited producer or retailer, and description of production units (PU).
 2. objective and scope.
 3. Audit criteria and conditions for the Florverde certification.
 4. Audit results.
 - Sample of producers/PUs audited.
 - Compliance with the Florverde Standard.
 - Summary of PU audit findings.
 - Detailed PU audit findings result. In this entry the CB shall annex the Florverde Standard checklist where the results of the audit (compliant and noncompliant requirements with corresponding findings evidence) have been recorded.
 - Summary of ICS audit findings.
 - Detailed result of the ICS audit findings. In this entry the CB shall annex the ICS checklist where the results of the audit (compliant and noncompliant requirements with corresponding findings evidence) have been recorded.
 5. Corrective actions Request (CAR). CARs are presented to the producer for the follow-up and closure of nonconformities. CARs are part of the report and must be annexed with the following information:
 - Findings classification.
 - Number and level of Requirement.
 - Description of finding and objective evidence.
 - Closing date.
 - Analysis of causes of nonconformity.
 - Action plan regarding the causes of the nonconformity.
 - Findings verification and closure.
- b.** El informe no debe incluir ninguna información que pueda ser utilizada para identificar a los trabajadores específicos, como: nombres, números de identificación, descripciones de puesto o lugar de trabajo.
- c.** El informe original debe estar en el idioma local y puede estar en el idioma inglés por solicitud del solicitante.
- d.** El informe debe ser enviado al solicitante dentro del plazo establecido en el literal e) del numeral 9.3 de este Reglamento.

13.4 Management of information compiled during audit

- a.** The CB shall retain all the records, written notes, corrective action requests and audit reports for

a minimum period of 5 years.

- b.** The CB shall ensure the privacy of the audited applicant data in accordance with local data and privacy regulations.
- c.** The CB is not allowed to copy or disseminate any information related to applicants or certified producers, nor information with the results of conducted audits, with the exception of the information laid down in paragraph 4.3 of this Regulation, defined in the certification contract established between the CB and the applicant.
- d.** The CB shall remain available to the applicant after the audit to explain and clarify the decisions or assessments made in the PU or contained in the audit report, as necessary.
- e.** In the event of appeals filed by the applicant in relation to the results of the audit or against the auditor, the CB shall have an appellate procedure in accordance with the provisions of paragraph 10.4 of this Regulation.

14 TRANSFERENCE AMONG CBS

- a.** Only producers or retailers registered under the Florverde Sustainable Flowers certification and are not sanctioned may change CBs.
- b.** The producer or retailer must resolve any pending sanction before being allowed to transfer to a new CB.
- c.** The new CB will hold the original FSFN of the transferred producer or retailer.
- d.** Dual registration is not allowed, for instance, a producer or retailer can only have one FSFN even if that same producer or retailer is affiliated to more than one CB.
- e.** The new CB must complete the registration process with the producer or retailer, including the signing of the sublicensing and certification contract, before accepting the transfer.
- f.** When one of the CBs applies a sanction, all CBs operating with that producer, retailer, or group of producers are compelled to disclose all relevant information about the scope of the sanction and, if necessary, the measures to be taken altogether.
- g.** CBs newly approved by the Florverde Sustainable Flowers Technical Committee but not yet accredited, cannot accept applicants transferring from an already approved and accredited CB, unless the producer or retailer has not yet been certified.

14.1 Transfer of producers or retailers among CBs

- a.** Transfer between CBs takes place when a producer or retailer on the Florverde certification register changes from one approved CB (hereinafter, “outgoing CB”) to a newly approved CB (hereinafter, “incoming CB”).
- b.** Transfer of producers or retailers between CBs may occur:
 - 1. When the certificate of the producers or retailer has expired (producer or retailer transfer).
 - 2. During the validity cycle of the certificate of the producers or retailer (certificate transfer).
- c.** The outgoing CB may reduce the validity of the issued certificate.
- d.** If the acceptance date of the incoming CB (when registration and sublicense and certification contract signing is completed) and the audit date are subsequent to the expiration date of the certificate issued by the outgoing CB, there will be a period in which the producer will not have a certificate in force. However, if the date of acceptance, which is perhaps the audit date, precedes the expiration of the outgoing CB certificate, the certification decision can only take effect when the certificate has expired. In this case, the producer’s certification cycle will remain the same.

14.1.1 Transfer of producer or retailer

- a.** In this type of transfer, the producer or retailer switches from one CB to another when its certificate has expired, provided there is no binding service contract with the outgoing CB.
- b.** The producer or retailer will request the incoming CB, the Florverde certification for the next cycle.
- c.** The audit conducted by the incoming CB will be considered an initial audit and there must be compliance with the evaluation standards for the single or group certification options laid down in these regulations.
- d.** The outgoing CB remains being liable until the expiration date of the certificate. The producer or retailer may enter into a sublicense and certification agreement with the incoming CB while the contract with the outgoing CB is still in force. These contracts will become binding with the incoming CB as soon as the outgoing CB releases the FSFN attached to the producer or retailer in the Florverde Sustainable Flowers certification registry.

14.1.2 Transfer of the Florverde certificate

- a.** In this type of transfer, the producer or retailer switches from one CB to another during the certification cycle which will only be able to continue upon request and approval from the Florverde Sustainable Flowers' Technical and Management Secretariat.
- b.** The transfer of a certificate may occur when an outgoing CB cannot fulfill its contractual obligations. This occurs for instance when the outgoing CB loses its accreditation, stops the activities within the framework of Florverde Sustainable Flowers, is taken over by the incoming CB, or the license and certification agreement is cancelled, among other causes.
- c.** The incoming CB shall assume all liabilities transferred with the certificates.

15. SANCTIONS IMPOSED ON CBS

- a.** The Florverde Sustainable Flowers Integrity Committee reserves the right to sanction the CB based on evidence of non-compliance with procedures or clauses set forth in the licensing contract signed between the CB and Florverde Sustainable Flowers, or non-compliance with the requirements of General Regulations for Florverde Sustainable Flowers Certification.
- b.** The Florverde Sustainable Flowers Integrity Committee may take any of the following actions:
 - 1. Issue sanctions as defined in section 15.2 of this document.
 - 2. Request integrity assessments on CBs.
 - 3. Advise the Florverde Sustainable Flowers' Technical and Management Secretariat to cancel the contract with any CB, for causes established in this document or in previous documents defined for that purpose.
 - 4. Request that certain auditors who have not followed Florverde's regulations properly, repeat the examination on the Standard for Sustainable Flower and Ornamental Production and General Regulations for Florverde Sustainable Flowers Certification. The CB shall bear the cost of the examination fee and other related expenses.
 - 5. Request that certain auditors attend a workshop or training course approved by the Florverde Sustainable Flowers' Technical and Management Secretariat.
 - 6. Directly suspend a CB's auditor based on the result of one or more integrity assessments and prohibit this person from auditing in the Florverde Certification Scheme.

- c.** By default, the sanctions shall be applicable to the entire CB.
- d.** The procedure and types of sanctions are described in section 15.2; they are not necessarily consecutive.
- e.** Sanctions shall be communicated to the CB involved and, where applicable, to the holder of the mutual recognition certification scheme.
- f.** In the case of a suspension of the CB by the AB, or of a CB that lost its accreditation due to other circumstances, the CB involved shall not be allowed to issue new certificates. The decision of the Florverde Sustainable Flowers Integrity Committee shall take into consideration the reason for the suspension to determine whether the existing certificates issued by the CB are still valid and shall consider the issuance of the respective sanction.

15.1 Types of non-compliance

There are two types of non-compliances that may result in the sanctioning of the CB:

15.1.1 Contractual non-compliances

This refers to the CB non-compliance with the contract signed with Florverde Sustainable Flowers. The following could be considered among others:

- a.** Unwillingness to sign the license and certification agreement and any modification to it within the periods established by the Florverde Sustainable Flowers' Technical and Management Secretariat.
- b.** Failure to pay any of the fees established agreed with Florverde Sustainable Flowers.
- c.** Failure to provide proof of accreditation within the timeframe defined for CB approval.
- d.** Miscommunication about the Florverde certification and the use of the Florverde Sustainable Flowers conformity mark.
- e.** Demonstrated or confirmed fraud.
- f.** Loss of accreditation by the AB.

15.1.2 Non-compliances with the Standard or the General Rules

- a.** Non-compliances with the Standard or the General Rules occur when the CB fails to comply with the rules laid down in any section of the General Regulations for Florverde Sustainable Flowers Certification, or misinterpret the requirements of the Florverde Standard criteria of compliance. This could include but is not limited to the following:
 - 1. Failure to participate in the mandatory personnel training required by the Florverde Sustainable Flowers Technical and Management Secretariat.
 - 2. Failure to comply with the training requirements of the Florverde Sustainable Flowers Certification Scheme.
 - 3. Failure to participate in the meetings scheduled with the Florverde Sustainable Flowers' Technical and Management Secretariat for the settlement of criteria for the interpretation of requirements.
 - 4. Incomplete or late entry of certification information related to the producers or retailers in the Florverde Sustainable Flowers Certification Register, or failure to provide the information required about certificates accredited with other seals or certifications.
 - 5. Failure to respond to official communications or complaints from the Florverde Sustainable Flowers' Technical and Management Secretariat.
 - 6. Conflicts of interest (for instance, with consultation and certification).
 - 7. Unreliable information after the audits.
 - 8. Delay or non-application of sanctions to a producer or a retailer.
 - 9. Inappropriate training, lack of training aimed at auditors.
 - 10. Lack of integrity and auditors' disrespect to the applicant.
 - 11. Disobedience of the CB operational requirements.
 - 12. Demonstrated or confirmed fraud.
- b.** The Secretariat and the Florverde Sustainable Flowers Integrity Committee will be liable for addressing these non-compliances.

15.2 Procedure and types of sanctions to CBs

- a.** The sanctions laid down in Table 4 are applicable to the CBs for non-compliances with the contract, the Standard or the General Regulations; they are similar to those described in 15.1.1 and 15.1.2.
- b.** The sanction imposed will depend on the gravity or reiteration of the non-compliance.
- c.** Depending on the gravity of a non-compliance, the sanction could be imposed without having to follow the sequence described in Table 4.

Table 4. Procedure for the application of sanctions due to non-compliances with the CBs

Sanctioning procedure	Decision maker
First warning	The Secretariat or the Florverde Sustainable Flowers Integrity Committee
Second warning	The Secretariat or the Florverde Sustainable Flowers Integrity Committee
First admonition	The Florverde Sustainable Flowers Integrity Committee
Second admonition	The Florverde Sustainable Flowers Integrity Committee
Cancellation	The Florverde Sustainable Flowers Integrity Committee

15.2.1 First warning

- a.** Both the Integrity Committee or the Florverde Sustainable Flowers' Technical and Management Secretariat can make this decision.
- b.** A first warning may be issued when:
 - 1. Non-compliances, as defined in the General Rules, are detected.
 - 2. Technical failures in the audit process occur.
 - 3. The CB fails to react or notify within a reasonable time, about the written requests from the Florverde Sustainable Flowers' Technical and Management Secretariat.
 - 4. The delay or the occurrence of errors in the Florverde Sustainable Flowers Certification Register is reiterative.
 - 5. The CB shows operational failures.
 - 6. There is a misuse of the Florverde license.
 - 7. There are other causes that warrant the decision.

15.2.2 Second warning

- a.** Both the Integrity Committee or the Florverde Sustainable Flowers' Technical and Management Secretariat can make this decision.
- b.** A second warning may be issued when:
 - 1. The first warning fails to meet the deadline laid down in the warning.
 - 2. The CB fails to react or respond to repeated written requests submitted by the Florverde Sustainable Flowers' Technical and Management Secretariat after the first warning.
 - 3. The CB continues showing operational failures.
 - 4. There are other causes that warrant the decision.

15.2.3 First admonition

- a.** It is judged and decided by the Florverde Sustainable Flowers Integrity Committee and implemented by the Florverde Sustainable Flowers' Technical and Management Secretariat.
- b.** The first admonition is published on the Florverde website. The Florverde Sustainable Flowers Integrity Committee may lift the first warning upon the Florverde Sustainable Flowers' Technical and Management Secretariat having been verified the adoption of corrective actions by the CB.
- c.** A first admonition may be issued, among other causes, when:
 - 1. There has been no reaction to the written requests submitted by the Florverde Sustainable Flowers' Technical and Management Secretariat after the second warning.
 - 2. One or more major failures are present in the audit process.

15.2.4 Second admonition

- a.** It is judged and decided by the Florverde Sustainable Flowers Integrity Committee and implemented by the Florverde Sustainable Flowers' Technical and Management Secretariat.
- b.** The second admonition is published on the Florverde website and notification is submitted to stakeholders of the Florverde Sustainable Flowers Certification Scheme.
- c.** A ban is imposed on the use of the Florverde Sustainable Flowers license; this ban may be temporary, complete or partial. For instance, the CB is not allowed to issue new certificates or reissue certificates from one (1) to six (6) months.
- d.** The Florverde Sustainable Flowers Integrity Committee can only lift this sanction upon restoring confidence in the reliability of the CB operation.
- e.** A second admonition may be issued, including, among other causes, that:
 - 1. The performance of the CB does not show sufficient improvement over the course of consecutive evaluations.

2. The first admonition has not been lifted after the deadline indicated in the first admonition.
3. The AB has suspended accreditation.
- f.** The CB shall submit a written notification to all its certified producers or retailers within a period of five (5) working days starting on the date of loss of the Florverde Sustainable Flowers accreditation, regarding the applicant's right to cancel the sublicense and certification agreement. Following the request of the producer or retailer, the CB shall allow and ease the transfer of the producer or retailer certificate to another CB. If the CB does not facilitate the transfer, the Florverde Sustainable Flowers' Technical and Management Secretariat will inform the producers or retailers about the release of the FSFN within the Florverde Sustainable Flowers Certification Register at the request of the producer or retailer, so that the producer or retailer can transfer the certificate to another CB.

15.2.5 Cancellation of contract

- a.** It is examined and decided by the Florverde Sustainable Flowers Integrity Committee and implemented by the Florverde Sustainable Flowers Technical and Management Secretariat.
- b.** The cancellation of the contract is published on the Florverde website and notification is submitted to stakeholders of the Florverde Sustainable Flowers Certification Scheme
- c.** The cancellation of the license and certification contract shall be imposed for at least two (2) years.
- d.** The cancellation of the contract may occur due to different motives, including:
 1. Fraud.
 2. When the second admonition could not be lifted after the agreed deadline.
 3. Insolvency.
 4. Loss of accreditation.
- e.** The CB shall submit a written notification to all its certified producers or retailers within a period of five (5) working days starting on the date of loss of the Florverde Sustainable Flowers accreditation, regarding the applicant's right to cancel the sublicense and certification agreement. Following the request of the producer or retailer, the CB shall allow and ease the transfer of the producer or retailer certificate to another CB. If the CB fails to facilitate the transfer, the Florverde Sustainable Flowers' Technical and Management Secretariat will inform the producers or retailers about the release of the FSFN within the Florverde Sustainable Flowers Certification Register at the request of the producer or retailer, so it can transfer its certificate to another CB.
- f.** The CB has the possibility to transfer all its certificates to an approved CB. The incoming CB shall assume all liabilities of the transferred certificate, including those of legal nature. If the CB does not make use of this possibility by the established deadline, all existing certificates issued by the CB will become invalid upon the cancellation of the contract.

16. CERTIFICATION INTEGRITY PROGRAM

The Florverde certification integrity program is integrated by a series of interrelated activities such as CB approval, monitoring of CB training and capacity assessment, CB performance verification through assessments integrity, maintenance of the proper use of the Florverde Sustainable Flowers conformity mark, complaint investigations and customer service. The preservation of the stakeholders' confidence is our priority.

16.1 CB Integrity assessment

The integrity assessment is the performance verification and evaluation of all the Florverde approved certification bodies as a feedback mechanism for the continuous improvement of the certification scheme. It ensures that all CBs are conduct the audits in accordance with the General Regulations for Florverde Sustainable Flowers Certification, and verifies that the manuals and quality standards defined by the CB are applied in line with the Florverde's scope of certification.

The CB integrity assessment is based on several risk assessments which include:

- a.** In-office evaluations to check the CB's performance in certification.
- b.** Chaperoned audits to verify the CB audit performance.
- c.** Review of the CB audit reports.
- d.** Complaints Investigation.

The integrity evaluations of the CBs are carried out by the FSF Technical and Management Secretariat.

16.1.1 Appraisal of the integrity assessment results

- a.** The FSF Technical and Management Secretariat registers the results of the integrity assessments and a CB representative must sign the assessment report.
- b.** Each integrity assessment report made by the FSF Technical and Management Secretariat is submitted to the CB, the Accreditation Body and, where applicable, the mutual recognition certification scheme. The Accreditation Body will be recommended to use this report as a reference for the next assessment.
- c.** The CB is expected to do follow up on the integrity assessment findings and take appropriate action when there are findings that may affect the operation and performance of the certification. When required due to the gravity of the findings, the CB shall provide corrective actions and new evaluations shall be scheduled to verify the effectiveness of the corrective actions, the timeframe will range between 6 and 18 months depending on the gravity of the findings. When in the presence of grave and systematic findings, no deadlines will be given and the CB must implement immediate corrective actions.
- d.** If there is evidence of one or more integrity assessment reports and the CB shows no improvement over previous assessments or an extremely poor performance, the FSF Technical and Management Secretariat may propose the review of the case by the FSF Integrity Committee.
- e.** When the FSF Technical and Management Secretariat brings a CB case of to the FSF Integrity Committee, the decisions made by the Committee shall take the following into account:
 - 1. The single evaluations reports presented by the FSF Technical and Management Secretariat where all the previous evaluations are taken into consideration.
 - 2. The performance appraisal proposed by the FSF Technical and Management Secretariat.
 - 3. The responses and measures presented by the CB to resolve the findings.
- f.** The evaluation reports presented to the FSF Integrity Committee are anonymous and should not reveal the name of the CB in question.



RULES FOR THE USE OF THE FLORVERDE SUSTAINABLE FLOWERS TRADEMARK

17. CONDITIONS OF USE

17.1 Use of the Florverde Sustainable Flowers mark of conformity

- a. The Florverde Sustainable Flowers mark of conformity shall appear on the certified product wrapping or its packaging, and never on non-certified products.
- b. The Florverde Sustainable Flowers mark of conformity is the one shown in the Florverde Sustainable Flowers mark of conformity visual identity manual and formed of the graphic image and the Florverde Sustainable Flowers Number (FSFN) or the certificate registration number.
- c. The specific rules for the use of the graphic image of the mark are detailed in the visual identity manual of the Florverde Sustainable Flowers conformity mark.
- d. Only producers or retailers holding the certificate can make use of the Florverde Sustainable Flowers conformity mark on registered products, provided that they have requested it to the CB liable for the issuance of the certificate. The use of the Florverde Sustainable Flowers conformity mark entail that certificate holders will comply with the requirements described in this section and in the visual identity manual of the Florverde Sustainable Flowers conformity mark.
- e. Florverde Sustainable Flowers and each CB sign a trademark license agreement. Each CB, in turn, enters into a certification and sublicense agreement with each licensed producer or retailer.
- f. The producer or retailer must register the trademarks that will be commercialized as Florverde certified product in the Florverde Sustainable Flowers certification registry, along with the destination markets for these products.
- g. Failure by the licensee to comply with the conditions of use of the Florverde Sustainable Flowers conformity mark described in this section, in the visual identity manual or in the corresponding contract may make it subject to sanctions by the CB, as established in numeral 10 of these regulations. In any event, before the enforcement of the sanction, the affected party will be informed and allowed to give the pertinent clarifications through a hearing.
- h. The Florverde Sustainable Flowers conformity mark shall not be transferable to other products.
- i. In the event of a change of ownership or the dissolution of the company, a written authorization from the CB is required, according to which, it reserves the right to transfer the certification and the right to use the Florverde Sustainable Flowers conformity mark to the new owner.
- j. Upon the suspension or cancellation of a certificate, the producer or retailer must immediately discontinue the use of the Florverde Sustainable Flowers conformity mark, remove any relevant reference to it and avoid the use of any imitation or simulation of the forenamed mark.
- k. The CB shall take action against any inappropriate use of the Florverde Sustainable Flowers conformity mark on products, advertising, catalogs and other media, and ensure that the use is as provided in this section.
- l. In the event of the certification being issued within the framework of an approval or mutual recognition principle, the use of the mark of the counterpart or equivalent scheme, shall be made according to the rules defined by such scheme, as stated in its own regulatory documents.

17.2 Licensees' advertising

The logo symbol used in an indicative manner in business communications or advertising shall not be accompanied by detailed information on the certificate accurate, as described above.

- a.** Licensees have the right to publicize themselves as holders of the Florverde Sustainable Flowers certificate of conformity by way of the use of the Florverde Sustainable Flowers conformity mark in their business communications and advertising material.
- b.** In all cases, special attention must be paid to leave no room for doubt about certified and non-certified products or PUs included in these publications.
- c.** Licensed producers or retailers must submit, in advance, all advertising documents in which the mark is used, for the review and verification of the CB with regards to the correct use of the mark. The approval of use of the Florverde trademark must be notified in writing by the CB to the Florverde Technical Management Secretariat, with a copy to the corresponding company. The request for the use of the mark must be made during the term of validity of the certificate and should not involve any additional costs.
- d.** In order to avoid confusion with regards to the nature of the certificate, the display of billboards related to the Florverde Sustainable Flowers conformity mark at the entrance of the production units, or in places with visibility from the roads or neighboring communities is not allowed.

17.3 Complaints for misuse of the Florverde Sustainable Flowers conformity mark

- a.** Complaints with regards to a certified product from stakeholders (end users or clients), must be resolved by the CB, providing immediate notification to the Florverde Sustainable Flowers Technical and Management Secretariat.
- b.** The CB shall require the licensee to initiate an investigation into the nature and causes of the potential non-conformities that gave rise to the complaint.
- c.** The CB shall make its own assessment and inform the Florverde Sustainable Flowers' Technical and Management Secretariat.



RULES FOR THE MUTUAL RECOGNITION OF FLORVERDE SUSTAINABLE FLOWERS

18. CONDITIONS FOR THE MUTUAL RECOGNITION OF FLORVERDE SUSTAINABLE FLOWERS WITH OTHER SEALS OR CERTIFICATIONS

- a. The development of Florverde Sustainable Flowers' mutual recognition must be in line with the principles of common objective sharing with other seals or certifications that seek to ensure the sustainable production and retailing of flowers and ornamental plants, and with the commitment to build a reliable and transparent association.
- b. Mutual recognition must begin with the willingness to accept the similarities and differences of both parties (Florverde, and the seal or certification or verification scheme of interest).
- c. The identification of the common and different aspects, a comparative assessment must be made of Florverde Sustainable Flowers and the seal or certification of interest, which must include the regulatory documents established for the certification and comprises, at least, the following steps:
 1. A cross analysis of Florverde's regulatory documents and those of the seal or certification scheme of interest to determine similarities and differences.
 2. A proposal of complementary modules for the differential elements that are necessary for both parties. This proposal should not lead to the loss of identity of any of the seals or certification schemes but to ensure the validation of the concepts of social, environmental and economic sustainability in the production and trade of flowers and ornamental plants.
 3. The approval of the complementary modules' proposal will be given by the Florverde Sustainable Flowers Technical Committee and by the instance defined by the scheme or seal of interest.

18.1 Requirements for certification or verification schemes on mutual recognition

Certification or verification schemes interested in applying the mutual recognition principle with Florverde Sustainable Flowers must meet the minimum requirements below:

- a. Be a legal entity with a clearly defined organizational structure.
- b. Sign and comply at all times with the mutual recognition agreements; that is, the rules defined by the parties to allow mutual recognition.
- c. Notify the Florverde Sustainable Flowers Technical and Management Secretariat of any significant change in the organization of the certification scheme holder that could affect the recognition status.
- d. The inclusion of any changes in the regulatory documents must be notified to Florverde Sustainable Flowers' Technical and Management Secretariat in advance.
- e. Avoid participation in activities that could imply a conflict of interest or affect the prestige of the mutual recognition process or that of Florverde Sustainable Flowers.
- f. Report the Florverde Sustainable Flowers Technical and Management Secretariat on an annual basis, with regards to the management and certification or verification activities.

18.2 Mutual recognition scope and rules of operation

- a. The scope and rules of operation for Florverde's mutual recognition with another certification or verification scheme shall be defined on a case-by-case basis.
- b. Florverde shall publish on its website the mutual recognition established with other seals, as well as the scope and rules of operation and application by the producer or retailer that shows interest.

APPENDIX 1 REGISTRATION INFORMATION FOR FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION

1. MAIN REQUIRED DATA

a) Main data required for Florverde Sustainable Flowers Certification Registry:

1.1 Information about the company.

1.2 UP information.

1.3 Product information.

1.4 Audit information.

1.5 Statement of acceptance of registration and disclosure of information.

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 is updated before the new certification cycle re-acceptance deadline.

1.1 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.

1.1.1 Company

a) Name of the company (company name of the producer or retailer).

b) Legal identification (tax id number/tax-payer id).

c) Address.

d) Zip code.

e) City/municipality.

f) Country.

g) Landline or cell phone number.

h) E-mail address.

i) Geographical coordinates (latitudes north/south longitudes east/west). The minimum level of accuracy should be +/- 10 m.

j) Florverde Sustainable Flowers Number (FSFN) previously assigned.

1.1.2 Legal Company Representative

Information required from the legal representative of the company

a) First name.

b) Last name.

c) Position.

d) Address.

e) Landline or Mobile Telephone Number.

f) E-mail address.

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

1.2 PU INFORMATION

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

1.2.1 Production Unit (PU)

- a) Name of Production Unit (farm).
- b) Address.
- c) Zip code.
- d) City/municipality.
- e) Country.
- f) Landline or cell phone number.
- g) E-mail.
- h) Geographical coordinates (latitudes north/south longitudes east/west) at ground level. The minimum level of accuracy should be +/- 10 m.

1.2.2 PU Contact Person (if applicable)

Information required on the user or person legally responsible for the certification of the PU:

- a) First name.
- b) Last name.
- c) Position.
- d) Address.
- e) Landline or cell phone number.
- f) E-mail.

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) Brand name that the products will be labeled with.
- f) Countries of destination of the products.
- g) Name of product supplier (when applicable)..

1.4 AUDIT INFORMATION

The following information on certification evaluation results is required:

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

1.5 DECLARATION OF ACCEPTANCE OF REGISTRATION AND DISCLOSURE OF INFORMATION RELATED TO THE FLORVERDE SUSTAINABLE FLOWERS CERTIFICATION

At this point of registration, the applicant grants permission to the CB to:

- a) Use the registration data for internal and sanctioning procedures.
- b) Publish the data related to the certification.

The applicant accepts that the CB performs the registration in the Florverde Sustainable Flowers Certification Application Register and the transmission of information to other databases required as a requirement for certifications under a harmonization or mutual recognition scheme (Florverde and other seals or certifications).

APPENDIX 2 REQUIREMENTS FOR INTERNAL AND CB AUDITORS

1. QUALIFICATIONS AND RESPONSIBILITIES OF INTERNAL AUDITOR

- a) The capacities described for the internal auditor in this appendix apply to the individual or group certification option.
- b) Audits may be performed by internal or external company personnel, provided they comply with the established qualification requirements. In the case of internal audits performed by external auditors, they must comply with the principles of independence and impartiality established in ISO 19011:2018. In addition, they shall be subject to validation and official approval by Florverde Sustainable Flowers, based on its technical judgment and auditor's competence assessment, suitability and experience. Florverde reserves the right to approve or reject external auditors for internal audits, ensuring compliance with the requirements established in the General Certification Regulations.
- c) There must be two PU auditors, one for social issues, known as "good social practices auditor", and one for technical and environmental issues, known as "good agricultural and environmental practices auditor". Either one or both of them are authorized to audit chapter 1, Management System.

1.1 Qualification requirements

Table 3 describes the minimum qualification requirements for the internal auditor.

Table 3. Qualification requirements for the internal auditor

Criterion	Minimum requirements for internal PU auditor	Minimum requirements for internal SCI auditor
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. 	Professional in any of the areas mentioned for internal UP auditor.
Training**	<ul style="list-style-type: none"> Certificates of completion for the Standard for Sustainable Flower and Ornamental Production and the General Regulations for Florverde Certification. Certificates for a one-day practical course where the basic principles of conducting audits are taught. 	<ul style="list-style-type: none"> Certificates of completion for the Standard for Sustainable Flower and Ornamental Production and the General Regulations for Florverde Certification. Certificates of completion for an internal auditor course of at least 16 hours. Certificates of completion for management systems courses.
Skills	<ul style="list-style-type: none"> Flower and ornamental industry technical language used in the flower and ornamental sector. 	<ul style="list-style-type: none"> Flower and ornamental industry technical language used in the flower and ornamental sector.

Criterion	Minimum requirements for internal PU auditor	Minimum requirements for internal SCI auditor
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 management areas. For Best Agricultural and Environmental Practices Inspector: post high school diploma with at least 2 years of experience in technical or management areas; preferably in the agriculture sector. In all cases, internal inspectors shall have practical knowledge about the products they are inspecting One audit 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"> Two years of experience in the areas described for the internal inspector. Practical knowledge of management systems (For example: quality, environmental, among others). One PU inspection as a witness, an internal inspection, a CB inspection or similar, carried out by a qualified Florverde inspector or as other similar standards' inspector. An audit as a witness, a Florverde audit or similar, or a certification audit from the CB.

*Note: *In the event of an internal inspector or auditor failing to comply with the educational requirements necessary for the areas set forth in the 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 Florverde Sustainable Flowers Certification course shall be defined by the Technical and Administrative Secretariat of Florverde Sustainable Flowers.*

1.2 Responsibilities

1.2.1 PU Auditor

- Conduct audits of PUs to evaluate compliance with the Florverde Sustainable Flowers certification requirements.
- The good social practices auditor shall audit the social issues of the Standard for Sustainable Flower and Ornamental plants production and the good agricultural and environmental practices auditor shall audit the technical and environmental aspects of the same document.
- May not perform SCI auditor tasks.
- Must prepare the PU audit reports.

1.2.2 ICS Auditor

- Conduct the ICS audit of the producer group or individual producer with several PUs with ICS to assess compliance with the Florverde Sustainable Flowers certification requirements.
- To give the approval the group members or individual producer's PUs with ICS based on the PUs audit reports performed by the internal PU auditors.
- Conduct audits of UPs to assess compliance with certification requirements. In this case it shall not be able to give the approval on the reports of such PU audits.
- Prepare the audit reports.

1.2.3 Independence and Confidentiality

- a) Internal auditors shall be independent of the management area being audited. Auditors cannot verify their own day-to-day work.
- b) Internal auditors must follow the internal procedures of the producer or a group of producers to maintain the confidentiality of the information and records.

2. CB AUDITOR QUALIFICATIONS AND RESPONSIBILITIES

- a) The CB auditor capacities described in this annex apply to the individual or group certification option.
- b) Auditors may conduct audits, once the objective evidence of their qualifications and experience as detailed below, has been verified by the CB.
- c) The CB must have at least two auditors for Florverde Sustainable Flowers certification, one for social issues, known as “good social practices auditor”, and one for technical and environmental issues, known as “good agricultural and environmental practices auditor”. Either one or both of them are authorized to audit chapter 1, Management System.

2.1 Qualification requirements

Table 4 describes the minimum qualification requirements for the CB auditor.

Table 4. Qualification requirements for CB auditors

Criterion	Minimum requirements for UP auditor of the CB	Minimum requirements for ICS auditor of the CB
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.	Professional in any of the areas described for the PU auditor.
Training**	<ul style="list-style-type: none">Certificates of completion for the Standard for Sustainable Flower and Ornamental Production and the General Regulations for Florverde Certification.Certificates of completion for a 40-hour auditor course, 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">Certificates of completion for the Standard for Sustainable Flower and Ornamental Production and the General Regulations for Florverde Certification.Certificates of completion for a 40-hour lead auditor course, based on the ISO 19011 standard.Certificates of completion for a 40-hour course in management systems (quality, environmental, 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.

Criterion	Minimum requirements for UP auditor of the CB	Minimum requirements for ICS auditor of the CB
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. • For social auditors: A minimum of 1 year of experience in social compliance auditing and a minimum of 100 social compliance audit days or a minimum of 2 years of experience in any other type of auditing and 150 audit days of which a minimum of 50 are social compliance audit days. Other audit days may include management systems, health and safety, labor inspections, investigations, audit components. • 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. • For social auditors: A minimum of 1 year of experience in social compliance auditing and a minimum of 100 days of social compliance auditing or a minimum of 2 years of experience in any other type of auditing and 150 days of auditing of which a minimum of 50 are social compliance audit days. Other audit days may include management systems, health and safety, work inspections, investigations, audit components. • A chaperoned inspection during an Individual Certification inspection and during a 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 event of an internal inspector or auditor failing to comply with the educational requirements necessary for the areas set forth in the 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 Florverde Sustainable Flowers Certification course shall be defined by the Technical and Administrative Secretariat of Florverde Sustainable Flowers.*

2.1.1 Maintenance of capacities

- a) The CB shall implement a system to ensure that each auditor annually conducts a minimum of five (5) audits or completes a minimum of ten (10) days of audits, respectively, to different growers for Florverde certification. They shall also keep updated their knowledge of the Florverde Sustainable Flowers Certification Scheme and remain registered for Florverde Sustainable Flowers certification.
- b) Chaperoned and witness audits are accepted as maintenance of capacities.
- c) In the event of the CB being unable to comply with this requirement over the course of the year, the Florverde Sustainable Flowers Technical Secretariat must be consulted and will respond in writing to this request.
- d) The CB shall conduct at least every four years a chaperoned audit of each of its Florverde auditors with a view to verifyi8ng their training.
- e) The CB shall implement a customized training program for the trainee candidate.
- f) The CB shall act as witness of at least one PU audit to a producer under the individual certification option, or to a member of a producer group under the group certification option and one ICS audit conducted by the applicant auditor. An PU auditor may act as witness of the PU audit, but only an ICS auditor may act as witness of the ICS audit.

2.1.2 Rotation of auditors

- a) The CB shall have procedures to ensure that the same PU auditor does not audit the same producer (individual certification option) for 4 consecutive years (irrespective of are announced or unannounced).
- b) The CB shall have procedures to ensure that the same SCI auditor does not audit the same producer (individual certification option) for 4 consecutive years (irrespective of announced or unannounced audits).
- c) Under the group certification option and the individual certification option with several PUs and SCI, the auditors of the audit team must be rotated (no more than 4 years to audit the same ICS). However, the UP auditor of the audit team may be the same.
- d) Exceptions may be made when the CB has only one PU auditor in a country or region, or on a case-by-case basis. The duration of the exception period shall be 12 months.
- e) Exceptions may be made when the ICS has only one PU auditor in a country or region, or on a case-by-case basis. The duration of the exception period shall be 12 months.

2.2 Responsibilities

2.2.1 PU Auditor

- a) Conduct PU audits to assess compliance with Florverde certification requirements.
- b) Prepare PU audit reports in accordance with ISO 17065 and the requirements of the Florverde Sustainable Flowers Certification Scheme.
- c) Maintain updated files of all quality policies, procedures, work instructions and documentation issued by the CB.
- d) Know and keep updated on developments, events and changes in local legislation related to the floriculture sector, applicable in the sites where the activity is developed and in the social, labor, technical and environmental issues in which the audits are being performed.
- e) Know and keep up to date on the conditions, challenges and problems prevailing in the country, the region and the floriculture sector in which the audit is carried out.
- f) Know what constitutes the best operating practice in any given floriculture sector.
- g) Perform any other tasks that may be assigned by the CB outside the scope of Florverde Sustainable

Flowers, provided that such activities do not contradict the of ISO/IEC 17065 principles or any stipulations laid down in the Florverde certification's General Rules.

2.2.2 ICS Auditor

- a) Audit and evaluate the ICS implemented by the applicant under the group certification option or individual certification option with several PUs with ICS, according to the ICS checklist.
- b) Prepare the ICS audit reports in accordance with ISO/IEC 17065 and the requirements of the Florverde Sustainable Flowers Certification Scheme.
- c) Conduct PU audits to evaluate compliance with Florverde Sustainable Flowers certification requirements.
- d) Prepare the PU audit reports in accordance with ISO/IEC 17065 and the requirements of the Florverde Sustainable Flowers Certification Scheme.
- e) Maintain up-to-date files of all quality policies, procedures, work instructions and documentation issued by the CB.
- f) Know and keep updated on developments, events and changes in local legislation related to the floriculture sector, applicable in the places where the activity is developed and in socio-labor, technical and environmental issues in which the audits are being carried out.
- g) Know and keep updated on the conditions, challenges and problems prevailing in the country, the region and the floriculture sector in which the audit is carried out.
- h) Know what constitutes the best operating practice in any given floriculture sector.
- i) Perform any other tasks that may be assigned by the CB outside the scope of Florverde Sustainable Flowers, if and when such activities do not contradict the EN 45011 or ISO/IEC 17065 principles, or any other stipulation laid down in Florverde certification's General Rules.

2.2.3 Independence and Confidentiality

- a) ICS or PU auditors are not allowed to make final certification decisions on ICS or PU audits being conducted by themselves.
- b) Auditors are not allowed to perform any activity that may affect their independence or impartiality, and in particular are not allowed to accept bribes and to carry out consulting activities over the course of the last two (2) years with producers that they audit. Training activities shall not be considered a consultancy provided that, when dealing with management systems or audits, the trainer is limited to giving general information that is publicly available; that is, the trainer cannot provide solutions that are specific to the producer.
- c) Auditors must strictly observe the procedures of the producer or retailer, and the CB in order to maintain confidentiality of information and records.

2.2.4 Audit principles

The following principles (taken from the ISO 9011 standard) must guide the actions of the CB auditors:

- a) Integrity: Foundation of professionalism.
 - 1. Carry out work activities with honesty, diligence and responsibility.
 - 2. Observe and comply with all applicable legal requirements.
 - 3. Demonstrate competence during the execution of work tasks.
 - 4. Carry out work in an impartial manner.
 - 5. Be sensitive to any influence exerted on their judgment during the course of an audit.
- b) Fair presentation: Obligation to report truthfully and accurately. The findings, conclusions and reports of the evaluation must reflect truthfully and accurately the audit activities. Significant obstacles encountered during the audit and unresolved divergent opinions between the audit team and the requester are reported. Communication should be honest, accurate, objective, clear and complete.

- c) Due professional care: The application of diligence and judgment in auditing. Auditors should proceed with due care, according with the importance of the task they perform and the trust put on them by the applicant and other stakeholders. A crucial factor at the moment of performing work with due professional care, is the ability to make reasonable judgments in all audit situations.
- d) Confidentiality: Safety of the information. Auditors must show discretion in the use and protection of information acquired in the course of their work. Audit information shall not be used inappropriately for the personal gain of the auditor or the applicant, or in a manner deemed detrimental to the legitimate interests of the requester. This concept includes the proper handling of sensitive confidential information as laid down in paragraphs 4.3, 12.5 and 13.4 of these regulations.
- e) Independence: Basis for the impartiality of the audit and the objectivity of the audit conclusions. Auditors must be independent from the activity being audited, and in any case act in a manner that is free from bias and conflict of interest. Auditors must maintain an objective attitude throughout the audit process to ensure that audit findings and conclusions are based solely on audit evidence. This concept is laid down in paragraph 12.5. of this regulation.

APPENDIX 3 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's³

Florverde Sustainable Flowers Number
Certificate number
Equivalent scheme record number

Certificate Florverde Sustainable Flowers

Florverde Standard for the Sustainable Production of
Flowers and Ornamental Plants Version XXX⁷

Certification option⁸

Granted to

Name and address of company or producer Country of production

Country of production

The CB (name of CB) declares that the production of the products mentioned in this
certificate are in compliance with the standard

Florverde Sustainable Flowers
certification scheme logo¹¹

Standard number and version certified¹²

In case of homologation with other seals or certifications, the name and version of the regulatory
documents that have been granted equivalence with Florverde is included -

Name of product ¹⁴	Product management ¹⁵	Harvest included ¹⁶	Number of producers ¹⁷	Florverde Sustainable Flowers Certificate number ¹⁸	Equivalent scheme certificate number ¹⁹

Producers or PU according to scope and certification option²⁰

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

Authorized by:²³

Date certification granted:²⁴

The current certificate status is always available at www.florverde.org
and for the equivalent scheme at the web address²⁵
CB contact details²⁶
Date of issuance (printing date of certificate): day/month/year³⁷

Attach additional information of Certificate holder (FSN)²⁷

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

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

Product handling units³⁴

Product ³⁵	Name and address ³⁶

FLORVERDE SUSTAINABLE FLOWERS CERTIFICATE CONTENT DESCRIPTION

The Florverde Sustainable Flowers certificate issued by the CB must be in Spanish and English and must contain the following information as stated in the template:

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

For mutual recognition schemes, the CB that intends to issue certificates under the simultaneous certification model 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 logo of the AB 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 in accordance with ISO/IEC 17065.

3. The number assigned by the AB to the accredited 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 it has a global identification number
7. The exact name and version of the certification scope standard must be included
8. The certification option must be indicated as follows:
 - Individual certification option with single production unit
 - Individual certification option with multiple production units
 - Option of individual certification with multiple production units and ICS implemented
 - Group certification option
9. The name and address of the certificate holder (legal entity) must be specified. The address must be 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 title holder producer or company was certified must be specified.
11. The Florverde® Sustainable Flowers logo is included.
12. The exact name and version of the Florverde standard reference of 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 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 to the group certification option or individual certification option with multiple PUs.
18. The Florverde Sustainable Flowers certificate number is included
19. The number assigned by the equivalent scheme is included
20. Applicable to the group certification option or individual certification option with multiple PUs.
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 are capitalized. This person must sign the certificate.
24. The date that the certification committee made the decision regarding the certification is included.
25. The name of Florverde Sustainable Flowers, address and e-mail address are included with the following note: "The current certificate status is available at www.florverde.org". For the certificate under an equivalent scheme (mutual recognition), include the web page address of the equivalent scheme to validate the certificate.
26. The CB contact details must be included (name, address, and email).
27. The date of issuance corresponds to the date the certificate was printed on paper. It should be indicated on the first page of the certificate and on the attachment to link them together. It may also be included at the bottom of each page of the certificate and the attachment
28. The page numbering of the certificate must be included.
29. This annex shall be added to the certificate if appropriate, and is identified with the Florverde Sustainable Flowers Number (FSFN) assigned to the certificate holder. The equivalent scheme registration number is also attached if the scheme has a global identification number.
30. This only applies to individual certification with multiple production units and group certification option, and the information requested in the table must be completed.
31. The names of the certified products are indicated
32. 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
33. The equivalent registration number of the equivalent schemes (mutual recognition) is included.
34. Name of producer or PU
35. Address of producer or PU
36. In case of product handling (e.g. post-harvest), it should be included in the table.
37. The names of the certified products are indicated
38. 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.

UPDATE RECORD

UPDATED DOCUMENT	REPLACED DOCUMENT	PUBLICATION DATE	DESCRIPTION OF MODIFICATIONS MADE
General Regulation for the Certification Florverde Sustainable Flowers Version 7.0 January 2017 Edition 7.0-1 July 2017	General Regulation for the Certification Florverde Sustainable Flowers Version 7.0 July 2017	July 2017	The following sections were modified: 6.4.1.1 d), 7., 8.5.2.4 f), 8.5.2.5 d), Annex 1 2.1 a), Annex 2 2.2 a), Annex 2 3.2 d), Annex 2 3.6 e), Annex 3 table 3 (experience item), Annex 5 2 c), 3, 6, 7, Annex 5 2.1.3 a), b), c), and d).
General Regulation for the Certification Florverde Sustainable Flowers Version 7.1 October 2018	General Regulation for the Certification Florverde Sustainable Flowers Version 7.0 January 2017 Edition 7.0-1 July 2017	October 2018	The following sections 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), Annex 2: c), 3.3.1 c), 3.4 a) and 3.5.1 c), Annex 3: table 3 (items education, training, and experience), and 2.2.3 b), Annex 4: 9, 21, 22. New sections: 4.3 b), 4.5 b) and c), 6.4.1 a) to g), 6.4.2 e), 6.4.2.1 c), g), 6.5.3.1 b), 6.5.3.2 b), 8.2.1 d), 8.2.3 b), c), d), 8.2.5 c), d), 8.2.6 b), 8.2.6.2 b), 8.3.1 f) and g), 8.4.1 c) and d), Annex 1: 1.1.1 j), 1.2.1 i), Annex 2: 2.1.1 b), 3.2 e), 3.5.2 i), j), Annex 3: 2.1.1 e), f), 2.1.2 a), f), 2.2.1 g), 2.2.2 j), Annex 4: 37, Annex 5: 1.2 e).
General Regulation for the Certification Florverde Sustainable Flowers Version 7.1.1 July 2020	General Regulation for the Certification Florverde Sustainable Flowers Version 7.1 October 2018	July 2020	Deletion of literal h) of requirement 9.1
General Regulation for the Certification Florverde Sustainable Flowers Version 7.1.2 September 2023	General Regulation for the Certification Florverde Sustainable Flowers Version 7.1.1 July 2020	July 2021	Annex 3 was modified: table 3, experience item
General Regulation for the Certification Florverde Sustainable Flowers Version 7.1.3 September 2023	General Regulation for the Certification Florverde Sustainable Flowers Version 7.1.2 September 2023	September 2023	The following sections were modified: 6.4.2.2 a), 7.2), 7.1 a), 8.2.2 g), 8.3.1 i), 8.3.2 c), Annex 3: 3.3.2, Annex 4: 25, Annex 5: 4.5 (deleted). New sections: 6.5.3 c), 8.1.1 i), Annex 3: table 4 (experience items).
General Regulation for the Certification Florverde Sustainable Flowers Version 8.0 April 2025	General Regulation for the Certification Florverde Sustainable Flowers Version 7.1.3 September 2023	April 2025	The following sections were modified: 2, 2.1, 3, 3.1, 3.2, 4.2, 5.1.3, 5.2, 6, 6.2, 6.2.1, 6.2.2, 8.2.1, 8.2.2, 8.2.2.1, 8.2.2.2, 8.2.2.3, 9.1.1, 9.1.3, 9.1.3.1, 9.2, 9.3, 9.3.1, 9.3.2, 9.3.3, 9.3.4, 10.1, 11, 11.1.1, 11.1.3, 11.1.4, 11.1.6, 12.1, 12.2, 12.3, 12.4, 12.5, 12.6, 12.6.1, 12.6.2, 13.1, 13.2, 13.3, 13.4, 14, 14.1, 14.1.1, 15, 15.1.2, 15.2, 15.2.1, 15.2.3, 15.2.4, 17.1, 17.2. Anexo 1 numerales 1.1.1, 1.1.2, 1.2.1, 1.2.2, 1.3, 1.4, 1.5. Anexo 2 numerales 1, 1.2.1, 1.2.2, 1.2.3, 2, 2.1, 2.1.1, 2.1.2, 2.2.2, 2.2.3, 2.2.4, New sections: 7, 7.1, 7.2, 7.2.1, 7.2.2, 7.2.2.1, 8, 8.1, 8.1.1, 8.1.1.1, 8.1.1.1.1, 8.1.1.2, 8.1.1.2, 8.1.2.1, 8.1.2, 8.1.2.1, 8.1.2.2, 8.1.3, 8.1.3.1, 8.1.3.2, 8.1.4, 8.1.5, 8.1.5.1, 8.1.5.2, 8.1.6, 8.1.7, 8.1.8, 8.1.9, 8.1.10, 8.1.11, 8.2, 9.1.2, 16, 16.1, 16.1.1.
For more detailed information about the changes made, please contact the Technical and Administrative Secretariat of Florverde Sustainable Flowers.			

GENERAL REGULATION

FOR FLORVERDE SUSTAINABLE
FLOWERS CERTIFICATION

VERSION 8.0 • AS OF APRIL 2025
MANDATORY AS OF APRIL 2026

asocolflores

Asociación Colombiana de Exportadores de Flores

FLORVERDE



SUSTAINABLE
FLOWERS

Design and layout.

Juan Sebastián Sánchez

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