



BOPP CERTIFICATION SCHEME

RULES AND OPERATING PROCEDURES Grower, Ornamental Packhouse and Growing Media Standards

1.0 Introduction

The British Ornamental Plant Producers' Certification Scheme, (BOPP), has been designed for use by growers and / or packers of ornamental horticulture products and producers of growing media. The Scheme aims to set high standards of professionalism in the way in which certificated businesses operate and through unbiased and effective evaluation, by the United Kingdom Accreditation Service (UKAS) Accredited Certification Body, where applicable, to ensure that these standards are maintained. The ultimate objective is to ensure that customers can have complete confidence in both product and service when dealing with BOPP Certificated suppliers.

2.0 Background to the Scheme

The Scheme was established by the British Bedding and Pot Plant Growers Association (BBPA).

Funding for the original Standard and Sample Manuals was obtained from the Horticultural Development Council (HDC). The scope of the Scheme has now been enlarged to include not only the bedding and pot plant sector but also the nursery stock sector, cut flowers and bulbs, ornamental packhouses and growing media producers. This widening of the scheme was anticipated when BOPP was first set up.

3.0 The Management of the BOPP Scheme

3.1 The Scheme is governed by a Chairman and Board of Directors, which includes a representative of the BPOA (formerly the BBPA) and representatives of the horticultural industry.

3.2 The Technical Advisory Committee is responsible for overseeing the implementation of the Scheme. The role of the Committee includes setting and maintaining the Standards, overseeing monitoring of the Scheme and managing the promotion of the Scheme. In addition, the Committee reserves the right to

Date	Issue No.	Written By	Authorised By	1
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

sanction the Certification Body in evidence of non-compliant procedures, this could include immediate notification to UKAS, if appropriate.

3.3 The Technical Advisory Committee consists of elected members from all the main industry sectors: - bedding, cut flowers and bulbs, pot plants, hardy nursery stock, packers and growing media manufacturers; along with a Chairman and secretarial support.

3.4 Only BOPP members are eligible to vote with the Chairman of the Technical Advisory Committee having a casting vote, when required.

Committee elections are held at the AGM. The members of the Committee represent all sizes of business from each sector of the ornamental horticulture industry.

Two members normally offer themselves for re-election or retire from the Committee each year.

The Chairman of the Board of Directors is elected for three years, after which he/she is eligible for re-election but may not serve more than six years.

3.5 The commitment of the Committee is to the successful operation and development of the Scheme.

4.0 The BOPP Standards

4.1 Grower Standards

There are two Grower Standards, covering all sectors of production:

Continual Development. Certification against this standard will be carried out by BOPP inspectors, without reference to the Certification Body. Pass or fail status will be established, together with scores and comments for each clause assessed.

- **UKAS Certification.** This standard has been benchmarked against the GlobalGAP Flowers and Ornamentals Protocol. Certification against this Standard will give UKAS approved BOPP and GlobalGAP Certification. Inspection will be carried out by the Certification Body, giving a pass or fail indication only.
- For both versions of the Grower Standard there is a minimum of one independent third party inspection per year, carried out during a peak production period. Members can opt to be inspected under both Grower Standards, alternating at six-monthly intervals, or the Continual Development Standard at six-monthly intervals (the second inspection replacing the need for an internal audit).
- Growers will fall in to one of the following categories:-

Date	Issue No.	Written By	Authorised By	2
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

Category 1: Primary growing business

An individual grower who applies for membership of the BOPP Certification Scheme in their own right and achieves full membership through inspection against the BOPP Grower Standards, the scope of which covers the entirety of their growing business.

- Category 2: Primary growing business that owns and / or rents additional growing sites i.e. a multi site business

The primary growing operation has additional growing / production sites which are owned or on short / long term letting arrangements. The primary business will require full membership to the BOPP Certification Scheme through an independent third party inspection, as per category 1.

Completion of the primary business inspection and membership shall be achieved ahead of any additional production sites. The additional production sites will require an independent third party inspection clearly identifying where the primary business provides central functions i.e. logistics, human resource, quality management. These additional sites, once evaluated, will receive a certificate but do not require BOPP membership.

- Category 3: Primary growing business with (sub) contract growers

The primary business will require full membership to the BOPP Certification Scheme through an independent third party inspection, as per category 1.

The primary business will take full responsibility for ensuring the plants it markets, which have been grown by the (sub) contract grower(s), meet the required specification and quality standards. This will be achieved by a process of supplier monitoring and third party inspection.

(Sub) contract growers supplying less than 1% towards primary business's sales turnover shall be registered on an approved supplier list. This list shall be maintained by the primary business and examined as part of the primary business's third party inspection.

(Sub) Contract growers supplying between 1% and 10% of a primary business's sales turnover do not require BOPP membership and will not receive a certificate but shall be internally inspected by the primary business, with evidence of this provided as part of the primary business's third party inspection.

(Sub) contract growers supplying more than 10% of the primary business's sales turnover shall require the (sub) contract business to achieve full membership against an independent certification scheme, such as BOPP, MPS-GAP, GlobalGAP, through an annual third party inspection.

Date	Issue No.	Written By	Authorised By	3
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

No inspection of the (Sub) contract grower will be deemed necessary where they have full current membership of a recognised independent certification scheme such as BOPP, MPS-GAP, GlobalGAP.

4.2 Ornamental Packhouse Standard

- The Standard has been written specifically for Ornamental Horticulture Packhouses, both in the UK and abroad.
- There is a minimum of one independent third party inspection per year, ideally carried out during a peak production period, giving a pass or fail indication only.
- Certification against this standard will give UKAS approved BOPP Certification.
- A Packhouse will fall in to one of the following categories based on the Primary packing business's customer requirements:-
 - Category 1: Primary packing business operating as an individual entity
Full Membership of the BOPP Certification Scheme is required by Primary Packhouses i.e. businesses operating as individual entities delivering products directly into the retailers and applying retailer's bespoke packaging / and or labels to the product.
 - Category 2: Primary packing business that owns additional sites
Where a business has a Primary Packhouse with additional packing sites, which are owned by the primary packhouse, BOPP membership and a Primary Packhouse inspection needs to take place and full membership to the BOPP Certification Scheme achieved for the Primary Packhouse location, before the additional packhouses can be inspected. These additional packhouse sites will require a full, independent third party packhouse inspection, clearly stating where the primary site provides central functions i.e. logistics, human resource, quality management. These additional sites, once inspected, will receive a certificate but do not require BOPP membership in their own right, this is covered by the Primary site BOPP membership. For each additional site owned by the Primary Packing operation, both in the UK and abroad, an annual registration fee of £150 will be payable to BOPP.
 - Category 3: Primary packing business with contract packers and / or contract grower / packers
A Primary Packhouse utilising Contract Packers, is defined as follows:-
If the Contract Packer is packing into the end customer's, i.e. the retailer's, bespoke packaging and / or labelling, the Contract Packer will be required to become members of the BOPP Certification Scheme, by obtaining BOPP Membership in their own right, and will require a full, independent third party BOPP packhouse inspection.

Date	Issue No.	Written By	Authorised By	4
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

- If the Contract Packer is packing product into non-bespoke packaging and not applying specific retailer labels then the Primary Packhouse that has contracted this type of packer is responsible for carrying out an inspection of the Contract Packer. This Contract Packer will not receive a BOPP Scheme Certificate and is not required to obtain full BOPP membership.
- The primary packing business will require a third party inspection and BOPP membership, as in category 1

4.3 Growing Media Standard

- The Standard has been written specifically for Growing Media Producers, both in the UK and abroad.
- There is a minimum of one independent third party inspection per year, ideally carried out during a peak production period, giving a pass or fail indication only.
- Certification against this standard will give UKAS approved BOPP Certification for the primary business.

4.4 In line with GlobalGAP compliance going forward, if required by GlobalGAP, changes may need to be made to the BOPP UKAS Certified Grower Standard. Any changes to the GlobalGAP protocol are decided solely by the GlobalGAP Technical Advisory Committee, on which BOPP have a representative, and are made public through GlobalGAP official communications.

4.5 Any changes to the BOPP UKAS Certified Grower Standard instigated by the BOPP Technical Advisory Committee will need to be approved by the GlobalGAP Technical Advisory Committee prior to implementation by BOPP. Any changes to the BOPP Continual Development Standard will be instigated by the BOPP Technical Advisory Committee. Once approved, changes will be communicated to all members either by mail, and / or via the BOPP Website by the BOPP Technical Advisory Committee.

4.6 The approved Certification Body may propose recommendations for consideration by the BOPP Scheme Manager and the BOPP Technical Advisory Committee on changes and / or improvements to the Scheme.

5.0 **BOPP Scheme Membership**

Pre-certification Membership

- On joining BOPP new members will become a Pre-certification member, showing the willingness to become certificated against the Grower Standards, the Ornamentals Packhouse Standard or the Growing Media Standard or a combination of Grower and Packhouse Standards.

Date	Issue No.	Written By	Authorised By	5
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

- Members will be issued with a unique BOPP Membership Scheme number.
- Pre-certification membership lasts for a maximum of one year, in which time the new member needs to be inspected and become certificated against one of the BOPP Grower Standards, the BOPP Ornamentals Packhouse Standard or the BOPP Growing Media Standard.

Grower Membership

- Applies once the member has been inspected and certificated against one of the BOPP Grower Standards.
- Certification involves a minimum of one independent third party inspection per year.

Ornamentals Packhouse Membership

- Applies once the member has been inspected and certificated against the BOPP Ornamentals Packhouse Standard.
- Certification involves one independent third party inspection per year.

Growing Media Producer Membership

- Applies once the member has been inspected and certificated against the BOPP Growing Media Standard.
- Certification involves one independent third party evaluation per year.

General Membership Information

- 6.1 The scheme is open to commercial growers and packers of ornamental horticulture products and growing media producers.
- 6.2 Those who wish to join BOPP must:-
- 6.2.1 Agree to meet the requirements set out in the BOPP Certification Scheme Standards
- 6.2.2 Agree to abide by the Rules and Operating Procedures of the scheme
- 6.2.3 Prepare appropriate documentation, operating procedures and records as required by the Scheme
- 6.2.4 Allow the Inspectors access to the nursery / field and / or packhouse or factory sites (as appropriate), documentation, and agree to pay inspection and certification costs, where appropriate, and travel expenses to the appointed Certification or Inspecting Body

Date	Issue No.	Written By	Authorised By	6
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

6.2.5 Agree only to use the BOPP logo on their advertising material, outer packaging or stationery, only when they are fully certificated against either of the BOPP Grower Standards, the BOPP Ornamental Packhouse Standard or the BOPP Growing Media Standard.

6.2.6 Pay an initial and subsequent annual subscription to BOPP

6.2.7 Subscription rates are as follows:-

Annual Turnover	Subscription
Less than £500,000	£165
Between £500,000 & £1M	£330
Between £1M & £5M	£550
Between £5M & £10M	£825
Over £10M	£1,100

6.2.8 The subscription is due for payment each year in January. If payment has not been received within 60 days of the invoice date, the BOPP Technical Advisory Committee reserves the right to withdraw certification.

6.2.9 An official accountant's stamp will be required when BOPP subscription fees are initially paid, or each year when renewed, to confirm annual turnover.

6.3 Certification procedures for new members will not commence until the initial subscription is paid, and for existing members new certificates will not be issued until the annual subscription is received.

6.4 New members that join in the first half of the year (up to and including 30th June) will be re-invoiced on 1st January the following year; those that join in the second half of the year (July 1st onwards) will be re-invoiced on 1st July the following year.

6.5 If a member business goes into liquidation, membership is immediately void.

6.6 If a member business is amalgamated or a major re-structuring occurs a new application to join BOPP may be needed.

6.7 In all cases of lapsed membership former members are eligible to re-apply.

6.8 A list of certificated members will be published within one month of each Annual General Meeting. This list will be continually updated and available either from the BOPP Scheme Manager, the BOPP Website (www.bopp.org.uk) or the BOPP Secretary.

6.9 To maintain Grower Standards, Ornamentals Packhouse Standard or Growing Media Standard Certification a member must undertake an inspection within a year of their last inspection. For all UKAS Certificated Standards the Certification Body

Date	Issue No.	Written By	Authorised By	7
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

will advise a member in which month their next inspection is due and will send out a service contract and registration documents for completion. For the Continual Development Grower Standard, BOPP will advise a member in which month their next inspection is due and forward details to an Inspector.

- 6.10 On joining, a member will be issued with a unique BOPP Membership number. This number will be needed to register with the Certification Body for the certification process and will also allow the member to gain access to the 'Members Only' pages of the BOPP Website.

7.0 Timetable from Joining BOPP to Certification

- 7.1 New enquirers to the Scheme can receive copies of the Standards, the BOPP Scheme Rules and Operating Procedures, a basic guide to certification and a BOPP Scheme Information Pack.
- 7.2 New members can choose to undergo a pre-inspection assessment aimed at highlighting any issues which may need to be resolved before the first full inspection. Members will be charged for all such visits at the standard inspection rates (see Annex 1 for costs).
- 7.3 The new member shall undergo a certification inspection within 12 months of joining the BOPP Certification Scheme.
- 7.4 The Certification Body will issue the UKAS Certification Grower Standard, the Ornamentals Packhouse Standard and Growing Media Standard certificates.
- 7.5 BOPP will issue the Continual Development Certification Grower Standard certificate.
- 7.6 The BOPP Technical Advisory Committee will issue the initial Pre-certification Membership certificate.

8.0 The Certification Body

- 8.1 The Certification Body appointed by BOPP to evaluate the BOPP Scheme and grant certification must be accredited by the United Kingdom Accreditation Service (UKAS), for the BOPP UKAS Certificated Grower Standard, the BOPP Ornamentals Packhouse Standard and the BOPP Growing Media Standard.
- 8.2 The UKAS accredited Certification Body is required to be evaluated against the EN45011 Standard.
- 8.3 Inspectors / assessors appointed by the Certification Body or BOPP to evaluate BOPP members are required to:-

Date	Issue No.	Written By	Authorised By	8
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

- Have completed a higher education diploma or equivalent course (minimum course duration of 2 years) in a relevant discipline
 - Have a minimum of 2 years post-higher education experience and 3 years overall experience in the ornamental horticulture industry
 - Have completed a Lead Assessor Course BS EN ISO 9000:9001
 - To have successfully completed BASIS and FACTS Certification or equivalent (Formal training in pesticides and fertilisers)
 - To be trained as a Horticultural Inspectors
 - To have undergone an induction period as laid down within the Certification Body's quality system and procedures, to include a minimum of 15 days practical auditing experience
 - To keep up to date with current legislation, industry issues and developments (such as belonging to the BASIS Professional Register; attending formal internal and industry training sessions and workshops; belonging to key industry bodies and working regularly within the ornamental horticulture industry).
- 8.4 The Certification Body will appoint a Scheme Manager within their organisation to manage any aspects of the BOPP Scheme in relation to the BOPP Rules and Operating Procedures, and any changes required by GlobalGAP and / or UKAS going forward. The appointed Scheme Manager will have the necessary Inspector qualifications.
- 8.5 For UKAS-accredited Schemes the Certification Body is responsible for sending out service contracts and registration documents to clients / members, and will contact the client within 14 calendar days to confirm receipt of completed documents.
- 8.6 The Certification Body is responsible for the filing and holding of all completed service contracts, registration documents, evaluation reports and any relevant correspondence with the client / member.
- 8.7 The Certification Body is responsible for ensuring that all Inspectors are kept up-to-date with all quality policies, procedures, work instructions and documentation issued by the Certification Body. Inspectors will also have access to the Certification Body Intranet or be informed by e-mail.
- 8.8 The Certification Body is responsible for keeping records of the Inspectors' qualifications, training needs analysis, skills matrices and training records.

Date	Issue No.	Written By	Authorised By	9
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

- 8.9 The Certification Body is responsible for updating BOPP on client registration data, on at least a monthly basis. The Certification Body will take responsibility and liability for accuracy of registration data submitted.
- 8.10 The Certification Body can supply BOPP with annual statistics data relating to non-conformances for each standard – UKAS Certification Grower, Ornamentals Packhouse and Growing Media.
- 8.11 The Certification Body will confirm certification status to a client within 28 days of completion of any corrective actions.
- 8.12 The Certification Body is responsible for the management of any arbitration, complaints and appeals procedures for the UKAS Certification Grower Standard, the Ornamentals Packhouse Standard and the Growing Media Standard. The Certification Body Technical Director will be central to deciding on any actions required in liaison with the Certification Body's Governing Board. See Sections 11.0 and 12.0 for more detail.
- 8.13 The Certification Body is required by UKAS (EN 45011) to appoint a Governing Board which meets at least twice a year with the Certification Body to discuss Scheme matters. The BOPP Technical Advisory Committee and the Certification Body Scheme Technical Managers meet at least twice a year.

9.0 Inspection Procedures

- 9.1 The Scheme requirements will be as set out in the Standards and will be maintained at the same level, unless specific changes are agreed by the BOPP Technical Advisory Committee, and communicated to all members before any such changes are implemented.
- 9.2 Inspection will be undertaken by the BOPP appointed Certification Body or BOPP appointed Inspectors as appropriate.
- 9.3 To avoid any conflict of interest the inspector will not undertake any consultancy or training activities for the member to be evaluated that will affect their independence or impartiality.
- 9.4 No individual inspector will carry out the inspection of any business more than 3 times in succession.
- 9.5 The Scheme Inspectors will comply with specific training requirements identified by the Certification Body or the BOPP Technical Advisory Committee for the purpose of the inspection of clients / members.
- 9.6 Inspectors will strictly observe the Certification Body's and the BOPP Scheme's procedures to maintain the confidentiality of information and records.

Date	Issue No.	Written By	Authorised By	10
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

- 9.7 Clients will normally be inspected by arrangement, with notice of up to 3 months from the Certification Body or BOPP, with a minimum of one inspection per year for the Grower Standards, the Ornamentals Packhouse Standard and the Growing Media Standard.
- 9.8 The inspection visit will involve examination of the nursery and / or quality manual, as appropriate, to ensure it covers all the requirements of the appropriate Standard, and to evaluate its implementation in practice. The inspection will follow up and verify any non-conformances noted in the previous inspection.
- 9.9 Records and procedures will be examined and a physical inspection of the site will be undertaken. An inspection report will identify 'major' and 'minor' non-conformances to the Standard being evaluated, and noted on a summary sheet which is left with the client. A full report will be sent to the client after verification by the Certification Body or BOPP as appropriate. The inspection report for the Grower Standards, the Packhouse Standard and the Growing Media Standard will be written in accordance with the requirements of EN45011.
- 9.9.1 For the UKAS Certification Grower Standard, in line with the GlobalGAP requirements, records inspected for the initial inspection are only valid going back up to 3 months before the date of harvest, or going back to the date of the client's first registration with the Certification Body. In subsequent inspections, there must be at least one crop type, previously certificated under the scope of the first inspection, present on-site.
- 9.9.2 Compliance levels:

For the UKAS Certification Grower Standard these are as follows:-

All 'major' compliance criteria must be passed. For 'minor' compliance criteria, up to three non-conformances are allowed per site before a business is failed. If the business is found to have 4 or more 'minor' non-conformances then all these will become 'major' non-conformances and will need to be addressed as such.

For the Ornamentals Packhouse Standard these are as follows:-

All 'major' compliance criteria must be passed. For 'minor' compliance criteria, up to three non-conformances are allowed per site before a business is failed. If the business is found to have 4 or more 'minor' non-conformances then all these will become 'major' non-conformances and will need to be addressed as such.

For the Growing Media Standard these are as follows:-

All 'major' compliance criteria must be passed. For 'minor' compliance criteria, up to three non-conformances are allowed per site before a business is failed. If the

Date	Issue No.	Written By	Authorised By	11
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

business is found to have 4 or more 'minor' non-conformances then all these will become 'major' non-conformances and will need to be addressed as such.

For the Continual Development Grower Standard these are as follows:-

All 'major' compliance criteria must be passed. For 'minor' compliance criteria, up to three non-conformances are allowed per site before a business is failed. If the business is found to have 4 or more 'minor' non-conformances then all these will become 'major' non-conformances and will need to be addressed as such.

Under this Standard, each clause will be inspected on a scoring system according to merit. Pass marks will be awarded from 1-3 where 1 is the lowest pass marking and 3 is the highest. A mark F will indicate a fail marking. In addition to scores, constructive comments will be provided by the Inspector and discussed at the end of the inspection.

9.10 Addressing non-conformances:

Grower Standards

Any 'major' non-conformances and four or more 'minor' non-conformances noted at a site will require the business to implement the improvements needed within one month on all the non-conformances found.

Where the number of non-conformances is within the respective permitted threshold they will still need to be addressed by the next inspection, within 12 months, or within 6 months if the grower has chosen to undertake two inspections a year.

Ornamentals Packhouse Standard

Any 'major' non-conformances and four or more 'minor' non-conformances noted at a site will require the business to implement improvements needed within one month on all the non-conformances found.

For three or less 'minor' non-conformances corrective action will need to be implemented before the next inspection and will be verified at the next inspection.

Growing Media Standard

Any 'major' non-conformances and four or more 'minor' non-conformances noted at a site will require the business to implement improvements needed within one month.

For three or less 'minor' non-conformances corrective action will need to be implemented before the next inspection and will be verified at the next inspection.

9.11 If an additional visit is required to re-check any non-conformance(s) then this will be agreed at the closing meeting of the initial inspection visit. The Scheme Technical

Date	Issue No.	Written By	Authorised By	12
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

Manager, on verifying evidence of non-conformance rectification, can also request an additional verification visit, if deemed necessary. An additional re-inspection fee will be charged. If improvements are not made to the satisfaction of the Inspector the business will not be granted or will lose its certification.

- 9.12 Businesses which operate on several sites must have reached BOPP standards at all sites, all of which will be included in a multi-site inspection, where applicable.
- 9.13 BOPP should be notified as soon as possible of any new production sites taken on by a certificated business.
- 9.14 New and rented sites - where a certificated business takes on a new site, it will be given 12 months to implement BOPP standards. The same standards will apply to rented sites, with the exception of specific factors beyond the control of the certificated grower e.g. weed control in areas adjacent to the glasshouses.
- 9.15 Short term rented sites, defined as rented for periods shorter than 6 months, will be evaluated by the Inspectors but only if the site is in use on the date of the evaluation. Members are required to provide Inspectors with details of any rented sites.
- 9.16 Sites operated as 'new' businesses - where a new site is acquired by an existing member, or members, and is to be operated as a business or company which is separate from businesses already certificated, then this must be clearly stated. Such separate businesses must apply for membership in their own right.
- 9.17 Sub-contractors - the receiving certificated site must take full responsibility for the evaluation of their sub-contractors. The sub-contractor must be evaluated at least once a year, where applicable, by staff from the certificated business or a qualified independent third party, and an evaluation report completed. The report should be available for the Certification Body or BOPP Inspectors.
- 9.18 Product brought onto the site for immediate re-sale should be subject to the same quality control procedures as all other produce on the site.
- 9.19 The Certificate issued by the Certification Body or BOPP will clearly state the products and sites that have been evaluated as part of the BOPP Certification Scheme.
- 9.20 The Certificate issued by the Certification Body or BOPP will be valid for one year, from the date of the certification visit, this will be stated on the Certificate.
- 9.21 The granting of a Certificate is conditional on compliance by the BOPP member with all applicable requirements set out in the BOPP Rules and Operating Procedures.

Date	Issue No.	Written By	Authorised By	13
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

9.22 In line with GlobalGAP requirements 10% of UKAS Certification Grower Standard evaluations carried out per annum, across the whole grower membership, will need to be unannounced.

10.0 Use of the BOPP logo

The BOPP logo may be used on letterheads, outer packaging and promotional material but not on plant or product labels.

11.0 Arbitration Procedures

UKAS Certification Grower Standard, Ornamentals Packhouse Standard and Growing Media Standard

- 11.1 An unannounced visit to a client; suspension of certification or withdrawal of certification may be carried out by the Certification Body if:-
- a current member of the BOPP Scheme should bring the Scheme into disrepute
 - or the Certification Body has received a letter of complaint relating to a member of the Scheme
 - or a client fails to pay for contracted agreements
 - or a client has not complied with any of the agreements signed in the contract between the Certification Body and the client
 - or issues have arisen following a visit to a client
 - or a client has failed to meet the non-conformance rectification deadline.
- 11.2 The Certification Body Technical Director will decide on any actions required and may seek guidance from the Certification Body's appointed Governing Board, or from the Certification Body's appointed Scheme Technical Manager or from another appropriate source.
- 11.3 The Certification Body Technical Director will decide on one of two possible courses of action, as follows:-
- 11.4 The Technical Director decides to suspend the client's certification:-
- The Technical Director will write to the client stating the reason for the suspension of the certificate and will ask the client to respond to the issues raised within a defined timescale
 - The BOPP Client Certification Register will be updated
 - The client will be given the right to appeal
 - If the client appeals against the ruling the appeal will be sent to the Certification Body's Governing Board (see below)
 - If the client responds to the Technical Director's letter, and satisfactorily rectifies the issues, the Technical Director will re-instate the client's certificate. The Technical Director will write to the client confirming this. The BOPP Client Certification Register will be updated
 - If the client fails to rectify the issues within the defined timescales the Technical Director will withdraw the client's certification

Date	Issue No.	Written By	Authorised By	14
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

- 11.5 The Technical Director decides to withdraw the client's certification:-
- The Technical Director writes to the client, stating the reasons why certification is being withdrawn and requests that the client return the certificate to the Certification Body
 - The use of the BOPP Logo by the client will be withdrawn
 - The BOPP Client Certification Register will be updated
 - The client will be given the right to appeal
 - If the client appeals against the Technical Director's ruling the appeal is sent to the Governing Body
 - If the appeal fails the Technical Director writes to confirm the withdrawal of certification as above, again the client will be given the right to appeal
 - If the clients appeal is upheld the Technical Director will reinstate certification. The Technical Director will write to the client confirming this
 - The BOPP Client Certification Register will be updated

12.0 Complaints and Appeals Procedure

Complaints

UKAS Certification Grower Standard, Ornamentals Packhouse Standard and Growing Media Standard

- 12.1 All complaints received by the Certification Body must be referred to the Technical Director of National Britannia Certification, who will be responsible for dealing with them, in consultation with the Governing Board.
- 12.2 The Technical Director will complete a complaint form and will write to the complainant within 5 working days acknowledging receipt of the complaint.
- 12.3 The complaint form records the name and contact address and details about the complaint, and the date the complaint was received.
- 12.4 The Technical Director will investigate the complaint and may involve the Scheme Technical Manager, the Scheme Administration Manager and may communicate with the inspector or administration staff as appropriate.
- 12.5 Records of all complaints will be held in the complaints register.
- 12.6 A review of the complaints register will be part of the quality system review process.
- 12.7 In most cases the Technical Director will be able to resolve the complaint although, where this is not possible, the complaint may be referred to the Governing Board.
- 12.8 The Technical Director will write to the complainant and inform them of the outcome of the investigation within 30 days of receipt of complaint.

Date	Issue No.	Written By	Authorised By	15
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

12.9 Where the complaint remains unresolved and it relates specifically to technical matters the complainant may appeal.

Continual Development Certification Grower Standard

12.10 The member must first raise the disagreement with the Inspector at the time of the inspection

12.11 If the problem cannot be resolved on site, the member should contact the BOPP Scheme Technical Manager who may arrange for an alternative inspector to undertake a further visit. This inspection will be charged to the member unless the complaint is deemed to be upheld.

12.12 If the dispute is still unresolved, the BOPP Technical Advisory Committee may refer the case to the BOPP Independent Arbitrator.

Appeals and Disputes

UKAS Certification Grower Standard, Ornamentals Packhouse Standard and Growing Media Standard

12.13 Appeals may be made regarding technical decisions made by National Britannia Certification.

12.14 Disputes may be made on any part of the certification process, which are not technical in nature and are not part of the quality of service (which would be a complaint) of National Britannia Certification.

12.15 All appeals and disputes must be made in writing to the Technical Director (investigated and unresolved complaints relating to technical matters will be deemed to satisfy this requirement). The Technical Director will record the appeal or dispute on the Appeal Form. The appellant will receive written confirmation within five days that the appeal or dispute has been recorded and actioned.

12.16 The Appeal Form records the name and contact address and details of the nature and grounds of the appeal or dispute.

12.17 The Technical Director will investigate and will liaise with the Scheme Technical Manager. The Technical Director will write to the appellant and inform them of the outcome of the appeal within 30 days of receipt of the appeal.

12.18 The appeal or dispute will be examined and reviewed by the Governing Board or a nominated person or body as decided upon by the Governing Board.

12.16 The certification appeals procedure will allow for the following:

- The opportunity for the appellant to formally present their case

Date	Issue No.	Written By	Authorised By	16
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

- Provision of an independent element or other means to ensure the impartiality of the appeals process
- Provision of the appellant of a written statement of the appeal findings including the reasons for the decisions reached
- The Governing Board's decision will, when necessary, consult with relevant bodies, including the BOPP Technical Advisory Committee.
- The Governing Board's decision is final.

12.17 A copy of the outcome will be recorded.

13.0 Scheme Contacts

BOPP Scheme Secretary

Jeanette Soer
 Battlegate Road
 Boxworth
 Cambridge
 CB23 4NN
 Tel: +44 (0) 1954 268205
 Fax: + 44 (0) 1954 267659
Jeanette.Soer@adas.co.uk
 Website: www.bopp.org.uk

BOPP Technical Advisory Committee

Wayne Brough
 Battlegate Road
 Boxworth
 Cambridge
 CB23 4NN
 Tel: +44 (0) 1732 876663
 Fax: +44 (0) 1732 876664
Wayne.Brough@adas.co.uk
 Website: www.bopp.org.uk

Certification Body

Kerry Futter
 National Britannia Certification Ltd
 Britannia House
 Caerphilly Business Park
 Caerphilly
 CF83 3GG
 Tel: +44 (0) 29 2085 6505
 Fax: +44 (0) 29 2085 6506
Kerry.Futter@connaught.plc.uk
 Website: www.whatrisk.com

Date	Issue No.	Written By	Authorised By	17
15.06.09	12	ADAS	BOPP Technical Advisory Committee	

Annex 1 Inspection costs (June 2009)

Audit type	Fee (£)
Grower inspection (UKAS Certification and Continual development half day)	445
Grower inspection (UKAS Certification and Continual development full day)	735
Additional half days	250
Verification visit	425
GMA / Packhouse inspection half day	625
GMA / Packhouse inspection full day	1,050
Additional half days	400
GMA / Packhouse inspection 2 full days	1,550
Verification visit	425
Stand alone LEAF (Packhouse)	395
Stand alone LEAF (Grower)	395
LEAF / BOPP inspection (Packhouse)	295 + packhouse fee
LEAF / BOPP inspection (Grower)	250 + grower fee
Mileage (pence per mile)	50p capped at 200 miles

Date	Issue No.	Written By	Authorised By	18
15.06.09	12	ADAS	BOPP Technical Advisory Committee	