

# Public Document

07.10.2024



CERTIS - Controlo e Certificação, Unipessoal, Lda. is a Control and Certification Body recognized by the Competent Authority of the Member State Portugal and accredited since 2010 by the Accreditation Entity for Product Certification according to Standard NP EN ISO/IEC 17065 and since 2011 for Management Systems – Forest Management Certification according to Standard NP EN ISO/IEC 17021.

CERTIS has a Quality Manual for the evaluation and certification of products recognized as Protected Designation of Origin (PDO), Protected Geographical Indication (PGI), Traditional Speciality Guaranteed (TSG), Organic Production (PB), Integrated Production Method (PRODI), Designation of Origin (DO), Geographical Indication (IG), Optional Labelling (RF), Private References (RP), Collective Certification Marks (MCC), Forest Management and Chain of Custody by the Program for Endorsement and Forest Certification (PEFC), Training (F), Welfair Quality (WQ) in order to promote a climate of mutual trust among producers, preparers/processors and consumers of the products that this company will control and certify.

CERTIS has established itself as a leading entity in the promotion of social and environmental responsibility, providing rigorous and innovative solutions that guarantee sustainability and ethics in supply chains. As part of its social responsibility, CERTIS develops humanitarian audit and certification programs, which aim to ensure that labour rights are respected, working conditions are decent, and that there are no exploitative or discriminatory practices in certified companies. The entity adopts rigorous international standards and collaborates with non-governmental organizations (NGOs), local authorities and social partners, promoting the human and economic development of the communities involved.

The environmental dimension of CERTIS's operations is also exemplary. The company uses advanced assessment and control methodologies to ensure that its production practices are environmentally responsible. The efficient use of natural resources, the minimization of waste, the reduction of greenhouse gas emissions, and sustainable management throughout the supply chain are some of the key areas in which CERTIS focuses its activities.

It is worth highlighting that CERTIS encourages sustainable innovation, promoting the research and development of products and services that have a lower environmental impact. Through strategic partnerships with universities, research centres and industries, the company is at the forefront of green technologies and solutions that enable a circular economy.

**[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)**

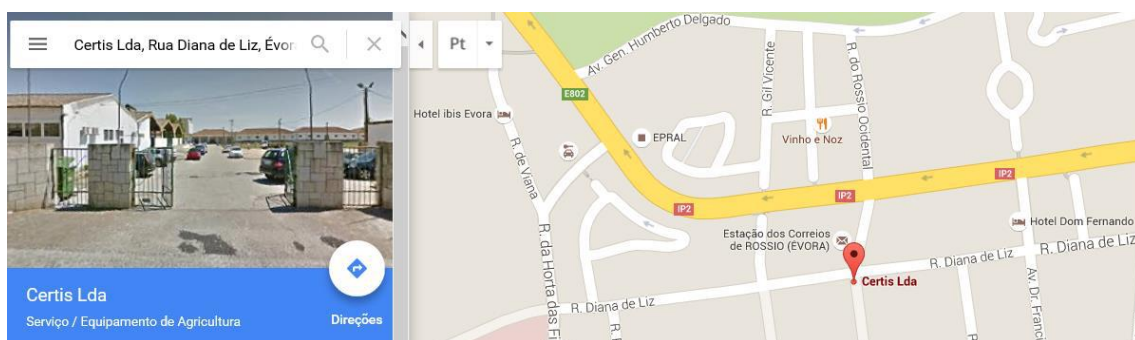
CERTIS represents a model of commitment to social and environmental responsibility, not only due to the rigor and demands of the services it provides, but also due to its active role in promoting a fairer and more sustainable future.

This document may be changed/revised whenever circumstances so require, whenever there is a change in accreditation requirements or changes in standards or other applicable reference documents.

The following points of this document briefly explain the assessment and decision-making process for the various areas of Certis certification, namely production methods, traditional products, optional labelling, private references and forest management and chain of custody. The obligations and duties of the parties (OC and Client) are also described, as well as the assessment and certification costs, the conditions for suspension and/or cancellation, the complaints procedure, appeals and confidentiality.

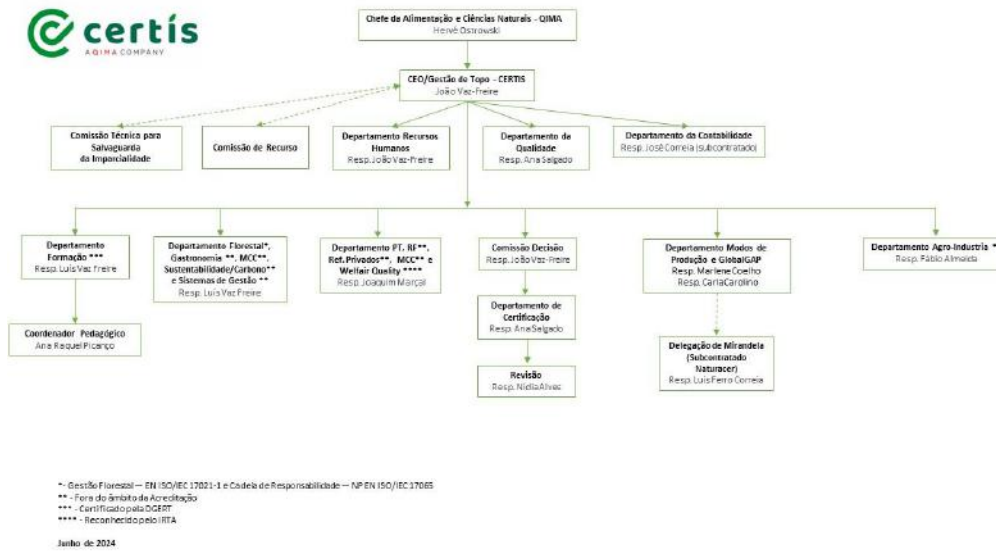
## 1. Location

Certis – Control and Certification, Lda., is headquartered in Évora, at Rua Diana de Liz – Apartado 320, with telephone number 266 769 564 (Call costs: National Fixed Network) and has a Delegation in Mirandela at Avenida 25 de Abril no. 218/22 R/C – Mirandela, with the telephone number 278 257 304 (Call costs: National Fixed Network).



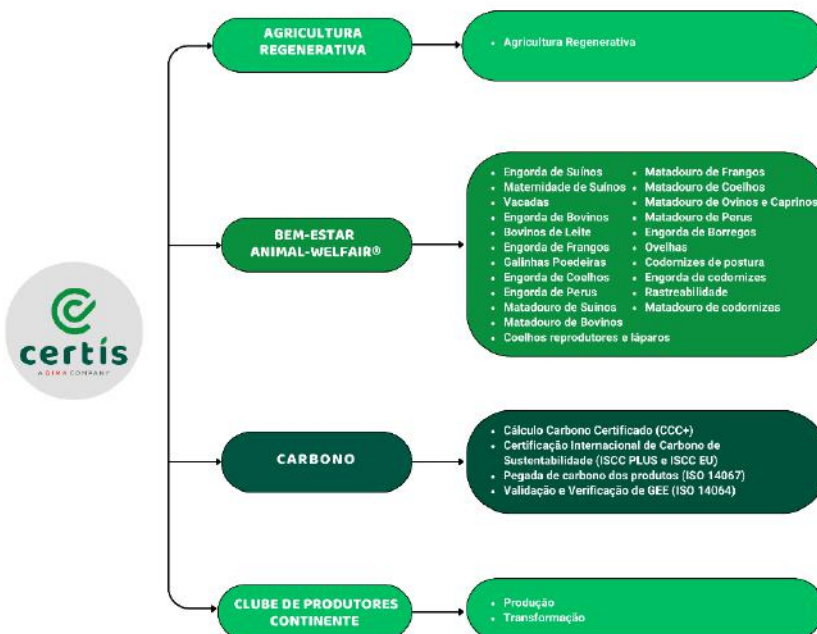
[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)

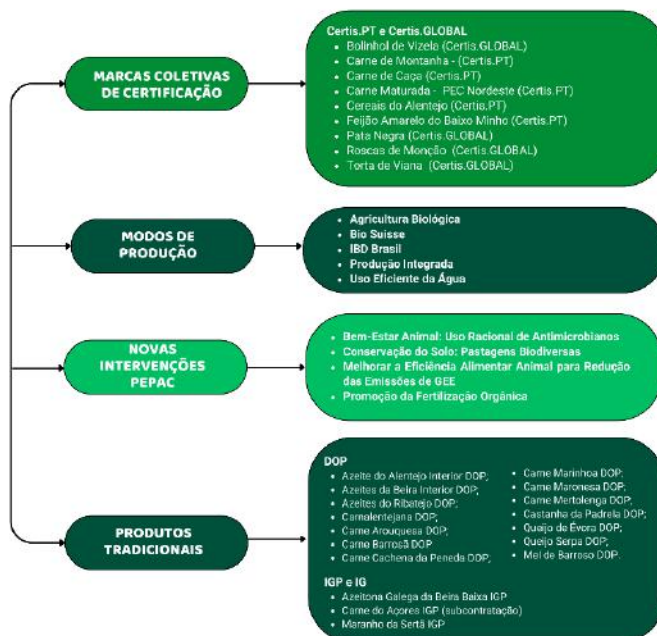
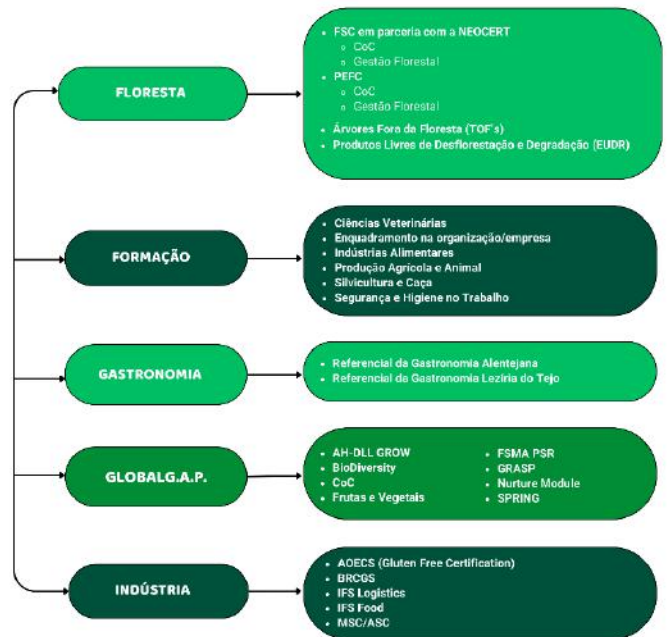
## 2. Organization chart



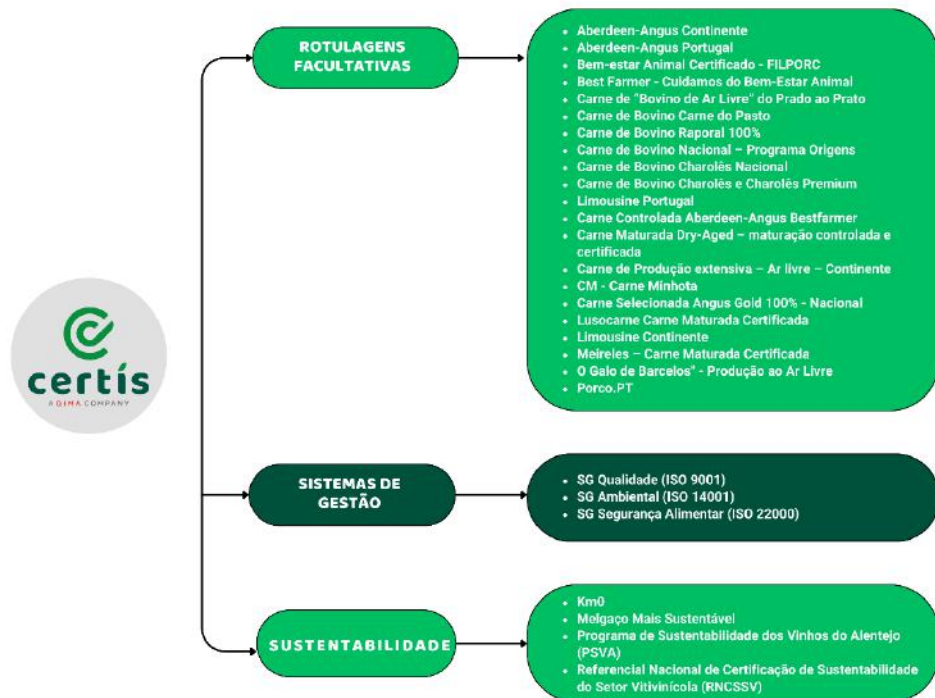
## 3. Certified products

CERTIS – Controlo e Certificação, Lda., as a Control and Certification Body (OC) is designated and/or recognized and/or accredited (if applicable) for the control and certification of the entire production chain, that is, from production to the final consumer, of the products and/or Management Systems described in the diagram below:





[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)



CERTIS conducts audits under QIMA/WQS accreditation according to IFS, BRCGS, customer references, among others. With other partnerships and accreditations, we also conduct MSC/ASC audits. We are partners of the Portuguese Celiac Association to conduct certification audits according to the AO ECS reference.

CERTIS – Controlo e Certificação, Lda., since February 2021, has been recognized by IRTA for certification WELFAIR®.

CERTIS was the certifying entity to issue the first certificate of the Alentejo Wine Sustainability Program. CERTIS was also the IVV partner entity for the construction of the National Reference for Sustainability Certification of the Wine Sector.

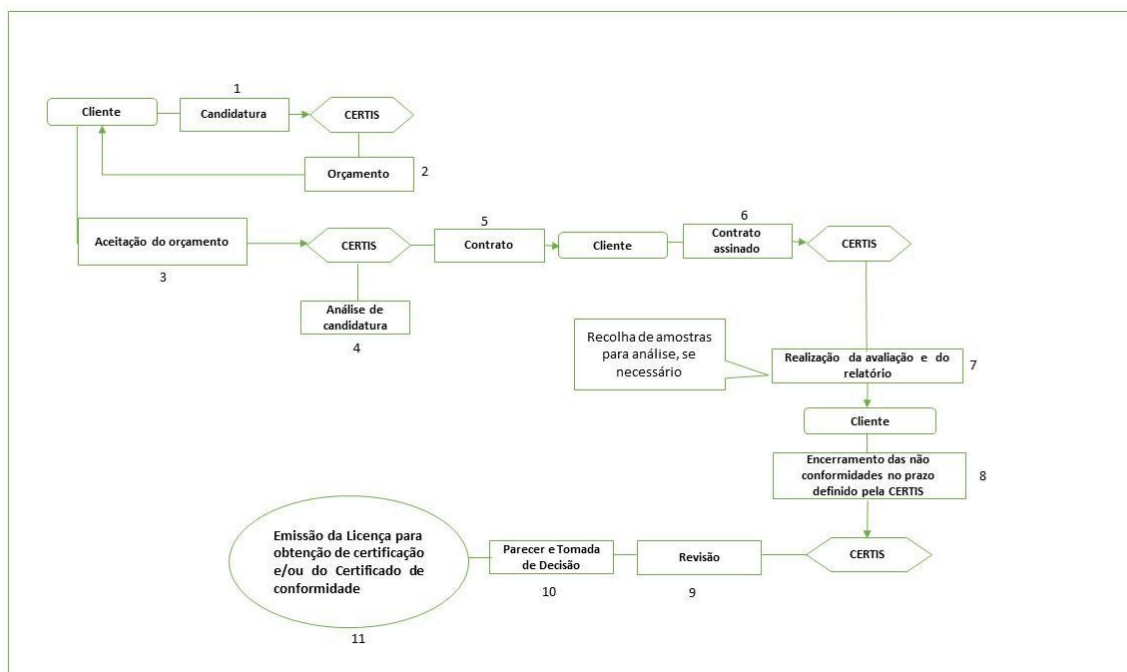
[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)

## 4. Evaluation and Certification of products and/or Management Systems

### 4.1 Production Methods, Traditional Products, Optional Labelling and Collective Certification

#### Marks

The process of evaluating and certifying products in Production Methods (organic farming, integrated production, and integrated protection)), GLOBALG.AP, PTraditional products (PDO, IGP, DO, IG and TSG), Optional Labelling and Private References (RP) and Collective Certification Marks (MCC), is briefly described in the flowchart below.



**Flowchart 1:** Production methods, traditional products, optional labelling, among others.

**Notice:** The numbering above refers to the order in which the actions unfold.

All certificates have a validity period, which varies depending on the product in question, and the Operator is therefore subject to a periodic assessment of its system to verify compliance with the requirements of the applicable standards, regulations, and/or references.

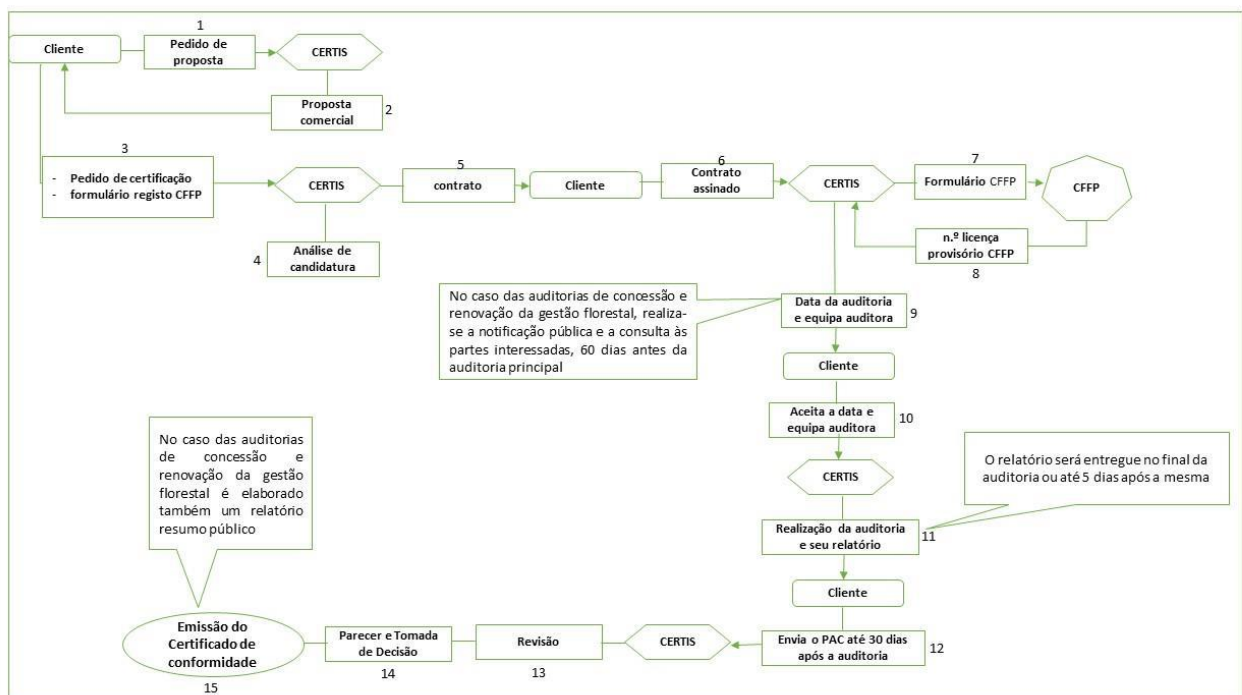
For more detailed information about the procedure for evaluating and certifying these products, please consult the procedures: P16 (Traditional Products, Labelling Optional, Private References), P17 (Production Modes) and P41 (GLOBALG.AP) and P37 (Collective Certification Marks), from the CERTIS Quality Manual.

[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)

Access to these documents is restricted, so they can only be consulted through a scheduled meeting with the person(s) responsible for the Department in question, where you can clarify any doubts, you may have.

#### 4.2. Forest Management and Chain of Custody (PEFC)

The application, assessment and decision-making process for organisations applying for forest management and/or chain of custody (PEFC) certification is summarised in flowchart no. 2.



**Flowchart 2:** Forest Management and Chain of Custody (PEFC)

**Notice:** The numbering above refers to the order in which the actions unfold.

In the case of forest management concession and renewal audits, these are divided into two phases. In the first phase, no non-conformities are raised, and the organization does not have to respond to the report. In the second phase, or main, audit, the audit team can raise findings and report, orally and/or together with the audit report. The organization has 30 days to respond to the findings, sending a PAC – Corrective Action Plan to CERTIS. If there are major non-conformities, they must be closed before the certificate is issued.

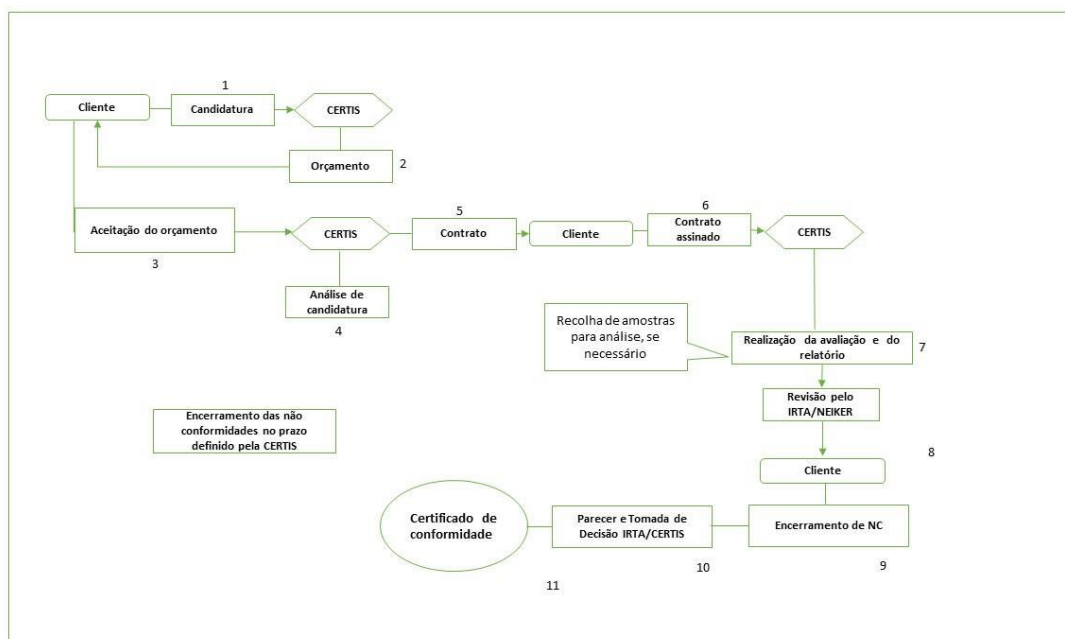


After the 3-year period for forest management and the 5-year period for the chain of custody, the certificates are renewed for periods identical to those previously issued, and a renewal audit must be conducted.

For more detailed information on the application process, audit, decision-making and issuing of the certificate of compliance, procedures P21 (Forest Management) and P22 (Chain of Responsibility) should be consulted, which will be provided to the applicant entity, following a previously scheduled meeting with the person responsible for the forestry department.

### 4.3. WELFAIR®

The Welfair® Regulation assessment and certification process is briefly described in the flowchart below.



Flowchart 3– Welfair®

For more detailed information about the procedure for assessing and certifying this standard, please consult the procedure: P42 - Welfair Quality.

## **5. Rights and Duties of the customer/operator**

All proposals made and/or services provided by CERTIS - Controlo e Certificação, Lda., and all resulting contracts or agreements, will be subject to general conditions of services, except when agreed in writing, or when they are not in compliance with the regulations for the provision of public services to any public entity and/or local mandatory legal provisions.

### **5.1. Customer/Operator Rights**

The CERTIS client/operator, when drawing up and signing the service provision contract with CERTIS, has the right to:

- To be assessed annually in accordance with the terms set out in the multi-annual activity plans and applicable accreditation rules; however, these assessments may be conducted with or without prior notice;
- Obtain a certificate of conformity, where after the assessment it is demonstrated that the client/operator complies with the requirements of the Regulations and/or Standards specific to the product and/or production method and/or management system;
- To be informed by CERTIS whenever it detects any non-compliance with applicable regulations and/or certification standards;
- Professional secrecy regarding all observations made during their activity, except for those that have a legal duty to be communicated to third parties, namely to any official body or entities like CERTIS.

### **5.2. Duties of the customer/operator**

The CERTIS client/operator, once a contract has been signed with CERTIS, has the following duties towards this OC:

- Respect and comply with the rules in force, provided for in the Standards and/or Specific Regulations and/or Specifications for each product and/or production methods and/or management system;
- Accept and collaborate in assessment visits, sample collections for testing, and allow CERTIS, when applicable, to be accompanied by internal or external experts, observers, and/or auditors external to the OC;

**[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)**

- Keep documentation related to the production method up to date, and all products and/or substances properly identified;
- Submit to CERTIS for approval in writing before using brands, packaging, or labels and, in the event of detecting any anomaly, immediately withdraw the product from the market. In the event of suspension, withdrawal or termination of certification, the use of all advertising material containing any obsolete reference must cease and the actions required by the certification scheme must be taken (e.g. return of certification documents);
- Comply with the requirements of CERTIS or those specified in the certification scheme, when reference is made to the certification of your product in communication media such as documents, brochures, or advertising, therefore you may not use the product certification if it jeopardizes the reputation of CERTIS, also not making any statement regarding the Certification of the product that CERTIS may consider misleading or unauthorized;
- Keep records of all complaints made to it, allowing CERTIS free access to these records and take appropriate actions regarding such complaints and any deficiencies found in products that affect compliance with certification requirements, documenting said actions;
- In the case of providing copies of certification documents to others, the documents must be reproduced in their entirety or as specified in the certification scheme;
- Inform the First Contracting Party in writing and without delay whenever any change is found in the data of the certification application, or in the last certificate of conformity issued, which may affect the ability to comply with the certification requirements, namely in the identification of the unit (name, tax identification, contact person, etc.), or in the characterization of the unit, namely significant changes in the areas or animal numbers, facilities, machinery, subcontracting, importing, storing, or even in the exploitation of different animal and/or plant species, in the quality management system, and any procedure contrary to that stipulated in the Regulations;
- You must annually communicate to CERTIS your plant product production program, detailed at plot level;
- Comply with the financial agreement defined in the contract (when applicable).

## 6. Definition of Assessment and Certification Costs

This value is calculated considering the costs of assessment at the level of laboratory and sensory tests, monitoring of the production chain in the production, processing, and marketing units (if applicable), as well as all other certification expenses at the administrative level. Regarding the costs resulting from the assessment, these will be parameterized according to the dominant and secondary activities, the areas and number of plots in which these productions are carried out, their respective conditions and facilities, the type and number of animal and crop species produced, among other production factors used in the production, processing and marketing units.

Although this information is available to groups and operators, CERTIS will provide all clarifications deemed necessary to ensure that no doubts remain on the matter. As soon as candidates (operator or group) submit their application for certification, if they comply with the procedures established by the previous procedures, and the assessment process proceeds accordingly, they will be informed verbally of the total cost to be paid annually. Only if they specifically request it will they receive a written document informing them of the amount to be paid.

If an agreement is reached between the parties, a service provision contract is concluded, with a defined validity and automatic renewals. By taking responsibility, in specific forms, for compliance with the rules relating to regulations, standards and/or specifications, for maintaining records and documentation, for the timely payment of the agreed assessment and certification cost, among other specified conditions, the conditions are met for the CB to begin compliance with the procedures described in the Manual.

Both parties, if there is an intention to suspend the provision of services, must report it as described in the specific clauses for the subject in the respective contract.

In relation to the budget proposals for the certification of forest management by the PEFC system, the values are calculated based on the area and dispersion of the forest management unit, number of members involved in forest management (if applicable) and number of forest products involved.

In the case of chain of custody budget proposals (PEFC), they are prepared based on the number of employees in the organisation, the number and complexity of the forest products involved, and the chain of custody method applied.

**[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)**

## **7. Conditions for Suspension and/or Cancellation and Refusal of Certification**

An operator may be suspended for a certain period or have his/her License revoked whenever he/she fails to comply with the obligations specified in point 5.2 of this document.

In the event of non-compliance with the payment deadlines agreed upon in the contract, the process will follow the normal procedures of our Procedure for Assigning Sanctions, and the Certification Department may increase the previous invoiced amount by 10%, with the obligation to pay the amount within the following thirty days. It is understood that collections cannot be deferred for any longer and, in cases where non-compliance continues, CERTIS will notify in writing that it will withdraw the License to Obtain Certification five business days after the date of issue of the letter, interrupting the control process until the debt is settled.

CERTIS may choose to initiate proceedings for the collection of unpaid fees and expenses in any court having jurisdiction. In such cases, the Operator shall pay all costs of collection of the OC, including attorney's fees and related costs.

Both CERTIS and the Operator or Group, if there is an intention to suspend the provision of services, must report it as described in the specific clauses for the subject in the respective contract.

Certis must refuse to conduct the certification of the new product or management system if it does not have the skills or capacity for the certification activities required by the product or management system scheme.

## **8. Complaints and Appeals Procedures**

Any party involved in the process may file a complaint or appeal with CERTIS. The operator, group or individual may not agree with the way in which some Certificates of Conformity and/or Licenses for Obtaining Certification were issued or may not agree with the sanction or decision that was imposed on them, or with some action, attitude, or lack thereof that occurred during the certification activities.

CERTIS has its own procedures (for assessment, certification, and training activities) to receive and decide on complaints and appeals filed by operators in the sector or other interested parties in certification activities. If you need more information about this procedure, it can be consulted at CERTIS headquarters, by scheduling a meeting with the Quality Manager.

In any complaint and appeal situation, the confidentiality requirements applicable to the entities involved and matters in question are complied with.

**[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)**

## 9. Confidentiality

Confidentiality regarding data resulting from information collected during assessment and certification actions is ensured by CERTIS at all levels of organization and execution and is managed specifically in accordance with the respective procedure referred to in the company's Procedures Manual.

All employees, related bodies (members of committees or subcommittees, panels of tasters, members of audit teams), as well as all partners, members of Top Management, department heads, quality manager and members of the OC's governing bodies, must guarantee confidentiality, independence, and any potential conflicts of interest.

CERTIS – Controlo e Certificação, Lda. also ensures the confidentiality and/or preservation of all documents relating to its administrative, IT, cleaning, or security staff.

## 10. Some Partners that work with CERTIS

ACL - Limousine Breeders Association	Abastena - Timber Supply Company, Lda.
Aberdeen-Angus Portugal	ACBM - Mertolengo Cattle Breeders Association
AFLOBEI – Forestry Products Association of Beira Interior	Agriangus
Agro Silvícola de S. Matias, SA	Agrofiap Producers of Indian Figs, Ltd.
Agromontenegro Lda.	Agrupalto-Producers Group
Meat, Milk and Cheese Production Group of the Minhota Breed	Alcino Nunes & Brother, Lda.
ANEB - National Association of Cattle Fatteners	ANPOC - National Association of Cereal Producers
Anselmo Mendes Wines, Ltd.	ANSUB – Sado Valley Forestry Producers Association
APABI - Association of Olive Oil Producers of Beira Interior	APIFLORA - Agro-Forestry Association
Argeaolea- Agricultural Society, Lda.	Marvanejo Grocery and Poultry Warehouses
Marinhola Breed Breeders Association	Asterisks and ellipsis SA
Millennium Olive Oils, Lda.	Baron & Baron
Baron of Vilar, Wines SA	Best Farmer
BIMBO DONUTS PORTUGAL, LDA.	Biofresh
Bioveg - Agricultural Production and Trade, Lda.	Bag - Packaging, SA
Both Wood, SA	Brasmar
Monção City Council	Viana do Castelo City Council
Vizela City Council	Carlos & Helder

[www.certis.pt/](http://www.certis.pt/) [certis@certis.pt](mailto:certis@certis.pt)

Carnalentejana	Carnarouquesa
Meireles Meats from Minho	Cartig - Cardboard and Packaging Articles, Lda.
Clara House, Ltd.	Aido's House - Bernardino Almeida e Costa and Sons
Azores Manufacturing Center	CEPAAL-Center for Studies and Promotion of Alentejo Olive Oil
Agricultural Cooperative. from Arcos de Valdevez and Ponte da Barca	Beja and Brinches Agricultural Cooperative, CRL.
Vila Real Agricultural Cooperative	Agricultural Cooperative of Olive Growers of Murça, CRL
Boticas Agro Rural Cooperative	Milk Drop Cooperative
Dan Cake Portugal, SA	Deli Home Iberia, Unipessoal, Lda.
Forest Dialogues	EABL - Association for the Development of the Dairy Cattle Farming Support Station
EPW - Extrusion Technology, Lda.	Eurobatata- Food Products Trade, Lda.
Yeast Bread - Alentejo Bread	Fertiprado - Seeds and Nutrients, Lda.
FILPORC - Interprofessional Association of the Pork Industry	Fio Dourado, Transformation and Marketing of Olive Products, Lda.
Floropineque, Lda.	FPAS - Portuguese Federation of Pig Farmers' Associations
Eugene de Almeida Foundation	GENCOAL, S.A.
Gilberto Manuel Madeira Painted	Barcelos Group - Quinta dos Açores
BEL Group - Formageries Portugal	Bensaúde Group
Campicarn Group	Casa Relvas Group
Central Beer Group	Cerealis Group
Cistercian Group	Deprado Group
Frusoal Group	Germ Group
Intermarché Group - ITMP Food	Jerónimo Martins Group
Lusiaves Group	Montalva Group
Moragri Group	Olivomundo Group
Parmalat Group - Lactalis	Primor Group
Raporal Group	Soybean Group of Portugal
Sonae Group	Valouro Group
Valsabor Group	Pine Estate
Herdadedos Grous, Agriculture and Livestock, Lda.	HVMA - Agricultural Society, Lda
IAMA - Institute of Food and Agricultural Markets	Ibero Forestry Mass, SA
Labruge Meat Industry	J. Portugal Ramos Wines S.A.
Jesus Marques and Sons, Ltd.	Joaquim Luis de Araujo
Joartes - Graphic Arts, Ida.	Jorge Alves – Timber and Derivatives Trading, Unip., Lda.
Lactalis Portugal, Lda	Lagar do Vale, Production and Transformation of Olive Oils, Lda
Country Milk	Piglets from Negrais - Afonso of the Piglets

Lidl & Co.	Life in a bag Lda
Litoflora - Agro-Forestry Management, Lda.	Long Life - Dairy Industries, SA
Lusocarne - Food Products	Madeiras Afonso, Lda.
Manuel Querido - Pig Production and Trade	MARITÁVORA Investments, Lda
Maroteira wines, Lda	Marsil - Artes Gráficas, Lda.
Martins and Constantine	Martos & Co., Ltd.
Central Slaughterhouse of Entre Douro e Minho	Linda Rosa Slaughterhouse and Meats, Lda.
Beira Litoral Slaughterhouses	Slaughterhouses of the Alentejo Coast
Matthew & Sequeira Wines, S.A.	Matisilva - Meats
Meatradig	Miguel & Miguel - Black Pig Transformation
Montadigo, Lda.	Pasture Hill
Monte do Trevo Winemaking, Agriculture and Viticulture Ltd.	MSD Animal Health
Nanta II- Nutrition SA	Nasofis, Lda
Navigator	Novo Horizonte - Import of Bioenergetic Products, Lda.
Nutriaves	Oviger
Sheep from Tapada	Landscaping, Unipessoal, Lda
Brejoeira Palace - Winemakers, SA	Alentejo Pasture
PCarnes, SA	Pec Nordeste - Northern Products Industry SA
Perugel	Pineforest - Timber Import, Lda.
Porminho	Promert, SA – Mertolengo Cattle Producers Group
QÊPÊTÊ - Production and Marketing of Food Products, Lda	Évora Cheese PDO: Cachopas/ Monte do Ganhão/ Oviqeujo
Serpa Cheese PDO: Charrua/ Guilherme/ NC-Cavaco/ Vasco & Pacheco	Agricultural Company, Ltd.
Quinta do Estanho - Port and Douro Wines Ltd.	Frog Hispania SAU
Raporal, SA	Ribassabores
Roclayer - Packaging Compounds, SA	Rosa Esther Perez Unipessoal, Lda.
Rosado Pereira Ltd	ROZES, S. A.
Rui Costa e Sousa and Brothers	Castro, Ltd.
SAVAM - Monção Alvarinho Wine Agricultural Society, Lda	SEL - Salsicharia Estremocense
Serçaça, Lda.	Serra & Silva
Showing Signs, Design, SA	SITANK Navigation Logistics Ltd.
Agricultural Company Vale Inguinhos	Alberto Manso Agricultural Society, Lda.
Agricultural Society of Monte Novo and Figueirinha, Lda.	Borges Wines Company, SA
Soprofe - Forestry Production Company, Lda.	Sovena Portugal Consumer Goods, SA
Sutol-Food Industries, Lda.	Tacopal - Cooperage and Civil Construction of Palaçoulo
Rabbit Hut	Tec Pellets - Production and Marketing of Pellets, Lda.



Prime, Lda.	UCAAI-Union of Agricultural Cooperatives of Alentejo Interior
Unileite - Union of Dairy Agricultural Cooperatives of São Miguel Island	Vasco, Nuno & Claudio Vieira, Lda.
2015-04-20 15:55:00	Wines from Quinta da Pedra Alta, SA
Vivid-Foods	Zolve- Logistics and transport, SA
ZUG, Lda.	