

Introduction

Primus Chile S.p.A, as a Certification Body (CB), operates under the guidelines of the Argentine Accreditation Body (OAA) in compliance with ISO 17065, and is authorized to provide certification services under Law 20.089 of the National System for Certification in Organic Agricultural Production, as well as its technical regulations for the scopes of Crop Production and Processing.

Before initiating any certification process, applicants must be aware of the rights and obligations established by law, which are described in Supreme Decree No. 3 – 2016 (Paragraph 2, Article 10).

Fees and Charges

Upon receiving a client’s request for certification services in Organic Production, Primus Auditing Ops sends the document “Application for Certification of Organic Agricultural Production.” Once the application and the background information of the operation to be certified are reviewed, a service quotation can be issued. The quotation depends directly on the type of certification, the requested scopes, the size and location of the operation, and the applicable standards. Therefore, to determine the final cost of certification services, clients must contact Primus Chile’s commercial department at (+5632) 3612313 or via email at chilegroup@primusauditingops.com.

Certification Process

The Operator (the legal entity responsible for the production of the product within the scope of certification) must first contact the audit coordinator via email.

The audit coordinator will then send the registration documents to initiate the enrollment process (Application for Certification of Organic Agricultural / Processed Products).

Once this process is completed, the audit coordinator will contact the client to provide the “Service Agreement” form and the Management Plan. These documents must be completed, signed, and returned by the producer to the audit coordinator.

To begin the Evaluation Process, the operator must complete the Management Plan and submit the required supporting documents. The assigned Reviewer must approve and verify that the Management Plan is complete. The second part of the evaluation consists of an on-site inspection to validate the information provided by the operator in the Management Plan. At the end of the inspection, the auditor must deliver to the producer the “Audit Record” and the “Inspection Findings.” These findings (potential non-conformities) are detailed based on the inspection of the site and compared against the information in the Management Plan. Both documents must be signed by the operator and the inspector.

The findings identified during the inspection are reviewed by a professional at the office, who is responsible for determining the Non-Conformities. The operator must address all Major Non-Conformities in order to qualify for certification. Once corrective actions submitted by the producer are accepted, the Certification Committee, based on all documentation from the certification process, decides whether to grant the Certificate.

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The Certificate is valid for one year, during which unannounced follow-up audits may be conducted. For certificate renewal, the process is similar to the initial application: the operator must again complete the administrative registration and certification application, submit a new Management Plan, undergo another on-site inspection, and, if non-conformities are found, implement corrective actions for review and approval. The Certification Committee must once again evaluate all information to decide on the issuance of the renewed certificate.

Use of the Organic Production Logo

Article 33, Paragraph 7 of Supreme Decree No. 3 (2016) “On the Use of the Official Seal” states that the terms “organic,” “biological,” “ecological,” or their equivalents, as well as the Official Seal, may only be used on the labeling of agricultural and forestry products that have been duly certified, including final processed products that have been produced, handled, and marketed in accordance with the specifications established in the official technical standard and corresponding complementary regulations.

According to the Law, only products of agricultural and forestry origin that comply with the current technical standard and are certified under Article 6 of the Regulation may use the designation “organic products” or its equivalents, such as “ecological products,” “biological products,” “bio,” “eco,” or combinations thereof.

Primus Chile S.p.A authorizes the use of its name or logo only to clients who maintain a service contract for the use of its databases and/or software to manage food safety information.

The use of the name, logo, or any identification of the Primus Auditing Ops or Primus Chile S.p.A brand is strictly prohibited without written approval from Primus Chile S.p.A.

Appeals

The Certification Body has established procedure SOP 22-02 “Appeals, Complaints, and Disputes” and form CERT-004 “Appeals, Complaints, and Disputes Form” to ensure a consistent approach to handling appeals, complaints, and disputes related to an audit. You may request these documents by emailing chilegroup@primusauditingops.com to submit any discrepancies regarding the certification process, including registration, inspection, or certification.

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